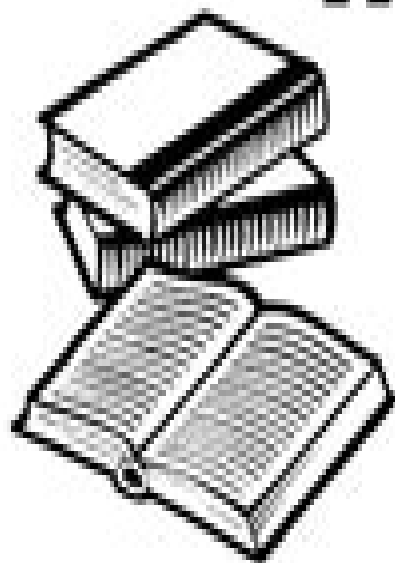
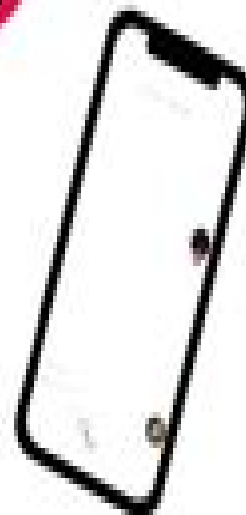


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Child as Citizen Giuliana Fenech, 2025-08-15 Contributions by Daniela Brockdorff Nina Christensen Jill Coste Katrin Dautel Justyna Deszcz Tryhubczak Giuliana Fenech Naomi Hamer Irena Barbara Kalla Anne Klomberg Sonali Kulkarni Elizabeth Leach Leung Ann Marie Murnaghan Emily Murphy Emilie Owens Nicola Parker Patrycja Poniatowska Meg Rosoff and Farriba Schulz *Child as Citizen Agency and Activism in Children's Literature and Culture* addresses children's and young adult agency and activism across literature and culture demonstrating how these forces influence child citizenship Contributors to this volume highlight the agentic voices and activist practices that are growing across all spheres of young people's lives as well as the challenges to active citizenship that children growing up in unjust sociopolitical contexts face The volume is interdisciplinary and draws on the sociology of childhood children's literature studies youth culture studies media technology and cultural studies and Anthropocene ecofeminist and disability studies Agency occurs in and around literature and storytelling and this collection establishes how it is always influenced by identity as well as geopolitics how it is both subjective and collective how it is cultural and embodied and how like citizenship it is not a static status but rather an ongoing negotiation In this collection contributors invite readers to consider agency as a system of relations between children themselves between children and adults children and institutions and children and nation states as well as between children and the nonhuman This book reviews the interconnectedness between these relationships and attempts to untangle some of the complications that emerge

The Art of Small Business Social Media Peg Fitzpatrick, 2024-11-19 An essential guide for small business owners that Booklist calls appealing and supremely useful in a starred review and Guy Kawasaki points out in the foreword if you're an entrepreneur or small business owner and want to master digital marketing you need this book In *The Art of Small Business Social Media* social media expert Peg Fitzpatrick offers a comprehensive guide tailored specifically for small business owners Recognizing that social media isn't a one size fits all tool Fitzpatrick provides a roadmap for entrepreneurs to navigate the digital landscape effectively Drawing from her extensive experience working with brands big and small she demystifies choosing the right platforms crafting a robust social media plan and engaging with communities online Real world examples from various industries serve as case studies offering actionable insights that can be applied to any small business setting Whether you're a solo entrepreneur or part of a small team *The Art of Small Business Social Media* is your key to unlocking the full potential of social media marketing It's not just about being online it's about being online effectively This book equips you with the skills to participate in the digital world and thrive in it giving your business a competitive edge in today's marketplace

The Future of Customer Interactions Klantinteractie Research Centrum (Nieuwegein), 2011

The Customer Service Revolution John R. DiJulius, 2015-01-06 In *The Customer Service Revolution* DiJulius points out how numerous companies have made Customer service their biggest competitive advantage are dominating their industries and have made price irrelevant As a result of this Customer service revolution

people are being treated differently better and in a way like never before This is a result of how companies and management are treating their employees and how employees are treating each other and the Customer which ultimately permeates into people s personal lives at home and in their communities Can the way you run your business or treat your Customers have an effect on the world at large John DiJulius will show you just that Drawing on years of experience consulting with the top customer service companies around the world and in his role building his first business John Robert s Spa into one of the top 20 salons in the US DiJulius will show you exactly how to create your very own Customer service revolution and make price irrelevant *Creating a Customer Service Mindset* Jaquie Scammell,2018 *Customer Service* Elaine K. Harris,2013 The market leader *Customer Service A Practical Approach* Sixth Edition goes beyond providing reasons why customer service is important to defining proven methods for creating customer service excellence Using a hands on approach it covers a wide range of knowledge and skills and offers an extensive collection of activities to enliven and invigorate any lecture This edition features a revised chapter on technology new Ethics in Action exercises and coverage of the latest trends in the customer service field Focusing on problem solving communication strategies and technology this classic text pinpoints the skills needed to improve and sustain customer satisfaction and business relationships For undergraduate courses in Customer Service Training and Development and Service Marketing also as a supplement for a course in Marketing Principles

Customer Service Over the Phone Stephen Coscia,1997-11-01 *Customer Service - Simple Steps to Win, Insights and Opportunities for Maxing Out Success* Gerard Blokdiijk,2015-11-18 Starting out with Customer Service means being unsure about what to do how to start and how to get the most out of it preparing for success and avoiding failure There is enormous satisfaction in seeing the change succeed overcoming the obstacles in the way to reap the rewards and benefits that using Customer Service brings Don t embark on the change unprepared or it will be doomed to fail But it s my guess that since you re reading this the forces of change have already been set in motion and there is no going back What you need is the resources knowledge and confidence required to overcome uncertainty and face Customer Service changes The job can be accomplished by having a roadmap and experiences from previous Customer Service changes This is where this book is your guide and roadmap You will be able to relate to the experiences laid out in its resources covering all aspects of any Customer Service initiative Use it and its INCLUDED Working Documents for Leaders to get a strong foundation It will provide aid advice blueprints road maps en templates when you need it most The book reflects the reality that the fastest way to learn about Customer Service is from experiences knowing about the ins and outs of employment and career developments trends and popularity relevant knowledge and patents AND the INCLUDED downloadable resources on Customer Service Blueprints Templates and Presentations Working Documents for Leaders Whatever makes you decide to take on the change growing business initiatives or career development plans you are ready for a Customer Service Change The book and accompanying toolkit is your gateway and will fully support your commitment in moving forward and energize yourself and

others **Customer Service Over the Phone** Stephen Coscia,1992-01-01 Be Amazing Or Go Home Shep Hyken,2017-09-22 *The Customer Service Revolution* Bryan Horn,2020-02-21 The way we do business has changed Customers are no longer driven by products and services alone They are experience driven customers who seek meaningful and genuine interactions with the companies they do business with Many companies have adapted a too big to fail mindset and have implemented policies that favor themselves instead of the customers who keep them in business Employees are treated as money making machines instead of valued teammates This has to change The Customer Service Revolution is packed full of innovating and inspiring stories and is changing the way companies think about their customers and the employees who make it all happen *Dangerous Customer Service* Impact Innovation,2012-01-01 Dangerous Customer Service provides real help for real people in the real world This book guides managers through the realities and practicalities of great customer service Dangerous Customer Service shows the reader how to cover the basics what customers expect from a service and what they will take for granted and how to create the magic that transforms that service into an extra special personal experience Exercises and real life examples will help the reader to learn and develop essential customer services including loyalty training your customer and services across cultures **Great Customer Service on the Telephone** Kristin Anderson,1992-11-26 A thorough quick reading guide that shows anyone who uses the phone how to treat it as a service tool that directly impacts on company profits First impressions are often lasting impressions How customers are treated on the phone can quickly turn them into either an ex customer or a customer for life In this book you will be able to double your effectiveness when you learn how to handle irate customers end those endless calls take meaningful messages handle conference calls and transfer calls screen calls and ask focused questions use the phone during emergencies improve your voice effectiveness With worksheets checklists and fill in forms Great Customer Service on the Telephone will inspire fabulous phone service **Understanding Customer Service** Alka Maheshwari,Pankaj Gupta,2023-05-23 What is customer service What is customer sensitivity How do you feel when a customer vent on you How to handle customer relations How to close loop customer calls There is much more to learn about customer service than just learning soft skills and repeating like parrots or programmed robots Authors share their life experiences about customers and simplify the understanding of customer service through stories This book is going to be an interesting read and would be useful in your professional development if you are working in customer facing roles in any service industry viz Telecommunication Information Technology Travel Tourism and Hospitality etc **Achieving Excellence Through Customer Service** John Tschohl,Steve Franzmeier,1996 Monday Morning Customer Service David Reed,David Cottrell,2004 *Customer Service in an Instant* Keith Bailey,Karen Leland,2010 Service Magic - The Art Of Amazing Your Customers Ron Zemke,Chip Bell, **The 3 Rs of Customer Service** Matthew Storey,2019 *Beyond Customer Service* Richard F. Gerson,American Veterinary Medical Association,1994

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