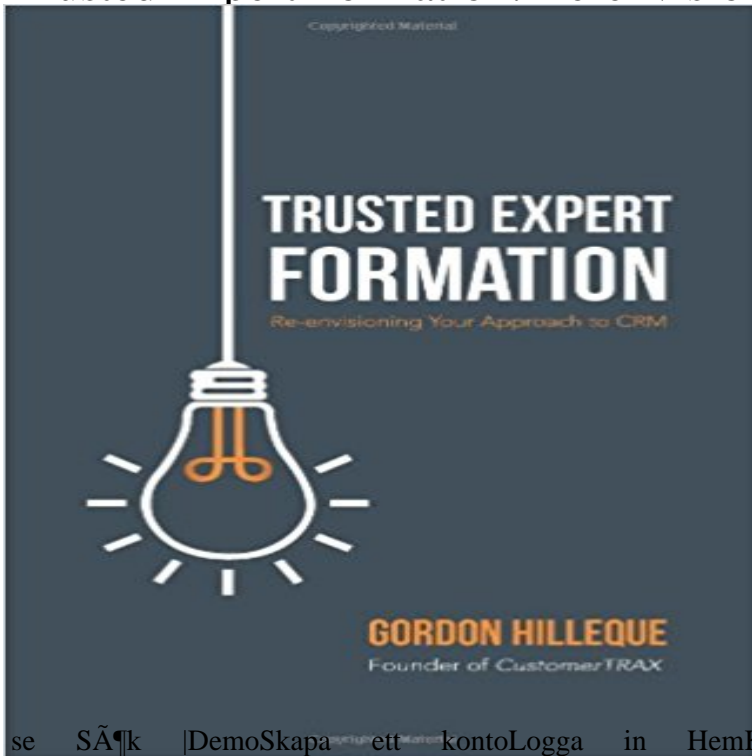


# Trusted Expert Formation: Re-envisioning Your Approach to CRM



Gordon Hilleque has been active in CRM for almost twenty years. During that time, he has re-envisioned effective approaches to customer relationships. He calls his new vision Trusted Expert Formation (TEF). In this book, he challenges businesses to take on the complexities of today's market to become invaluable advisors to their customers. He lays out, step by step, a proven system of TEF implementation that will not only guide your business to successful customer care techniques but will transform the way you think about your approach to customers.

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