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ECISM 2017 11th European Conference on Information Systems Management, 2017-09-14

Managing Customer Relationships Don Peppers, Martha Rogers, 2010-12-30 MANAGING CUSTOMER RELATIONSHIPS A Strategic Framework Praise for the first edition Peppers and Rogers do a beautiful job of integrating actionable frameworks the thinking of other leaders in the field and best practices from leading edge companies Dr Hugh J Watson C Herman and Mary Virginia Terry Chair of Business Administration Terry College of Business University of Georgia Peppers and Rogers have been the vanguard for the developing field of customer relationship management and in this book they bring their wealth of experience and knowledge into academic focus This text successfully centers the development of the field and its theories and methodologies squarely within the broader context of enterprise competitive theory It is a must have for educators of customer relationship management and anyone who considers customer centric marketing the cornerstone of sound corporate strategy Dr Charlotte Mason Department Head Director and Professor Department of Marketing and Distribution Terry College of Business University of Georgia Don and Martha have done it again The useful concepts and rich case studies revealed in Managing Customer Relationships remove any excuse for those of us responsible for actually delivering one to one customer results This is the ultimate inside scoop Roy Barnes Formerly with Marriott now President Blue Space Consulting This is going to become the how to book on developing a customer driven enterprise The

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Management Communication James S. O'Rourke,2019-04-18 This textbook introduces students to the strategic communication methods that are crucial to master in order to develop into effective and ethical managers at all levels of business Effective communication skills are necessary for success in the business world and O Rourke has written a highly readable book filled with anecdotes and examples to engage students in the learning process This edition includes several classic and new features The strategic approach is integrated throughout the book allowing students to understand how a communicated message impacts the business as a whole Case studies throughout the book provide students with hands on experience of scenarios they will encounter in the real world The book includes at least three dozen fresh classroom tested cases An ethical thread is woven through the text demonstrating how ethical decision making can be applied in all aspects of communication Separate chapters on technology including social media intercultural communication nonverbal communication and conflict management provide students with the skills to building relationships and influencing stakeholders key skills for any manager A companion website includes comprehensive support material to teach this class making *Management Communication* a complete resource for students and instructors

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