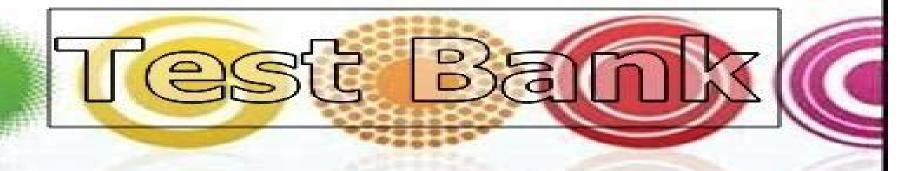
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# Relationship Selling



Mark W. Johnston | Greg W. Marshall

# **Relationship Selling 3rd Edition**

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Association, Information Resources, 2018-01-05 Consumer interaction and engagement are vital components to help marketers maintain a lasting relationship with their customers To achieve this goal companies must utilize current digital tools to create a strong online presence Digital Marketing and Consumer Engagement Concepts Methodologies Tools and Applications is an innovative reference source for the latest academic material on emerging technologies techniques strategies and theories in the promotion of brands through forms of digital media Highlighting a range of topics such as mobile commerce brand communication and social media this multi volume book is ideally designed for professionals researchers academics students managers and practitioners actively involved in the marketing industry Market Relationships Professor Adam Lindgreen, 2012-08-28 Sole reliance on traditional marketing practices can cost a lot of money for little gain That's why establishing developing and maintaining market relationships with customers and other stakeholders is often hailed as an effective means to achieve a sustained competitive market advantage Despite this the benefits of relationship marketing remain uncertain and efforts in this arena often fail Managing Market Relationships explains what relationship marketing entails how it is implemented how it evolves and how it is controlled Building on research with colleagues Adam Lindgreen argues that companies must add value either through their products and services or through their relationships networks and interactions Readers are introduced to the buyer seller market exchange model that recognizes the importance of relationship marketing but argues that it should co exist with traditional marketing The book offers guidance on how to develop involve and evaluate management and employees in relationship building market activities To avoid the one size fits all approach to relationships that so often leads to the premature death of managers efforts a relationship management assessment tool is provided that helps companies to question identify and prioritize critical aspects of relationship marketing This timely and comprehensively researched book is essential reading for researchers those involved in the professional training and development of marketers and higher level students and practitioners who will want to learn more about relationship marketing relevant research methodologies and how to use sound managerial models and tools

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