

Customer Service



Customer Support



Customer Success



Act Practice Top Customer Service

Joy Higgs

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Customer Service Best Practices Ron Zemke,1998 **Practice Wisdom** Joy Higgs,2019-07-01 Practice wisdom is needed because the challenges people face in life work and society are not simple and require more than knowledge actions and decision making capabilities In professional practice wisdom enhances people's capacity to succeed and evolve and to assist their clients in achieving positive relevant and satisfying outcomes Practice Wisdom Values and Interpretations brings diverse views and interpretations to an exploration of what wisdom in professional practice means and can become academically practically and inspirationally The authors reflect on core dimensions of practice wisdom like ethics, mindfulness, moral virtue, particularisation, and metacognition The chapter authors tackle the trials that practice wisdom seekers encounter including the demand for resilience, perseverance, finding credibility and humility in practice wisdom and linking wisdom into evidence for sound professional decision making Readers are invited to consider what the place of practice wisdom encompasses in pursuing good practice outcomes amidst the turmoil and pressure of professional practice today Do the imperatives of evidence based practice and accountability leave enough space for wise practice or is wisdom seen by modern practice worlds as unnecessary, antiquated, unrealistic, and redundant Without a doubt these questions are answered positively in this book in support of the place and value of practice wisdom in professional practice today

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