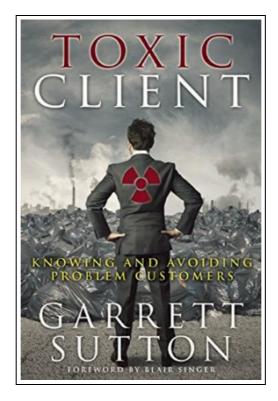
Toxic Client: Knowing and Avoiding Problem Customers



Filesize: 5.65 MB

Reviews

Absolutely essential go through publication. Yes, it really is engage in, nevertheless an amazing and interesting literature. Its been developed in an exceptionally straightforward way and it is simply following i finished reading this publication through which actually changed me, change the way i really believe.

(Vergie Hyatt)

TOXIC CLIENT: KNOWING AND AVOIDING PROBLEM CUSTOMERS



Brisance Books Group LLC, United Kingdom, 2016. Paperback. Book Condition: New. 229 x 152 mm. Language: English. Brand New Book. Not every client is a good client! Learn how to avoid problem clients that are more trouble than they re worth. To succeed in business you must learn how to recognize and avoid the Toxic Client. With useful stories everyone can relate to, Toxic Client will show you how to handle the problem customers. In that first flush of life as business owners, we often say Yes to anyone who wants to hire us. We think the most important thing is establishing a client base. As long as we re getting hired, that s a good thing, and it s all that matters. But after a while, we learn an important truth: Not every client is a good client. In fact, some of them are truly toxic they contaminate our business environment and breed negativity about the work, they infect employees by lowering their morale, they exhaust and debilitate our energy reserves, and they drain our coffers. Toxic Client: Knowing and Avoiding Problem Customers will teach readers how to: Deal with Angry and Lying clients Engage in Active Listening to spot potential trouble Identify Freeloaders and Troublemakers Stay clear of clients with Alcohol, Drug Use and Entitlementia issues Dismiss and Avoid Toxic Clients The book features a Bonus Section on using Collection Agencies, Mechanics Liens and Small Claims Court to get paid for your e orts.



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