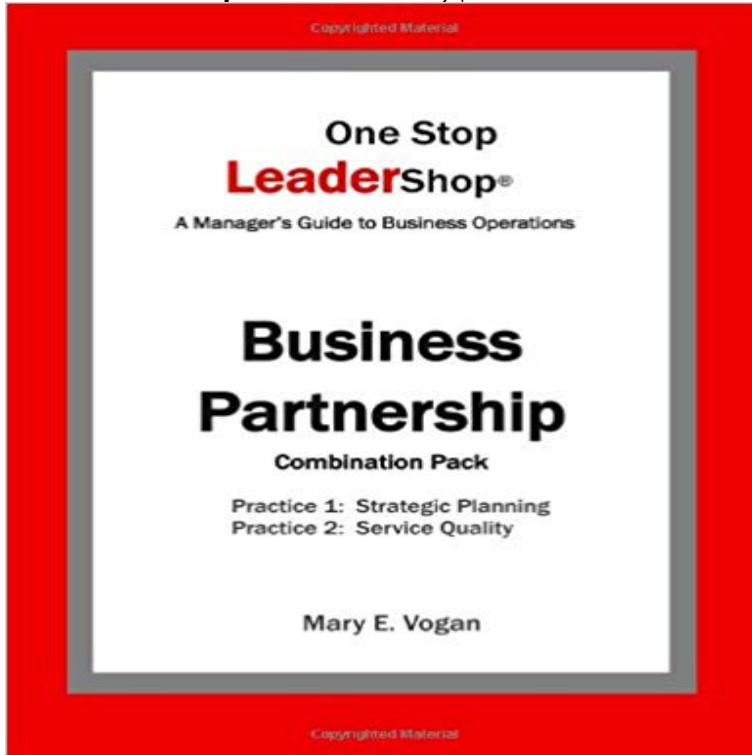


One Stop LeaderShop Business Partnership Combination Pack (One Stop LeaderShop - A Managers Guide to Business Operations)



This paperback book contains Practices #1 and #2 in a series (of 14) titled One Stop LeaderShop A Managers Guide to Business Operations. One Stop LeaderShop is a manager training program, designed to build marketable skills in the five leadership principles and fourteen business practices every manager needs to know. Whether you are a new manager or an experienced manager or even an aspiring manager the One Stop LeaderShop manager training program will teach you how to drive the performance of your team and your company. It will get you noticed. One Stop LeaderShop Practice 1: Strategic Planning is the skilled managers tool for setting an agenda of priorities and keeping everyone focused there. It combines thoughtful reflection about the future with a strong commitment to action now. In this e-book, you will learn how to design a pipeline of initiatives that is creative, practical and relevant to your companys strategic direction. One Stop LeaderShop Practice 2: Service Quality shifts your companys culture to a service model that honors the customer. In this e-book you will learn how to motivate your employees; how to keep your processing standards high; how to act quickly when problems occur; and how to set inviolable standards for customer-facing behavior. Youll learn the difference between customer satisfaction and customer loyalty. Finally, youll learn the important and often surprising connection between service quality and employee satisfaction. The One Stop LeaderShop series is purposely designed as a self-directed manager training program. You decide when, where and how to study. Read it on your own or as part of a team. Either way, if you are interested learning new management skills or advancing the skills you already have, this program is perfect for you. Find this volume and the entire One Stop LeaderShop series in

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