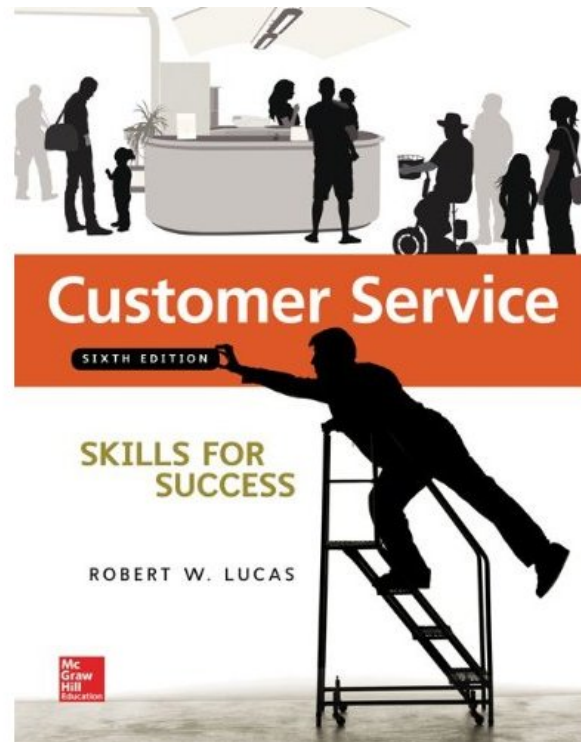


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Synopsis :

About the Author Bob Lucas is an internationally-known award-winning author and learning and performance expert who specializes in workplace performance-based training and consulting services. He has over four decades of experience in human resources development, management and customer service in a variety of organizational environments and was the 1995 and 2011 President of the Central Florida Chapter of the Association for Talent Development (CFC-ATD). Bob has lived, traveled and worked in twenty-nine different countries and geographic areas. His life experiences give him a real-world perspective on the application of theory he has studied and used. In addition to having the top-selling customer service textbook in the United States, Bob has written and contributed to thirty-six other books, training video leader's guides and book compilations. He has shared his knowledge on a variety of workplace learning topics with workplace professionals from hundreds of national and international organizations. Some topic areas include customer service, creative training and management program development, train-the-trainer, presentation skills, interpersonal communication, adult learning, diversity, team building, and employee and organizational development. He also taught training and development, diversity and interpersonal/organizational communication at the Master's level for almost two decades while at Webster University. For more information about Bob and his customer service resources, visit <http://www.robertwlucas.com> and his customer service blog at <http://www.customerserviceskillsbook.com> Listed in the Who's Who in the World, Who's Who in America and Who's Who in the South & Southeast, Bob is also an avid writer. His publications include: -Customer Service Skills for Success-How to be a Great Call Center Representative-Please Every Customer: Delivering Stellar Customer Service across Cultures-Customer Service Skills & Concepts for Success-Customer Service: Building Successful Skills for the 21st Century-Energize Your Training: Creative Techniques to Engage Learners -Training Workshop Essentials: Designing, Developing and Delivering Learning Events That Get Results-Creative Learning: Activities and Games That REALLY Engage People-The Creative Training Idea Book: Inspired Tips & Techniques for Engaging and Effective Learning-The BIG Book of Flip Charts-People Strategies for Trainers: 176 Tips & Techniques for Dealing with Difficult Classroom Situations-Job Strategies for New Employees-Communicating One-to-One: Making the Most of Interpersonal Relationships-Coaching Skills: A Guide for Supervisors-Effective Interpersonal Relationships-Training Skills for Supervisors-Make Money Writing Books-231 Ways to Say I Love You...and Mean It Additionally, Bob has been a contributing author for the Annual: Developing Human Resources series by Pfeiffer & Company since 1992 and several compilation works by various publishers. Bob has earned a Bachelor of Science degree in Law Enforcement from the University of Maryland, a M.A degree with a focus in Human Resources Development from George Mason University in Fairfax, Virginia, and a second M.A. degree in Management and Leadership from Webster University in Orlando, Florida. Contact Information: Bob Lucas (407) 695-5535 blucas@robertwlucas.com <http://www.robertwlucas.com> Blog: <http://www.customerserviceskillsbook.com> Like Bob on Facebook: <http://www.facebook.com/robertwlucasauthor> Read more

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