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How To Survive (& Thrive) In A Call Centre



Synopsis

"Alison Mathiebe has written a book that is clear, concise and comes from evident practical experience. It is certain to boost the confidence and success of those just entering (or considering) the profession, and is a great go-to resource for established call centre agents."Brad Cleveland
bradcleveland.com/blogAuthor, Call Center Management on Fast Forward (ICMI Press)"How To Survive (& Thrive) in a Call Centre by Alison Mathiebe is a very welcome contribution which will help call centres to guide, support and inform new and existing call centre staff. In particular, it would prove a useful text to give to all new staff helping them understand and adjust to working in stimulating and sometimes challenging environments. The 24 chapters address the main topics and are short enough to provide bite-size learning for agents and operators. "John P. Wilson author of The Call Centre Training HandbookHow to Survive (& Thrive) in a Call Centre is a comprehensive, solution filled resource designed to improve the careers of call centre agents. Think your call centre job is going nowhere? This book will show you how to recast the dead-end into a satisfying career pathway. Alison Mathiebe is the trainer, the award-winning call centre manager and the success story. She provides stable, sensible solutions for call centre agents with the calming voice of a mentor. When Alison completed university she dreamed of working in a museum, but she had to survive. While she waited to land the coveted position in a museum, she took a job in a call centre and designed a career. Her success documents accepting a stop-gap job and carving a future in a sustainable field with more promise than she ever imagined. Whether you are looking for work or are an experienced call centre professional, this book holds the key to your call centre success.

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Customer Reviews

How to Survive (& Thrive) in a Call Centre is a practical and empowering guide to getting the most out of any call centre experience. It is full of helpful hints and sound advice for both sales and customer service centric roles. This book offers the reader a host of to-dos (and what not to dos) in order to succeed in a call centre environment and I believe it would benefit everyone, from those just starting out in a call centre role (its covers the very basics) to those who are looking to forge a career in the industry (it outlines career paths and offers a manager's perspective on what it takes to get promoted). I found the writing clear and concise and the advice very practical. There aren't a lot of call centre specific books out there yet How to Survive definitely holds its own in the career guide genre. Overall, I am very happy with my purchase of this book and I have recommended it to all my colleagues.

I was expecting a more personal account of how to cope with working in a call centre and maybe some unique insights. This is more of a guide for someone just starting out in workforce, who really knows very little about any sort of job. It sets out the basics of a call centre and would be useful to a new starter. I was disappointed as it didn't really meet my expectations. From the title, I was hoping for some empathy and humor, instead it's really just a manual.

The book is very good. I recommend it. It exposes all important points that you need to know about a job in a call centre.

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