



The IT Professional's Business and Communications Guide: A Real-World Approach to CompTIA A+ Soft Skills

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DESCRIPTION

Get the communication skills you need for career success with this unique book. Preparing you for exams and beyond, the valuable content delves into the issues that you'll face in corporate, retail, and remote support environments. The book offers more than fifty scenarios depicting typical workplace situations, possible responses-and appropriate solutions to guide you. With this approach, you'll gain valuable insight into becoming a team player and learn strategies to communicate more effectively with coworkers and customers.

ABOUT THE AUTHOR

Steven Johnson, A+, i-Net+, and CWNP, is the managing editor for PrepLogic, a leading training provider focusing on IT certification preparation. As a consultant, he also concentrates on a variety of IT certifications, including Microsoft and Cisco.

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