

Call Center Coaching Form

Name

Email Address

Phone Number

Company Name

Institute Location

 ▼

Which department do you work in?

 ▼

How long have you been working in the call center?

✕ Clear choice

 Less than 1 year 1-2 years 2-5 years

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O García



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Rapid Instructional Design George M. Piskurich, 2015-01-06 The classic guide to instructional design fully updated for the new ways we learn Rapid Instructional Design is the industry standard guide to creating effective instructional materials providing no nonsense practicality rather than theory driven text Beginning with a look at what instructional design really means readers are guided step by step through the ADDIE model to explore techniques for analysis design development intervention and evaluation This new third edition has been updated to cover new applications technologies and concepts and includes many new templates real life examples and additional instructor materials Instruction delivery has expanded rapidly in the nine years since the second edition's publication and this update covers all the major advances in the field The major instructional models are expanded to apply to e learning MOOCs mobile learning and social network based learning Informal learning and communities of practice are examined as well Instructional design is the systematic process by which instructional materials are designed developed and delivered Designers must determine the learner's current state and needs define the end goals of the instruction and create an intervention to assist in the transition This book is a complete guide to the process helping readers design efficient effective materials Learn the ins and outs of the ADDIE model Discover shortcuts for rapid design Design for e learning Millennials and MOOCs Investigate methods for emerging avenues of instruction This book does exactly what a well designed course should do providing relevant guidance for anyone who wants to know how to apply good instructional design Eminently practical and fully up to date Rapid Instructional Design is the one stop guide to more effective instruction

[Social Skills for Students With Autism Spectrum Disorder and Other Developmental Disabilities](#) Laurence Sargent, 2011-01-01 An update to Social Skills for School and Community this timely new edition places a greater focus on teaching social skills in inclusive settings by creating learning opportunities in general education environments The book contains 50 strategies for individual and small group instruction with follow up strategies for facilitating maintenance and generalization The strategies and lessons included in this manual are designed to address the needs of students who fall into the mild and moderate end of the spectrum of students with ASD and other developmental disabilities The strategies encompassed in teaching students with ASD have wide ranging value in addressing the social skills needs of students with other disabilities and those who are at risk The book contains an accompanying CD containing printable copies of assessment and evaluation checklists homework forms comic strips photographs and story sequences for teaching and reinforcing social skills Additional resources include expression pictures and a file related to data collection and progress monitoring

Resources in Education, 1998 [THE DEFINITIVE GUIDE TO B2B DIGITAL TRANSFORMATION](#) Fred Geyer, Joerg Niessing, 2020-05-26 This book guides B2B leaders along a step by step path to uncommon growth through three transformative shifts The Digital Selling Shift to digital demand generation The Digital Customer Experience Makeover to digital customer engagement The Digital Proposition Pivot to data powered digital solutions The Definitive Guide is

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