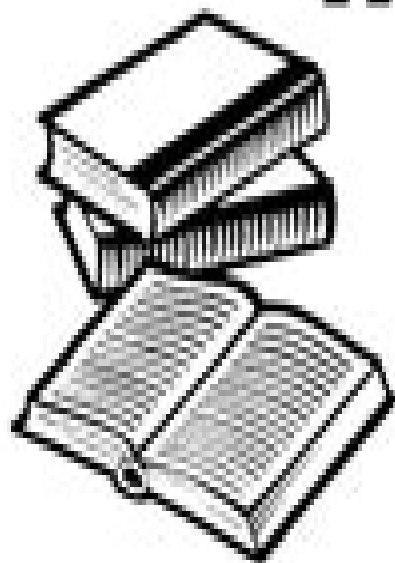
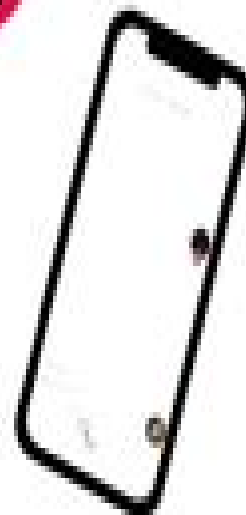


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Child as Citizen Giuliana Fenech, 2025-08-15 Contributions by Daniela Brockdorff Nina Christensen Jill Coste Katrin Dautel Justyna Deszcz Tryhubczak Giuliana Fenech Naomi Hamer Irena Barbara Kalla Anne Klomberg Sonali Kulkarni Elizabeth Leach Leung Ann Marie Murnaghan Emily Murphy Emilie Owens Nicola Parker Patrycja Poniatowska Meg Rosoff and Farriba Schulz *Child as Citizen Agency and Activism in Children's Literature and Culture* addresses children's and young adult agency and activism across literature and culture demonstrating how these forces influence child citizenship Contributors to this volume highlight the agentic voices and activist practices that are growing across all spheres of young people's lives as well as the challenges to active citizenship that children growing up in unjust sociopolitical contexts face The volume is interdisciplinary and draws on the sociology of childhood children's literature studies youth culture studies media technology and cultural studies and Anthropocene ecofeminist and disability studies Agency occurs in and around literature and storytelling and this collection establishes how it is always influenced by identity as well as geopolitics how it is both subjective and collective how it is cultural and embodied and how like citizenship it is not a static status but rather an ongoing negotiation In this collection contributors invite readers to consider agency as a system of relations between children themselves between children and adults children and institutions and children and nation states as well as between children and the nonhuman This book reviews the interconnectedness between these relationships and attempts to untangle some of the complications that emerge *The Art of Small Business Social Media* Peg Fitzpatrick, 2024-11-19 An essential guide for small business owners that Booklist calls appealing and supremely useful in a starred review and Guy Kawasaki points out in the foreword if you're an entrepreneur or small business owner and want to master digital marketing you need this book In *The Art of Small Business Social Media* social media expert Peg Fitzpatrick offers a comprehensive guide tailored specifically for small business owners Recognizing that social media isn't a one size fits all tool Fitzpatrick provides a roadmap for entrepreneurs to navigate the digital landscape effectively Drawing from her extensive experience working with brands big and small she demystifies choosing the right platforms crafting a robust social media plan and engaging with communities online Real world examples from various industries serve as case studies offering actionable insights that can be applied to any small business setting Whether you're a solo entrepreneur or part of a small team *The Art of Small Business Social Media* is your key to unlocking the full potential of social media marketing It's not just about being online it's about being online effectively This book equips you with the skills to participate in the digital world and thrive in it giving your business a competitive edge in today's marketplace *The Future of Customer Interactions* Klantinteractie Research Centrum (Nieuwegein), 2011 **Creating a Customer Service Mindset** Jaquie Scammell, 2018 *The Customer Service Revolution* John R. DiJulius, 2015-01-06 In *The Customer Service Revolution* DiJulius points out how numerous companies have made Customer service their biggest competitive advantage are dominating their industries and have made price

irrelevant As a result of this Customer service revolution people are being treated differently better and in a way like never before This is a result of how companies and management are treating their employees and how employees are treating each other and the Customer which ultimately permeates into people s personal lives at home and in their communities Can the way you run your business or treat your Customers have an effect on the world at large John DiJulius will show you just that Drawing on years of experience consulting with the top customer service companies around the world and in his role building his first business John Robert s Spa into one of the top 20 salons in the US DiJulius will show you exactly how to create your very own Customer service revolution and make price irrelevant Total Customer Service William H. Davidow,Bro Uttal,1989 A renowned marketing genius and one of today s foremost business journalists team up to unveil the new business trends of the 1990s and their prescriptions for business success Customer Service - Simple Steps to Win, Insights and Opportunities for Maxing Out Success Gerard Blokdijs,2015-11-18 Starting out with Customer Service means being unsure about what to do how to start and how to get the most out of it preparing for success and avoiding failure There is enormous satisfaction in seeing the change succeed overcoming the obstacles in the way to reap the rewards and benefits that using Customer Service brings Don t embark on the change unprepared or it will be doomed to fail But it s my guess that since you re reading this the forces of change have already been set in motion and there is no going back What you need is the resources knowledge and confidence required to overcome uncertainty and face Customer Service changes The job can be accomplished by having a roadmap and experiences from previous Customer Service changes This is where this book is your guide and roadmap You will be able to relate to the experiences laid out in its resources covering all aspects of any Customer Service initiative Use it and its INCLUDED Working Documents for Leaders to get a strong foundation It will provide aid advice blueprints road maps en templates when you need it most The book reflects the reality that the fastest way to learn about Customer Service is from experiences knowing about the ins and outs of employment and career developments trends and popularity relevant knowledge and patents AND the INCLUDED downloadable resources on Customer Service Blueprints Templates and Presentations Working Documents for Leaders Whatever makes you decide to take on the change growing business initiatives or career development plans you are ready for a Customer Service Change The book and accompanying toolkit is your gateway and will fully support your commitment in moving forward and energize yourself and others **Win the Customer** Flavio Martins,2015-09-02 Learn practical powerful techniques for taking your customer service from fine to fabulous to wow *The Customer Service Revolution* Bryan Horn,2020-02-21 The way we do business has changed Customers are no longer driven by products and services alone They are experience driven customers who seek meaningful and genuine interactions with the companies they do business with Many companies have adapted a too big to fail mindset and have implemented policies that favor themselves instead of the customers who keep them in business Employees are treated as money making machines instead of valued teammates This has to change The Customer Service Revolution is

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