



The Big Book of People Skills Games: Quick, Effective Activities for Making Great Impressions, Boosting Problem-solving Skills and Improving Customer Service

By Edward E. Scannell, Colleen A. Rickenbacher

McGraw-Hill Education - Europe. Paperback. Book Condition: new. BRAND NEW, The Big Book of People Skills Games: Quick, Effective Activities for Making Great Impressions, Boosting Problem-solving Skills and Improving Customer Service, Edward E. Scannell, Colleen A. Rickenbacher, Always say and do the right thing at the right time! Developing the necessary skills critical to teamwork and company success - taught in a fun group format. Meeting new people, developing listening skills, learning proper business etiquette, or dealing with difficult customers or coworkers are all challenges every company faces. "The Big Book of People Skills Games" offers a host of interactive yet engaging games you can use to tackle all of these communication-challenged areas within your group. Results: effective communication, greater team confidence, and improved customer service. These short but fun games can be adapted to any setting, cost virtually nothing, and show you how to boost both employee and customer interaction, reduce absenteeism, and foster a more positive and productive environment - all necessary ingredients for company growth and success. "The Big Book of People Skills Games" helps you: improve internal and external communication; promote group thinking on potential problems facing the company; build stronger relationships with coworkers and clients;...



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