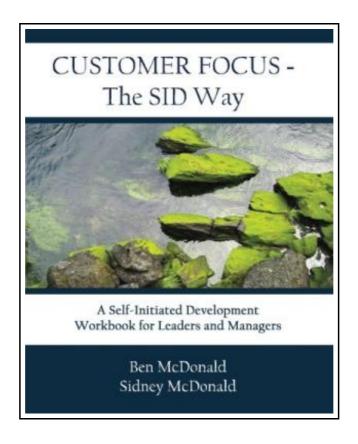
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Reviews

Good e-book and beneficial one. I was able to comprehended everything out of this published e pdf. Once you begin to read the book, it is extremely difficult to leave it before concluding. (Mariana Schaden II)

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Benchmark Learning International, United States, 2011. Paperback. Book Condition: New. 254 x 203 mm. Language: English . Brand New Book ***** Print on Demand *****.Ritz Carlton is famous for its customer focus while used car dealers often have a reputation for poor customer focus. All other organizations fall somewhere in between. Customer Focus - The SID Way is part of BenchMark Learning International s Self-Initiated Development Series. This workbook gives leaders the understanding and the tools to develop their customerfocus skills and behaviors. Every business and organization has customers - internal and external. Leaders are responsible for modeling excellent customer focus and the result of that customer experience determines the level of success achieved. Are you taking action to increase your customer focus effectiveness? This workbook includes: Introduction to the Self-Initiated Development (SID) Model Customer Focus Self Assessment to determine your strengths and weaknesses Coaches Tips and Guidance section to help you improve customerfocus skills Case Studies with Exercises Specific Development Recommendations based on self-assessment results Development Plan Template for your use Coaches Further Reading Recommendations Takeaway Tools to help you improve your customer-focus skills and behaviors Much, Much More to help leaders create a culture of excellent customer focus Customer Focus - The SID Way is based on the 4P s Leadership Competency Model of 30 crucial leadership competencies. The series gives leaders the tools and processes to manage and develop their professional skills and behaviors to further achieve their leadership effectiveness and success.

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