

Ultimate basic business skills: training an effective workforce

Atwood, Christee Gabour, author

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Abstrak

Having this book on your bookshelf is like having an on-call business training department. Ultimate Basic Business Skills provides ready-to-present programs on the most critical front-line business skills every member of your organization needs basic training that is often ignored in favor of more specialized product or service training. This book offers learning professionals everything needed to quickly deploy a business boot camp, including lively, scripted, half-day programs in more than 20 individual topic areas. Subjects include both external and internal customer service, basic business skills, and training to help employees thrive in a professional business environment. All handouts, worksheets, assessments, and PowerPoint presentations are included, and can easily be customized for their intended audience.