

### ken blanchard empowerment libro pdf

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### Libro - Wikipedia

Entrene a todos sus empleados en el arte del servicio excepcional al cliente con una nueva sesión cada semana o cada mes, con Service First (El Servicio es Primero), la Videoteca de Servicio al Cliente de John Tschohl y Service Quality Institute

### Service First, la Videoteca de Servicio al Cliente

En el artículo anterior, hablamos de la diferencia entre procesos de negocio y juegos, y de cómo, mientras los primeros ofrecen un camino determinista, los segundos eran un mecanismo de exploración, de búsqueda...

### Blue chip: Objetivos difusos

En su libro '¿Eres imprescindible?', Seth Godin expone una teoría acerca de los tres círculos a través de los cuales 'se expande el arte', círculos a los que, en este artículo, hemos denominado círculos sociales. En su disertación, Godin pone estos tres círculos en relación con su concepción del arte y de éste como regalo, teniendo en cuenta que para Godin arte es aquello que ...

### Blue chip: Los tres círculos sociales según Seth Godin

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