



El reto de la comunicación con el cliente (Este capítulo pertenece a El libro de la venta directa): 1 (Spanish Edition)

Carlos Ongallo

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Importancia de la comunicación en venta directa. La comunicación, pieza clave de la relación en venta directa. La comunicación con el cliente. Obstáculos de la comunicación. Escuchando a nuestros clientes: la mejora de la comunicación; la escucha como herramienta de comunicación; la empatía como consecuencia de la escucha; la escucha activa; la utilización de las preguntas; el empleo de los silencios. Resumen.

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