
Secret Consulting Room Listen Life

leadership off-sites that produce insight and action - leadership off-sites that produce insight and action by bruce mcbratney president, mcbratney consulting, ltd. as you leave the ceo's office and head down the hall, you scowl slightly and wonder **crm metrics that really work - exinfm** - crm metrics that really work mark graham brown not everything that can be counted counts, and not everything that counts can be counted (albert einstein 1879-1955) customer relationship management or crm, is yet another one of those popular three-

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