



# The Telephone Skills Pocketbook (Management Pocketbooks)

*Mary Richards*

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# The Telephone Skills Pocketbook (Management Pocketbooks)

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**The Telephone Skills Pocketbook (Management Pocketbooks)** Mary Richards

This guide is packed with advice and tips on every aspect of using the telephone to improve business performance. It highlights areas such as the importance of good communication skills, the need to build a rapport, how to take control of a call, as well as pinpointing bad habits.

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