

# A Simple Guide to Mastering **Customer Service Excellence**



A Handbook

# Goodreads Choice Guide Customer Service

**Lingjun Ying**



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**The Experiential Therapist** Peter D. Ladd, 2020-10-06 In *The Experiential Therapist Phenomenology Trauma Informed Care and Mental Health* Peter D Ladd steps outside of the medical model to explore alternative ways of thinking about mental health disorders Through case studies and analyses of current methods and research Ladd stresses the importance of incorporating trauma informed care phenomenological insights and empowerment methods in daily practice By analyzing issues such as collaboration wisdom momentum dialogue and necessary suffering Ladd highlights the importance of engaging with a patient s mental health experience and its impact on her family and argues that successful treatment results from an informed understanding of a patient s experience not an ability to name and categorize difficult experiences as classical disorders Provider ,2000 **Good Housekeeping Magazine** ,2008 **Good Housekeeping** ,2008

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