1.	Record Nr.	UNISA996209549203316
	Autore	Roberts-Phelps Graham
	Titolo	The concise guide to telephone tactics [[electronic resource] /] / Graham Roberts-Phelps
	Pubbl/distr/stampa	London, : Thorogood, c2004
	ISBN	1-280-23338-9
		9786610233380
		1-4237-2130-6
		1-85418-509-8
	Descrizione fisica	1 online resource (210 p.)
	Disciplina	651.73
	Soggetti	Telephone in business
		Business communication
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Note generali	Description based upon print version of record.
	Nota di contenuto	About the author; Look out for these!; Contents; PART ONE TELEPHONE TACTICS FOR CUSTOMER SATISFACTION; PART TWO GAINING APPOINTMENTS BY TELEPHONE; PART THREE ACHIEVING BETTER SALES RESULTS ON THE TELEPHONE
	Sommario/riassunto	This is a comprehensive guide to using the telephone in business featuring numerous examples of best practice, how to use it for selling, gaining appointments and recovery of debt in a credit collection situation.

2. Record Nr.	UNINA9910782185903321
Autore	Sloan Elinor C (Elinor Camille), <1965->
Titolo	Security and defence in the terrorist era [[electronic resource]] : Canada and North America / / Elinor C. Sloan
Pubbl/distr/stampa	Montreal, : McGill-Queen's University Press, c2005
ISBN	1-282-86381-9 9786612863813 0-7735-7320-8
Descrizione fisica	198 p
Collana	Foreign Policy, Security and Strategic Studies ; ; 8
Disciplina	355/.033071
Soggetti	National security - Canada National security - United States Canada Defenses United States Defenses
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index. "The Centre for Security and Foreign Policy Studies and the Raoul-Dandurand Chair of Strategic and Diplomatic Studies".
Nota di bibliografia	Includes bibliographical references: p. [169]-183.
Nota di contenuto	Front Matter -- Contents -- Introduction -- Offence and Defence in the Terrorist Era -- The Nature of the Threat -- The Evolution of US Security and Defence Policy in the Post-Cold War Era -- Homeland Security -- Homeland Defence -- Space and Ballistic Missile Defence -- Military Requirements for Addressing Threats to the Homeland Abroad -- Canadian Security and Defence in the Terrorist Era -- Glossary -- Notes -- Bibliography -- Index
Sommario/riassunto	National security is one of the most contentious topics in public policy and politics and one of the most important for the twenty-first century. Since the terrorist attacks of 11 September 2001, security and defence have undergone such unprecedented overhauls that even recently implemented policies require reexamination. In this second edition of Security and Defence in the Terrorist Era, Elinor Sloan provides a significantly revised and updated analysis of developments in Canadian and American security and defence policy and notes where there are weaknesses that call for improvement. The author argues that since the

Second World War Canada has assumed that potential threats will come from overseas rather than from within its borders. Security and Defence in the Terrorist Era shows that Canada's safety depends upon paying equal attention to threats at home and insists that we must consider the effect of climate change on the Arctic as seriously as terrorist threats and ballistic missile defence.