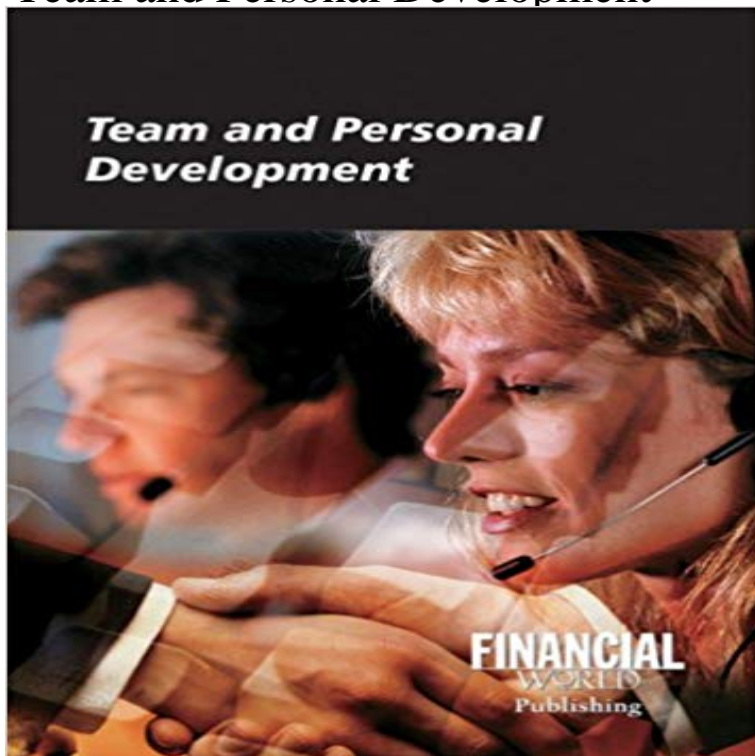


## Team and Personal Development



A useful, general introduction to the advantages and problems of team working Part of series on contact center management This book will give the reader an introduction to personal development and working as part of a team in a contact center. It does this by introducing broader management themes of organizational culture and planning. The author seeks to reveal the importance of planning, organizational structures, cultures, and objectives. Also covered are control systems and management issues, change management, communication principles and systems, characteristic leadership and management styles, and motivational issues.

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