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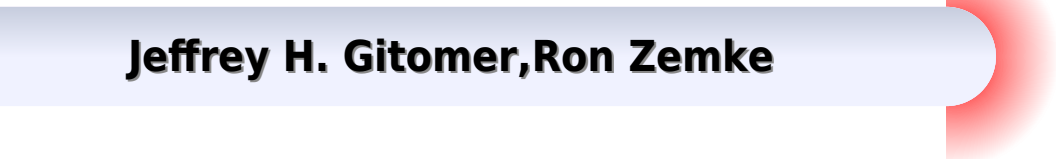
Coaching Knock Your Socks Off Service



Ron Zemke & Kristin Anderson
Authors of the bestselling **DELIVERING KNOCK YOUR SOCKS OFF SERVICE**
and **KNOCK YOUR SOCKS OFF ANSWERS**

Coaching Knock Your Socks Off Service

Jeffrey H. Gitomer, Ron Zemke



Coaching Knock Your Socks Off Service:

Coaching Knock Your Socks Off Service Ron Zemke, Kristin Anderson, 1996-10-21 Authors Kristin Anderson and Ron Zemke provide a practical guide to the day to day challenges that arise in training superior customer service people Knock your socks off service doesn't just happen It requires coaching on an ongoing basis As part of the Knock Your Socks Off series Coaching Knock Your Socks Off Service explains how to help frontline employees hone their skills maintain the motivation to perform and meet new situations head on The authors present a model for successfully coaching anyone anywhere and they show you how to apply it in familiar coaching situations Everyone can appreciate Zemke and Anderson's strategies for handling the toughest coaching problems You will learn the most important new skill teaching employees to be peer coaches a growing need in the current era of teams and of doing more with less

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