

How To Survive Thrive In A Call Centre

"Belonging has been a formative struggle for me. Like most people with marginalized identities, my experience has taught me that it's hard to be yourself and feel like you belong in a culture that is hostile to your existence. That's why my body of work as a scientist, author, professor, speaker, and advocate for body liberation always comes back to the impact of belonging or not belonging. Radical Belonging is my manifesto, helping us heal from the individual and collective trauma of injustice and support our transition from a culture of othering to one of belonging." —Lindo Bacon Too many of us feel alienated from our bodies. This isn't your personal failing; it means that our culture is failing you. We are in the midst of a cultural moment. #MeToo. #BlackLivesMatter. #TransIsBeautiful. #AbleismExists. #EffYourBeautyStandards. Those of us who don't fit into the "mythical norm" (white, male, cisgender, able-bodied, slender, Christian, etc.)—which is to say, most of us—are demanding our basic right: To know that who we are matters. To belong. Being "othered" and the body shame it spurs is not "just" a feeling. Being erased and devalued impacts our ability to regulate our emotions, our relationships with others, our health and longevity, our finances, our ability to realize dreams, and whether we will be accepted, loved, or even safe. Radical Belonging is not a simple self-love treatise. Focusing only on self-love ignores the important fact that we have negative experiences because our culture has targeted certain bodies and people for abuse or alienation. For marginalized people, a focus on self-love can be a spoonful of sugar that makes the oppression go down. This groundbreaking book goes further, helping us to manage the challenges that stem from oppression and moving beyond self-love and into belonging. With Lindo Bacon's signature blend of science and storytelling, Radical Belonging addresses the political, sociological, psychological and biological underpinnings of your experiences, helping you understand that the alienation and pain you are experiencing is not personal, but human. The problem is in injustice, not you as an individual. So many of us feel wounded by a culture that has alienated us from our bodies and divided us from each other. Radical Belonging provides strategies to reckon with the trauma of injustice; reclaim yourself, body and soul; and rewire your nervous system to better cope within an unjust world. It also provides strategies to help us all provide refuge for one another and create a culture of equity and empathy, one that respects, includes, and benefits from all its diverse peoples. Whether you are transgender, queer, Black, Indigenous or a Person of Color, disabled, old, or fat—or your more closely resemble the "mythical norm"—Radical Belonging is your guidebook for creating a world where all bodies are valued and all of us belong—and for coping with this one, until we make that new world a reality.

Joining the American Mafia has never been easier or more hilarious, thanks to Roman Martín. In UNDERWORLD, he provides a step-by-step tutorial on how you, too, can leave your dead-end job and join the ranks of the most exclusive men's club in the world. It's better to live one day as a lion than a thousand like a lamb.

How to Survive (& Thrive) in a Call Centre teaches call centre agents to: - Contribute to the call centre's success - Provide outstanding customer service - Increase sales results - Improve their overall performance - Enjoy sustained energy and motivation - Reduce their stress levels - Manage and advance their careers "Alison Mathiebe has written a book that is clear, concise and comes from evident practical experience. It is certain to boost the confidence and success of those just entering (or considering) the profession, and is a great go-to resource for established call centre agents." Brad Cleveland bradcleveland.com/blog Author, Call Center Management on Fast Forward (ICMI Press) "How To Survive (& Thrive) in a Call Centre by Alison Mathiebe is a very welcome contribution which will help call centres to guide, support and inform new and existing call centre staff. In particular, it would prove a useful text to give to all new staff helping them understand and adjust to working in stimulating and sometimes

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challenging environments. The 24 chapters address the main topics and are short enough to provide bite-size learning for agents and operators. " John P. Wilson author of The Call Centre Training Handbook

From visionary Silicon Valley entrepreneur Tom Siebel comes a penetrating examination of the new technologies that are disrupting business and government—and how organizations can harness them to transform into digital enterprises. The confluence of four technologies—elastic cloud computing, big data, artificial intelligence, and the internet of things —writes Siebel, is fundamentally changing how business and government will operate in the 21st century. Siebel masterfully guides readers through a fascinating discussion of the game-changing technologies driving digital transformation and provides a roadmap to seize them as a strategic opportunity. He shows how leading enterprises such as Enel, 3M, Royal Dutch Shell, the U.S. Department of Defense, and others are applying AI and IoT with stunning results. Digital Transformation is the guidebook every business and government leader needs to survive and thrive in the new digital age.

This book is a great reminder to not take ourselves so seriously and to have fun with and in our lives. Table of Contents: -Introduction -Personality Types -Something New to Talk About -Stop Being Predictable -Don't Be Controllable -The Button Pushing Game -Keep Your Cool -From Co-Dependent to No-Dependent -Family of Choice -Boundaries -Statute of Limitations -How to make sure they don't come back to stay at your house -How to make sure you don't have to stay with them -The Profit Part -Recommended Reading & Resources

Learn all the essentials for making your first year of teaching a success! In this exciting new book, internationally renowned educator Todd Whitaker teams up with his daughters--Madeline, an elementary teacher, and Katherine, a secondary teacher--to share advice and inspiration. They offer step-by-step guidance to thriving in your new role and overcoming the challenges that many new teachers face. Topics include: Learning classroom management skills such as building relationships and maintaining high expectations and consistency Setting up your classroom and establishing procedures and rules Planning effective lessons and making your instructional time an engaging experience Managing your own emotions in the classroom and dealing effectively with misbehavior Working with peers, administrators, and parents to build support and foster collaboration The book is filled with specific examples and vignettes from elementary, middle, and high school classes, so you'll gain helpful strategies no matter what grade level and subject area you teach. You'll also find out how to make tweaks or hit the "reset" button when something isn't going as planned.

Things may not always go perfectly your first year, but the practical advice in this book will help you stay motivated on the path to success! Bonus: As you read the book, get even more out of it by discussing it with others. Free study guides for practicing teachers and student teachers are available as eResource downloads from our website

(www.routledge.com/products/9781138126152).

Stay inspired and motivated with this ultimate teacher self-care action plan designed to help educators avoid workplace stress and burnout. Any educator will tell you it's no surprise that 50% of teachers leave education within their first five years. Being a teacher is deeply rewarding and inspiring, but keeping that big picture in mind is hard after long days, difficult students, and limited resources. On top of it all, teachers have the added burden of managing an entirely new digital learning environment. But burning out doesn't have to be your only option. Don't Just Survive, Thrive offers hardworking teachers a sustainable blueprint for becoming unshakeable at school with the power of self-care. Through mindfulness, connection, and creative art, you can work toward building a trauma-informed, self-aware strategy that fosters resilience and results in more engaged and effective teaching. Just five minutes a day or more of implementing the practical ideas in this book can result in powerful change. These strategies include: - Ten ways to practice mindfulness during recess duty -

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Guided journaling to celebrate what's working in your classroom - Daily routines to keep you in the present moment - Quick practices for self-regulation during a conflict situation - Sentence stems to encourage internal dialogue and positive self-talk Whether you're a special education teacher, paraprofessional, speech pathologist, counselor, or any type of educator, this book offers a guide to becoming not only a social-emotional role model for students but a better, healthier teacher.

This book challenges young men to be the man God created them to be today
A pocket mentor for the early career academic learning to strategically navigate the demands of an academic role, this book is a friendly and constructive companion providing hands-on advice about how to balance teaching responsibilities alongside other duties. More than just a 'how to', the text is a timely commentary on changes in higher education. Discussing contemporary developments and offering guidance on how to negotiate this evolving climate, the book uniquely captures the political, social, economic and cultural forces at play, taking into account the issues which influence and shape an academic's career trajectory. Organised around the three main tasks within a conventional academic post – teaching, research and administration – the book includes tips, pauses for thought, author reflections and sources for further reading, and provides insight to help the reader reflect on what they are doing, why, and where to go next in their career. Crucially, it shows that in order to survive and flourish, the early career academic needs to take a strategic view as to their function, purpose and contribution both inside and beyond the intellectual establishment. From establishing a research niche to getting stuck into administration *Survive and Thrive* empowers the early career academic, helping them to build their academic reputation both internally and externally and maintain a sense of personal fulfilment and accomplishment within an increasingly commercialised environment.

Tells how to avoid manipulative relationships, maintain a sense of self-worth, and identify authentic feelings, clears up misconceptions about feminine roles, and shares the stories of women who have become empowered.

Secure, Survive, Thrive: How to get into Recruitment, Survive your Probation and Smash your Targets in your First 12 Months! Amazons 'Interviewing and Recruitment' top 10 seller, 4.8 star rated recruitment book has now sold hundreds of copies across the world and received praise throughout including: "Most legitimate book I've read on recruitment!" "Take it from someone who is still in their infancy and has read many a book like this... This is THE BEST and most understandable one yet, I will be taking a lot from this and implementing it in the coming year!" "This book will seriously help you to bill more, find more clients and your desk will skyrocket!" "Chapters such as 'how to beat the gatekeeper' provide the golden nuggets of advice that you often won't learn during sales training" "I myself have worked in recruitment for nearly 10 years and have taken so much away from reading this book. Easy to read, short chapters which are to the point!" "I have found this book to be extremely helpful with the current situation at the minute (Recruitment & Covid19) coming across a lot of different types of rejections and this book has helped apply different tactics, which actually resulted in a receptionist blurting out who the Team Lead was, full name disclosed and trust and it was only how I had approached her from technique out of this book I got that information without even asking for it! Amazing!" Whether you're looking to get into recruitment, are in your first year, or just want to hone your craft, this book is a must-read. The tips and tricks, gleaned from a decade in the industry, are relevant for all sectors and will help both

temporary and permanent recruiters. Conversational and easy to digest, the book is fast-paced and full of practical advice. You will discover in its three separate sections: Secure The insider information about the recruitment sector that you need to know to interview better. This section teaches you how to structure your CV to secure an interview (even if you have little or no experience), how to prepare for your interview so you're offered the job,-and finally, if all else fails, how to bypass the screening process and invite yourself in! Survive Hints and tips from an industry expert that will help you survive your probation period. This includes how to keep the pressure off you while you develop your skills, how to avoid some common mistakes, and how to manage your mindset to remain consistent and effective. Thrive How to thrive in your role and move towards top biller status by effectively name gathering and company mapping, reaching more buyers, beating even the toughest of gatekeepers, having more control over your calls, how to use tone, pitch and pace to your advantage, and how to plan for and expect the 'no'. It also includes some industry hacks for speedy and efficient administration, and how to avoid the yo-yo effect to gain consistency over your results. My promise to you! This book, if used effectively and consistently will give you the knowledge and wisdom to help you get into your first recruitment job, survive your probation and smash your targets in your first 12 months! SJ

New Book From Best-Selling Author of You Are Next. There is a biblical antidote to change your world. Do you want to change the world? Then you must live a holy, healed, healthy, happy, humble, hungry, honoring life. There are seven words that guide every decision, every sermon, and every statement Rev. Rodriguez makes. If you allow these keys to guide you, you will experience the greatest outcomes, the greatest open doors, and the greatest blessings. Every person leaves a legacy of success or failure based on the values that guide them. The foundation for your destiny needs to become personal. If the success of a business or ministry can be directly connected to the kinds of values that business or ministry espouses, it must be true that values can have a direct impact on personal success as well. In From Survive to Thrive, Rodriguez shares seven words that serve as guiding beacons for life, marriage, ministry, relationships, management, and beyond. Get ready to live a HOLY, HEALED, HEALTHY, HAPPY, HUMBLE, HUNGRY, HONORING LIFE so that you can change the world! If you embody these values, you won't have to always seek God's blessing, because the favor of God will be attracted to you. This book will instill in you seven biblical principles that keep you rooted on the path to your destiny.

Crises of all kinds impact us psychologically, emotionally, and physically. Learning to turn crises into opportunities, however, can lessen the negative impact and help us respond positively and constructively when life turns against us. This book shows us how to let go of a crisis mentality and develop an opportunity mindset in the face of crises.

As a heart attack survivor, you know that you must do everything within your power to prevent yourself from having another heart attack. The reason is simple; as a heart attack survivor, you are at greater risk of suffering another heart attack, one that could end your life. A Woman's Guide to Heart Attack Recovery provides heart attack survivors with a multi-faceted approach to preventing subsequent heart attacks. First, you need to empower yourself, and the way to do that is to learn as much as you can about your heart, the heart attack treatments you may have undergone, and, if you've

only recently had your heart attack, the key steps to recuperation. You also need to know what to do in an emergency in case you experience another heart attack. Many chapters in this book — such as the ones on high blood pressure, diabetes, weight control, diet and exercise — are filled with information on how to achieve these specific goals. A heart attack can be a life-affirming wake-up call and many women find their life afterward to be better than it was before. Many of you will find it to be the impetus you need to make changes towards living a healthier life. A Women's Guide to Heart Attack Recovery is devoted to helping you do just that.

Completely updated and revised for 2020, "Survive & Thrive In The Merchant Services Industry" is your playbook on how to succeed in the new era of payment processing. When you order your copy today, you will learn... - Industry Basics - New Product Trends - Point of Sale Financing - Alternative Lending - Point of Sale Systems - How to Develop a Sales Strategy - Selling in the 3rd Wave of Merchant Services - How to Sell Cash Discounting/Surcharging - Target Marketing - 20 Hot Prospecting Tactics - Why Sales Reps Fail - The 10 Distinctions of Personal Success - Preventing Objections - How to Close More Deals - How You Make Money in the Industry Now features guest chapter contributions from seven the best of the best in the Merchant Services industry, including... - James Shepherd - Alan Lacost - Todd Ablowitz - Dr. Heather Mark, Ph.D., CCEP - Jim Fink - Suresh Dakshina - Patti Murphy - Dale S. Laszig - Alex Daily Plus, this new version features nine interviews from the top movers and shakers in the payment processing profession including: Paul Green, Robert O. Carr, Todd Ablowitz, O.B. Rawls, Chris Lee, Kate Gillespie, Mark Dunn, Matt Hoskins, Paul A. Rianda. NEW LIMITED-TIME BONUS: When you add your book to your cart today, you'll get access to an exclusive online resources section for payment processing professionals (secret link shared in the book) that includes: - Industry Glossary - Industry History - Contributing Writers Bios - Interviewee Bios - Developing a Telemarketing Script - Daily Call Sheet - Sample Client Questionnaire - Pain & Pleasure Exercise - Preventing Objections Worksheet - Framework Planner - Lifestyle Design Workshop - The Top 12 Objections - Visa Net Booklet - Income goal sheet and training videos All of these bonuses, reports, guides, videos, ebooks, worksheets, and more are a \$397 value. You get everything FREE when you order your copy today. About the Author: Marc Beauchamp is a dynamic and engaging entrepreneur who has developed several successful companies. He has over 30 years' experience in sales, training, and marketing in various roles. He has worked in the payments industry since 1995 and has hired and trained several thousand merchant services professionals over the span of his career. His most recent position he served as President of a Super ISO with over 2,000 sales partners and 2B in annual processing. Marc now manages a portfolio of investments in the payment processing, consumer finance, and fintech space. Marc has created a unique program called the "The Framework" which combined with live training and interactive modules helps ISOs and agents take responsibility for their results and expand their production across Body, Being, Balance and Business. He is uniquely aware of the challenges facing sales representatives, sales managers, issuers, acquirers, banks and ISOs. Marc lives in The Woodlands, Texas with his wife of 25 years and three daughters.

From leap-frogging and redefining success to re-perceiving reality and reading the book of the world, How to Survive and Thrive in the Coming Earth Changes provides a wealth of tips and techniques you can use to make the most of the years ahead and share in the adventure of creating a new reality.

By becoming practical futurists, school librarians can help their libraries not only to survive sweeping changes in education but to thrive. This book shows how to spot technological trends and use them to your library's advantage. School librarians will recognize the need to become future forecasters in an age of rapid technological change School librarians will understand the

serious employment challenges they face in a time of technological change and understand the steps they need to ensure the continuation and value of the profession School librarians will gain confidence that they can cope with predicted trends by following recommendations for instructional and organizational change

Some organizations are able to survive and thrive through times of uncertainty while others stumble and fall at the first sign of trouble. What differentiates resilient organizations from those that are not? Do we need to wait until a crisis strikes to see how resilient an organization is, or can we diagnose resilience in advance of a crisis? Resilient Organizations draws on primary research to reveal the answers to these questions and provide practical ideas and actions to make your own organization more resilient. Organizational resilience is not just about minimizing and managing risk exposure; it is about creating organizations with the agility to adapt to unexpected challenges and the capacity to seize opportunity out of adversity. Dr Erica Seville, founder of the Resilient Organizations research programme, provides readers with the essential knowledge required to enable organizations to thrive in a world of change and uncertainty, where resilience is an increasingly important strategic capacity. Drawing on a decade of research, her team have identified 13 indicators to diagnose an organization's resilience. Resilient Organizations draws out the top five ingredients and shows how organization resilience is a capability that can and must be proactively fostered and maintained over time. Using case studies, diagnostic tools and key actions and initiatives to develop and maintain organizational resilience, Resilient Organizations is essential reading for everyone tasked with developing strong organizations that can survive and thrive in crisis and change - from risk, resilience and business continuity professionals to leadership and management teams.

In the Age of Software, will your business dominate and maintain relevance--or will it become a digital relic? In Project to Product, value stream network pioneer and technology leader Dr. Mik Kersten introduces the Flow Framework. This new way of building an infrastructure for innovation will change the way enterprises think about software delivery, enabling every organization the opportunity to win a portion of the \$18.5 trillion (IDC) that will be created annually through better software delivery.

Radical Belonging How to Survive and Thrive in an Unjust World (While Transforming it for the Better) Ben Bella Books

" . . . Joe is the consummate professional with a 'can do' attitude that inspires and motivates others to do their best!" --Dr. Dale Comstock, MSG (Ret.) US Army Delta Force, author of American Badass LONE OPERATOR is the true story of a modern-day Spartan. From very humble beginnings, Joseph Teti overcame poverty, tragic loss and crippling phobias to serve in not one, but three special-operations units. A man who repeatedly defied the odds, he survived brutal combat in Afghanistan and Iraq as a member of what is widely considered the most secretive government counter-terrorist unit in the world. While serving at the "tip of the spear" in special operations, he learned skills that propelled his civilian business career. A seasoned entrepreneur, Teti shares the critical skills needed to not just survive in today's chaotic and crazy world, but to thrive. The former co-star of the hit show Dual Survival, on the Discovery Channel, has endured in some of the harshest environments on the planet, from the jungles of Sri Lanka, to the deserts of Oman to the glaciers of Norway. He is considered a subject-matter expert on wilderness and urban survival and has been featured on the cover of several magazines. His life story is one of the most remarkable examples of overcoming all odds, to win at all costs, and to always raise the bar to become better each day.

The Ultimate Guide to Surviving and Thriving in the Dorm Dorm life offers you a great chance to meet new people and try new things. But leaving the comforts of home for the first time to enter the roommate-having, small-room-sharing, possibly-coed-bathroom-using world of the dorms can be overwhelming and intimidating. The College Dorm Survival Guide offers expert

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advice and the inside scoop on: • Choosing the right residence hall for you • Getting along with your roommate (and handling conflict) • Bathroom, laundry, and dining hall survival • Dealing with stress, depression, and safety issues From avoiding the dreaded Freshman 15 to decorating your space, this informative and funny guide gives experts' advice on everything you need to know to enjoy dorm living to the fullest.

"The devil has come down with great wrath," and he is bent on catapulting Christians out of church fellowship. This lively book provides an excellent resource for just about anyone who has struggled in their relationship with the church. Regardless of your church experience, you will find every chapter oozes with practical principles helpful for surviving and thriving in a big, small, dead, divided, scandal-torn or gossip-ridden church. WARNING! Reading this book will probably cause laughter, tears and an enduring increase in love, courage and personal commitment!

Los Angeles Times #1 Bestseller USA Today Bestselling Book Over motivational messages? Sick AF of inspirational quotes? Done with the shiny happy bad advice that gets you nowhere? Well, heads up: you're about to get a shitload of Good Advice. In Bad Advice, relationship expert Dr. Venus Nicolino—a.k.a. Dr. V—takes a blowtorch to the shrink-wrapped, "feel good" BS that passes for self-help these days. When you're heartbroken, what do you hear? You can't love anyone until you love yourself. When someone's hurt you? Nobody can make you feel bad without your permission. When you're just a little too positive? Expectations lead to disappointment. Pop culture noise gives Bad Advice the varnish of truthiness and inspiration. But it's not truth; it's not inspiration. It's bullshit. And at its root, all Bad Advice operates off the same lie: Emotions are optional. In Bad Advice, Dr. V delivers a bracing truth serum, in the form of Good Advice—an antidote to the bullshit, from "Just Be Yourself" to "Live Each Day Like It's Your Last," that teaches you to live your life in a way that honors who you are, what you need, and how you feel. Smart and irreverent, Dr. V fuses the brains and insight of a nerdy Ph.D. with the heart of a doting Italian Mother and the artful profanity of a Philly trucker. Dr. V's signature combination of humor, hard science, and heart make Bad Advice an iconoclastic course-correction like no other. A fiercely sharp wake-up call that tackles some of self-help's most damaging truisms, Bad Advice is a never shy guide to tapping into your full potential. How to guide on the Merchant Services industry. Indepth sales and marketing techniques to help outside sales people, ISOs, Financial Institutions gain success.

Stay alive and well with this pocket guide that's filled with practical advice and top tips to having a danger-dodging wilderness adventure every time. Includes a no-nonsense pocket guide, flash cards with things to identify and avoid, a rugged and ready case, and more. That's the promise, and peril, of the third digital revolution, where anyone will be able to make (almost) anything Two digital revolutions -- computing and communication -- have radically transformed our economy and lives. A third digital revolution is here: fabrication. Today's 3D printers are only the start of a trend, accelerating exponentially, to turn data into objects: Neil Gershenfeld and his collaborators ultimately aim to create a universal replicator straight out of Star Trek. While digital fabrication promises us self-sufficient cities and the ability to make (almost) anything, it could also lead to massive inequality. The first two digital revolutions caught most of the world flat-footed, thanks to Designing Reality that won't be true this time. From the author of Amazon best-sellers "Property Investment For Beginners" and "Beyond The Bricks" Over the last 20 years, more than a million Brits have made life-changing profits from buy-to-let. But as prices keep rising and the tax landscape changes, investors need to get smarter in order to succeed. It's far from "game over," but the game is changing... for the better. The unwary and under-prepared will be squeezed from the market - leaving educated, strategic investors to have their best decade yet. The Complete Guide To Property Investment gives you the insight, information and action plan you need to navigate this new property landscape and come out on top. It starts by demonstrating - with real-life examples - a range of

strategies suited to achieving different investment goals. Only then does it take you step by step through every aspect of researching, financing, buying and managing investment properties. You'll learn: How to formulate a strategy suited to achieving your investment goals Everything you need to know about financing your investments An exact step-by-step research process you can use to decide what to invest in How to manage your investments What the property cycle is, and how you can use it to your advantage How to build a profitable portfolio for the long-term - including scaling up, surviving recessions, and exit strategies. Whether you're turning to property to secure your retirement, start a new career or generate a stream of passive income, this book will be the most valuable investment you make.

We all have good days and bad days at work. Some days you feel bullet proof. People listen to you, your meetings run like clockwork, and you keep having new ideas. Other days are like wading through quick sand. You can't get anything done, and when the printer runs out of toner (again) you want to quit. Wouldn't it be great if you were always on top of your game? If you jumped out of bed every morning knowing that you can only win? SHINE will show you how.

Claims that today's business climate has changed and offers advice for survival in this new environment

Not Sure What the Future Holds? No Problem. It's hard not to be worried about the future, especially if you just lost your job, are trying to plan your career, or are suddenly missing thousands of dollars from your retirement account. In *Optionality*, finance journalist Richard Meadows lays out a guide for not only becoming resilient to shocks, but positioning yourself to profit from an unpredictable world. Meadows takes us on a journey from quitting his office job at age 25, to lounging on tropical beaches living the early retirement dream, to finding and adopting an ancient philosophy for systematically pursuing the good life. Learn how to: • Find investment opportunities with open-ended upside, and maximise the chances of a 'moonshot' success • Make life-changing choices under conditions of uncertainty • Achieve the kind of financial freedom that lets you live life on your own terms • Protect against disaster, build support networks, and create a safety buffer of resilience in every area of life • Develop a systems approach to making your own luck *Optionality* is the key to navigating an uncertain world. In this entertaining and insightful debut, Meadows delivers a timely message: optionality has never been so valuable, and only those who have it will survive and thrive.

Best-selling author Elaine McEwan demonstrates how teaching routines, rubrics, and rules during the first three weeks of school leads to higher achievement through the rest of the year! In *Life in the Combat Zone*, Rick Renner teaches you what it takes to fight effectively and come out the victory, no matter what type of spiritual conflict you face. Throughout the book, Rick reveals the traits needed to emerge as a conqueror from every spiritual conflict. As he explains in great detail, you must cultivate discipline, preparation, and patience in your life before you ever enter the combat zone. You have to take time to learn to fight like a Roman soldier, train like a Greek athlete, and produce like a farmer so you can please the Lord, fulfill your destiny, and receive an eternal crown of victory. Spiritual battles are unavoidable, and they can be fierce. In this book, Rick Renner will show you how to engage in your battle effectively. One thing is sure - the fight is personal, so it's imperative that you do all you can to come out the victory!

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