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the basis of this the most recent of The Compassionate Geek series of books In The Compassionate Geek The 5 Principles of IT Customer Service Success author Don R Crawley explores the five characteristics which are common among IT customer service superstars In plain language he reveals the five principles shows common roadblocks to success and lays out simple and realistic steps you can take to implement the five principles in both your professional and personal life You ll learn how to put humanity into our world of technology Written in Crawley s conversational style with personal anecdotes logic and reason and a takeaway at the end of each chapter The Compassionate Geek The 5 Principles of IT Customer Service Success is not just your guidebook to elevating your customer service success it s your guidebook to a new more self confident and compassionate way of living

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Operationalizing Culturally Relevant Leadership Learning Cameron C. Beatty,Kathy L. Guthrie,2021-08-26 This book guides leadership educators in creating inclusive socially just learning spaces It offers a comprehensive approach to culturally relevant leadership pedagogy with personal narratives and practical insights It encourages educators to integrate new insights and actively engage with the content

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