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Strategic Customer Relationship Management in the Age of Social Media

2015-07-16 Khanlari, Amir In today's society, organizations are looking to optimize potential social interactions and increase familiarity with customers by developing relationships with various stakeholders through social media platforms. Strategic Customer Relationship Management in the Age of Social Media provides a variety of strategies, applications, tools, and techniques for corporate success in social media in a coherent and conceptual framework. In this book, upper-level students, interdisciplinary researchers, academicians, professionals, practitioners, scientists, executive managers, and

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consultants of marketing and CRM in profit and non-profit organizations will find the resources necessary to adopt and implement social CRM strategies within their organizations. This publication provides an advanced and categorized variety of strategies, applications, and tools for successful Customer Relationship Management including, but not limited to, social CRM strategies and technologies, creation and management of customers' networks, customer dynamics, social media analytics, customer intelligence, word of mouth advertising, customer value models, and social media channel management.

Media Management

2020-09-11 Bernd W. Wirtz
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“Digitalization significantly changes the media. To cope with this change and to exploit new market opportunities is a major challenge for media corporations. Bernd Wirtz provides a valuable guideline for this new world, combining theory, facts, and practice.” Dr. Hubert Burda, German publisher and Managing Corporate Partner of Hubert Burda Media Holding KG “The media business is subject to substantial change while differences between distinctive media areas are fading away. This is due to technical innovation in areas like transmittance of content, bearer of content and recording devices but also due to new formats, trends and constant change of consumer behavior.” The textbook “Media and Internet Management” stays abreast of changes and covers this topic on a well-founded and comprehensive basis. It makes a valuable contribution to theory and practice in media management and is highly recommendable to media

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managers.” Christoph Mohn, Chairman of the Supervisory Board, Bertelsmann AG “The world of media is full of challenges and dynamic conditions for its field. The dynamic of this market is accelerated even more by new digital technologies and ongoing globalization. This book is an absolute “must have” for everyone who wants to know more about the basics, conditions and requirements of modern media management. The analytical clearness and structure make this publication highly relevant for students, but also for managers.” Urs Rohner, Chairman of the Board of Directors, Credit Suisse Group AG “Media Management is a textbook, but a very welcome newcomer for students and teachers as it fills a market gap for good educational material in this rapidly evolving field. It is concise, simple (but not simplistic), and contains a contemporary overview of concepts and tools for media managers.” Prof. Dr. Bozena I. Mierzejewska, Editor of *Journal of Media Management*

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International Journal on Media Management, Fordham University, New York “Summed up, with his second edition Wirtz managed to strengthen the outstanding position of his publication “Media Management”. His textbook shines because of its content, analytical clearness and the high relevance for business practice without losing its academic background. With the second edition this book has established its position in the field of media business as the leading standard reference book in Germany. It is suitable for business students, lectures as well as managers who can gain magnificent information from it.” Prof. Dr. Wolfgang Fritz, Director of the Institute of Marketing, Braunschweig University of Technology, Germany; Honorary Professor at the Institute of Business Administration, University of Vienna, Austria.

Strategic Management in the Media

2008-04-28 Lucy Küng

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Media Industry: Theory and Practice aims to provide a comprehensive, accessible and expert introduction to strategy within a media management context. It is divided into two parts - part one provides an introduction to and overview of the media industry from a strategic management perspective, looking in detail at the sectors that together comprise the industry - newspaper, book and magazine publishing, music, radio and television - and the strategic forces at work in each. This provides the foundation for part two, which analyses a number of strategic topics central to the media sector, such as technological change, organisational structure, leadership, and creativity and innovation. The chapters follow the same structure: the relevant theory is outlined, its application to the media industry is discussed, and case studies from the media industry are used to illustrate the theory and illuminate its relevance for the media field.

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come from all sectors of the industry and a range of geographic regions and include News Corporation, Endemol, BBC, Bertelsman, CNN, MTV, Disney and Pixar.

Strategic Social Media Management

2020-12-21 Karen E. Sutherland This textbook provides a lively introduction to the fast-paced and multi-faceted discipline of social media management with international examples and perspectives. Aside from focusing on practical application of marketing strategy, the textbook also takes students through the process of strategy development, ethical and accurate content curation, and strategy implementation, through detailed explanations of content creation. Combining theory and practice, *Strategic Social Media Management* teaches students how to take a strategic approach to social media from an organisational and business perspective, and

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how to measure results. Richly supported by robust and engaging pedagogy and cases in each chapter, it integrates perspectives from public relations, marketing and advertising, and examines key topics such as risk, ethics, privacy, consent, copyright issues, and crises management. It also provides dedicated coverage of content strategy and campaign planning and execution. Reflecting the demands of contemporary practice, advice on self-care for social media management is also offered, helping to protect people in this emerging profession from the negativity that they can experience online when managing an organisation's social media presence. After reading this textbook, students will be able to develop a social media strategy, curate accurate and relevant content, and create engaging social media content that tells compelling stories, connects with target audiences and supports strategic goals and objectives. This is an ideal textbook for students studying

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social media strategy, marketing and management at undergraduate level. It will also be essential reading for marketing, public relations, advertising and communications professionals looking to hone their social media skills and strategies.

The Social Media Management Handbook

2011-01-04 Robert Wollan How do organizations manage social media effectively? Every organization wants to implement social media, but it is difficult to create processes and manage employees to make this happen. Most social media books focus on strategies for communicating with customers, but they fail to address the internal process that takes place within a business before those strategies can be implemented. This book is geared toward helping you manage every step of the process required to use social media for business. The Social Media Management Handbook provides a complete toolbox for defining and

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practicing a coherent social media strategy. It is a comprehensive resource for bringing together such disparate areas as IT, customer service, sales, communications, and more to meet social media goals. Wollan and Smith and their Accenture team explain policies, procedures, roles and responsibilities, metrics, strategies, incentives, and legal issues that may arise. You will learn how to: Empower employees and teams to utilize social media effectively throughout the organization Measure the ROI of social media investments and ensure appropriate business value is achieved over time Make smarter decisions, make them more quickly, and make them stick Get the most out of your social media investment and fully leverage its benefits at your company with The Social Media Management Handbook.

Strategic Management in the Media

2008-04-11 Lucy Küng "This book provides vital insights from vla.ramtech.uri.edu on November 29, 2023 by Mia w Williamson

into the elements of strategy and their application to media firms. Solidly grounded in theory but not pedantic, it is essential reading for those who make or wish to comprehend choices of media companies." - Robert Picard, University of Jönköping "Insightful, contextually analytical, yet easy to comprehend, Strategic Management in the Media successfully applies the adaptive and interpretative areas of strategic theory in the media sectors. It provides a unique perspective in which common themes linking media strategy and industry environment are thoughtfully discussed." - Sylvia M. Chan-Olmsted, University of Florida "...an invaluable asset for students of media management. The use of pertinent examples and case studies throughout brings the analysis to life and contributes to a highly readable introduction." - Gillian Doyle, University of Glasgow This book is a comprehensive, accessible and expert introduction to strategy within

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Knowledge Management, Trust and Communication in the Era of Social Media

2020-11-24 Joanna
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Paliszkievicz The article entitled "Selected Aspects of Evaluating Knowledge Management Quality in Contemporary Enterprises" broadens the understanding of knowledge management and estimates select aspects of knowledge management quality evaluations in modern enterprises from theoretical and practical perspectives. The seventh article aims to present the results of pilot studies on the four largest Information Communication Technology (ICT) companies' involvement in promoting the Sustainable Development Goals (SDGs) through social media. Studies examine which communication strategy is used by companies in social media. The primary purpose of the eighth article is to present the relationship between trust and knowledge sharing, taking into account the importance of this issue in the efficiency of doing business. The results showed that trust is vital in sharing knowledge and essential in achieving a high-performance efficiency level. Downloaded from

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article presents the impact of social media on consumer choices in tourism and tourist products' specificity. The study's main purpose was to indicate the most commonly used social media in selecting a tourist destination and implementing Generation Y's journey. The 10th article aims to identify the most critical purposes of using social media by responding to women's attitudes according to age and their respective countries' economic development. The research was done through an online survey in 2017-2018, followed by an analysis of eight countries' results. The article entitled "Integrated Question-Answering System for Natural Disaster Domains Based on Social Media Messages Posted at the Time of Disaster" presents the framework of a question-answering system that was developed using a Twitter dataset containing more than 9 million tweets compiled during the Osaka North Earthquake that occurred on 18 June 2018. The authors also study the

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structure of the questions posed and develop methods for classifying them into particular categories to find answers from the dataset using an ontology, word similarity, keyword frequency, and natural language processing. The book provides a theoretical and practical background related to trust, knowledge management, and communication in the era of social media. The editor believes that the collection of articles can be relevant to professionals, researchers, and students' needs. The authors try to diagnose the situation and show the new challenges and future directions in this area.

Advertising Media Planning

2015-03-27 Larry Kelley The planning and placement of advertising media is a multibillion dollar business that critically impacts advertising effectiveness. The new edition of this acclaimed and widely adopted text offers practical guidance for those who practice media planning.

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daily basis, as well as those who must ultimately approve strategic media decisions. Full of current brand examples, the book is a "must-read" for all who will be involved in the media decision process on both the agency and client side. Its easy-to-read style and logical format make it ideal for classroom adoption, and students will benefit from the down-to-earth approach, and real-world business examples. Several new chapters have been added to the fourth edition, including: International advertising Campaign evaluation The changing role of media planning in agencies, to give the reader a better grounding in the role of media in an advertising and marketing plan today Evaluating media vehicles, filled with up-to-date examples Search engine marketing, and a thorough revision of the chapter on online display advertising to address the increased emphasis on digital media Gaming, and many new examples of the latest digital media with an emphasis on

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social media, and a new framework for analyzing current and future social media Increased coverage of communication planning Added focus on the importance of media strategy early on in the book Separate chapters for video and audio media (instead of lumping them together in broadcast). This creates a more in-depth discussion of radio in particular An online instructor's manual with PowerPoint slides and sample test questions is available to adopters.

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1988 Conrad C. Fink The time is right for bright, aggressive newspaper managers to influence and prosper, but bleak indeed for those newspapers whose managers lack the requisite knowledge. Using case studies and examples from the business, Fink shows why some newspapers change with the times and surge ahead and why some continue to

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eroding market base and fail. The difference between success and failure, he concludes, is in "long-range planning and in daily operating methodology—in, simply, the professionalism of management at all levels."

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Nightmare that Never Ends

Sam woke up screaming, covered in sweat. He had the same nightmare again, the one where he was chased by a dark figure with a knife. He looked at the clock, it was 3:15 am. He tried to calm himself down, telling himself it was just a dream. But he knew it was more than that. He knew the figure was real, and it was coming for him. He had seen it before, in the news, in the police sketches, in the faces of the victims. It was the serial killer that had been terrorizing the city for months. And Sam was his next target.

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