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A photograph of a city skyline at sunset, with buildings reflected in the water. The sky is a warm orange color.

DEVELOPING KNOWLEDGE-BASED CLIENT RELATIONSHIPS

Leadership in Professional Services

S E C O N D E D I T I O N

ROSS DAWSON

Developing Knowledge Based Client Relationships Second Edition

Federica Ricceri



Developing Knowledge Based Client Relationships Second Edition:

Developing Knowledge-based Client Relationships Ross Dawson,2005 This text provides an exploration of the importance of information and knowledge in business transactions and client relationships It presents a theoretical framework case studies and examples *Developing Knowledge-Based Client Relationships* Ross Dawson,2012-10-02 The publication of this book heralds a new field of management thought and practice The advocates of the knowledge economy have to date focused almost exclusively on how managers can increase the internal productivity of their knowledge assets and intellectual capital The important next step is understanding that a large and rapidly increasing proportion of the value of business transactions is in knowledge itself Once this is recognized managers must devote their attention to how to maximize the value of that knowledge to customers and tie that directly to developing enduring and profitable relationships *Developing Knowledge Based Client Relationships* guides the reader to understanding the increasing importance of information and knowledge in business transactions and client relationships It then goes on to present in an extremely practical fashion what knowledge organizations can do to enhance the value of the knowledge they deliver to clients and use that to develop profitable relationships This is done by presenting underlying theoretical framework a variety of tools for structuring relationships and presenting knowledge to clients and numerous case studies and examples of firms which have implemented these concepts successfully Fills a gap in present knowledge literature in the customer knowledge area Practical tools and effective case studies with world recognized companies Shows how knowledge organizations of all kinds can increase their competitive edge by adding value to their clients *Developing Knowledge-Based Client Relationships* Ross Dawson,2012-05-31 *Developing Knowledge Based Client Relationships Second Edition* shows organizations how to lead their key clients into lasting profitable high value relationships Building on the powerful tested principles of knowledge based client relationships Ross Dawson provides clear and extremely practical approaches for all professional and knowledge based firms on how to create unique value for both clients and themselves Detailed case studies across a wide variety of professional services industries offer valuable insights into world leading practice in the field He examines key client programs and how to create deeper knowledge based relationships through these He discusses in detail the collaborative technologies available today and how they can be used in client relationships along with managing portfolios of communications channels He also discusses firm wide relationship management leading relationship teams and value based pricing for knowledge based client relationships This is done by presenting underlying theoretical framework a variety of tools for structuring relationships and presenting knowledge to clients and numerous case studies and examples of firms which have implemented these concepts successfully **ICICKM2012-Proceedings of the 9th International Conference on Intellectual Capital, Knowledge Management and Organisational Learning** Fernando Chaparro,2012 **Intellectual Capital and Knowledge Management** Federica Ricceri,2008-03-13 This book revolutionizes the measurement and management of knowledge

resources in organizations by establishing the important link between organizational strategy and the intellectual capital of an organization Second European Conference on Knowledge Management Dan Remenyi,2001 **Service, Satisfaction and Climate: Perspectives on Management in English Language Teaching** John Walker,2010-10-06 Service Satisfaction and Climate Perspectives on Management in English Language Teaching presents the results of research carried out in New Zealand to demonstrate the ways ELT can be conceptualized in terms of service and climate Although ESL is a major worldwide service industry employing large numbers of professionals and serving millions of clients it is an under researched field and one that is under represented in the management business literature This omission is particularly noticeable given that ELT has its own particular themes problems and issues For instance ELT is an educational service yet exists within a commercial context Its clients are from different cultural and linguistic backgrounds In many ELT contexts the cultural and linguistic backgrounds of the service providers are different from those of the clients Thus the service provision has a strong cross cultural dimension Yet the ELT sector is largely missing from the educational and the management literature This book seeks to fill the gap through discussion of ELT as a service issues surrounding ELT teachers as service providers the work of ELT managers client expectations and perceptions of ELT service comparison of staff estimates and client ratings of service quality and considerations of service milieu and climate in ELT centers *The AMA Handbook of Project Management* Paul C. Dinsmore,Jeannette Cabanis-Brewin,2006 The authoritative guide to project management completely revised to meet the accelerating pace of today s project environment **Winning the Professional Services Sale** Michael W. McLaughlin,2009-08-06 An innovative approach to winning more profitable sales in the growing professional services industry In recent years professional services providers have had to rethink their sales methods and adapt to profound changes in the way clients buy services In response Winning the Professional Services Sale argues for fundamental changes in the seller s mindset and sales strategies Rather than pressing the sale salespeople must help clients buy the way that works best for each client This new approach gives buyers what they now want in a services seller a consultative problem solver change agent and solution integrator all rolled into one Author Michael McLaughlin presents a strategy for winning new business with a holistic approach to each client relationship Only by fully understanding a sale from every angle including its impact on the client s business and career can salespeople thrive in the new era of the service economy Recruitment, Development, and Retention of Information Professionals: Trends in Human Resources and Knowledge Management Pankl, Elisabeth,Theiss-White, Danielle,Bushing, Mary C.,2010-02-28 This book offers disparate yet important perspectives of various information professionals pertaining to recruitment retention and career development of individuals within organizations Provided by publisher

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