

Klientoorientirovan- nost personala: tekhnologii formirovaniya i otsenki (Russian Edition)



Predstavleny teoreticheskie polozheniya formirovaniya i otsenki klientoorientirovannosti kak bazovoy kompetentsii personala, opredelyayushchey effektivnost postroeniya i podderzhaniya vzaimootnosheniy s klientami. Privedeny rezultaty ispolzovaniya klientoorientirovannogo podkhoda na predpriyatiyakh i v organizatsiyakh g. Omska. Sobrany i proanalizirovany metody otsenki i formirovaniya klientoorientirovannosti, kotorye naibolee chasto ispolzuyutsya zarubezhnymi i rossiyskimi kompaniyami, predlozheny novye metody, proshedshie eksperimentalnuyu proverku i dokazavshie svoyu rezultativnost. Nauchitsya primenyat na praktike izlozhenny material pomogut mnogo-chislennye prakticheskie primery i opisanie avtorskogo opyta vnedreniya v organizatsiyakh metodicheskikh instrumentov otsenki i formirovaniya klientoorientirovannosti personala. Prednaznachena dlya studentov i aspirantov ekonomicheskikh spetsialnostey, mozhnet byt polezna rukovoditelyam organizatsiy, spetsialistam po upravleniyu personalom, konsaltingovym kompaniyam, v sisteme podgotovki i povysheniya kvalifikatsii.

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