

# The Service Consultant Principles Of Service Management And Ownership

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designed to prepare readers for a successful career as an automotive service consultant the service consultant principles of service

management and ownership second edition teaches readers how to maximize profits and improve customer satisfaction in an automotive business with coverage of task oriented procedures for day to day operations as well as communications relations supervision and customer delivery this practical book provides readers with an in depth examination of the multi faceted responsibilities of an automotive service consultant in addition the second edition contains updated examples activities technology case studies and visual aids so that readers are exposed to the most up to date information in the field important notice media content referenced within the product description or the product text may not be available in the ebook version

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this book details the prerequisite knowledge every consultant must master when delivering complex professional services coupled with the author s and his industry colleagues real life examples of success and failure these principles provide every consultant with actionable guidance to improve their service quality professional services consultants are walking a dangerous high wire between the success of their customers and the ongoing success of their firm to maintain balance and walk this tightrope successfully a consultant needs a strong set of principles that can be relied upon in the heat of a customer engagement through detailed analysis of his own experience as a consultant a customer and a professional services executive shane describes in detail the seven principles of professional services that have led him and others to repeated success if you have been a consultant for ten minutes or ten years this book will help you assess how well you deliver your service today and enable you to identify ways to elevate it in the future doing so will benefit your customer your firm and your career

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consultation interventions are an increasingly popular alternative to clinical practice allowing the practitioner to interact with and affect many different individuals and organizations this type of work challenges mental health professionals drawing on all the skills and resources they may possess yet also offers some of the greatest rewards and opportunities for service filled with numerous case examples and checklists consultation skills for mental health professionals contains a wealth of information on this important area of practice it provides a comprehensive source for working with a diverse clientele in a variety of settings discussing both traditional mental health consultation models and the fast growing field of organizational consulting the guide is divided into four parts individual level consulting issues takes up individual career assessment and counseling along with how organizational contexts affect individual jobs leadership management and supervision executive assessment selection interviewing and development and executive coaching consulting to small systems discusses working with teams and groups planning and conducting training and teambuilding diversity in the workplace and in consultation consulting to large systems covers how to work with large organizations including organizational structure terms culture and concepts as well as processes such as change and resistance how to assess organizations and the characteristics of healthy and dysfunctional workplaces and issues involved in organizational intervention special consulting topics include issues such as the practical aspects of running a consulting practice the skills required for successful clinical consultation consultation services for special populations and crisis consultation including critical incident stress management psychological first aid disaster recovery media communication and school crisis response

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this new edition gathers more than 22 experts to outline the theory behind consulting providing insight into change processes and management issues in the field the business of consulting has grown faster than most other businesses due not only to increased demand by clients but also to the innovative capabilities of numerous consulting firms as they develop new services divided into six parts the book introduces readers to the consulting industry addressing the major practice areas contexts and implementations of the field significant updates detail the effect of the economic troubles between 2004 and 2010 and then 2010 and now analyze the market response to consulting in recent years and provide a more thorough understanding of how consulting is applied in the different areas of a business such as operations marketing and finance introductions written by the editors offer further insight into the themes and learning goals of each section helping readers to recognize the elements of a successful consultation and utilize their new skill set the text concludes with a look at the future of consulting with regards to ethics standards and how strong manager client relationships contribute to financial growth readers will also learn how the developing field of entrepreneurship creates new economic structures and job opportunities practitioners consultants clients faculty and students of business and management will learn not only how to consult but also gain the skills needed to adapt to and lead organizational change giving them a competitive edge when they enter the field

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