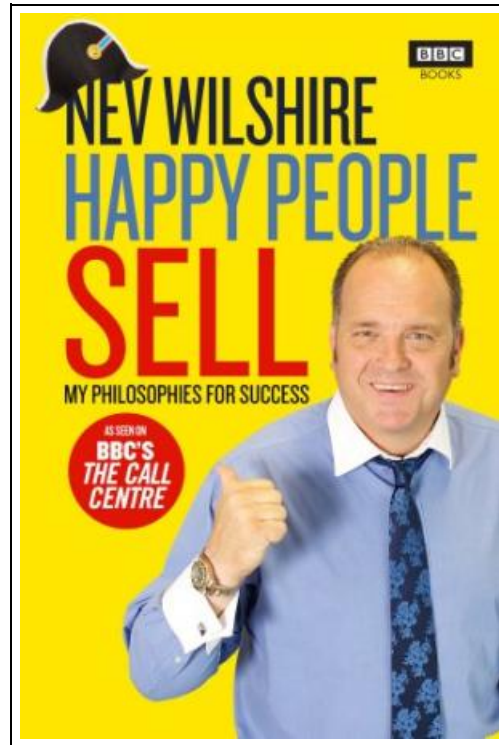


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(Angela Kassulke)

HAPPY PEOPLE SELL: MY PHILOSOPHIES FOR SUCCESS

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Ebury Publishing. Hardback. Book Condition: new. BRAND NEW, Happy People Sell: My Philosophies for Success, Nev Wilshire, Nev's unorthodox management style, which involves compulsory sing-a-longs, matchmaking attempts, arm wrestling bouts and the use of very direct language delivered at high volume, often puts him at odds with HR. But, as CEO and founder of Save Britain Money, which turns over GBP60m a year, and which recently came second in a competition to find the best company to work for in the UK, Nev's skills are undisputed. And now, in Happy People Sell, Nev will, for the first time, share the secrets of his success. With chapters including SWSWSWN (Some Will, Some Won't, So What? Next!), Dial with a Smile, Proper Planning Prevents Piss-Poor Performance, I Favour Those with a Glide in their Slide and The Heart of the Matter is a Matter of the Heart, Nev offers his own, no-nonsense vision of empire building and corporate administration. Case studies featuring popular call centre staff, including tea-lady Hayley who excelled in Episode 3 at organising a piss-up in a brewery, will appear throughout - though HR have added their own notes when Nev wasn't looking. As Nev would say, 'Get in here, now!'.

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