

Integrated Marketing Communication

Market-leading ADVERTISING, PROMOTION, AND OTHER ASPECTS OF INTEGRATED MARKETING COMMUNICATIONS, 9th Edition discusses all aspects of marketing communications, from time-honored methods to the newest developments in the field. Comprehensive treatment of the fundamentals focuses on advertising and promotion, including planning, branding, media buying, sales, public relations, and much more. Emerging topics get special attention in this edition, such as the enormous popularity of social media outlets, online and digital practices, viral communications, and personal selling, along with all of their effects on traditional marketing. Revised to make ADVERTISING, PROMOTION, AND OTHER ASPECTS OF INTEGRATED MARKETING COMMUNICATIONS, 9th Edition the most current I.M.C. text on the market, chapters address must-know changes to environmental, regulatory, and ethical issues, as well as Marcom insights, place-based applications, privacy, global marketing, and of course, memorable advertising campaigns. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

This book reviews, updates and enhances the basic concepts surrounding the

academic theory and practice of Integrated Marketing Communication (IMC). Since the introduction of IMC in the late 1980s, the concept has spread around the world. In that expansion, many authors have written about IMC; practitioners have adopted and adapted the concept to fit their own market situations. Further, dramatic changes have occurred in the technologies used in marketing communications which consumers have accepted and employed in their consumption of marketers' messages and incentives. Thus, there have been dramatic changes in how IMC was initially envisioned and how it has developed over time. This book identifies and discusses these changes, how they have occurred and what they mean going forward for all types of marketers around the world. Thus, IMC, and indeed integration of communications at all organisational levels is an essential in the 21st century organisations. This book was published as a special issue of the Journal of Marketing Communications.

This volume represents a valuable resource for students, academics (teachers and researchers), and practitioners in the field of integrated marketing communication (IMC). It provides a foundation detailing the principles, tenets and practices of IMC, before presenting a step-by-step process of preparing and executing the process for any given brand.

How can a company effectively communicate its message to customers and

prospects all over the world? How can it ensure that its branding messages "travel"? Designed to help executives position and leverage marketing communication in the global arena and use it to their ongoing strategic advantage, *Communicating Globally* shows how to successfully strategize, select appropriate communication tactics, and then execute a global communication plan that encompasses all sources of communication, both internal and external. Based on the strong theoretical foundations of integrated marketing communication (IMC), *Communicating Globally* offers a practitioner's perspective on integrated global marketing communication (IGMC) in action through vignettes, four complete case studies of well-recognized multinational brands, and one study case. Praise for *Communicating Globally* "In the 21st century, the ability of ad agencies to provide worldwide, integrated marketing services for their clients will become essential. Only those marketers and agencies with the ability to brand products and services globally will thrive. *Communicating Globally* provides a roadmap on how to do it right." O. Butch Drake, president-CEO, American Association of Advertising Agencies "No one can provide a guaranteed formula for future success, but *Communicating Globally* comes awfully close. By combining an astute knowledge of the global marketplace, emerging trends and technologies, and good old common sense, Don Schultz and Philip Kitchen

illuminate the path for successful brand building in the 21st century." Ed Faruolo, vice president, corporate marketing communications, CIGNA Corporation "Don Schultz has done it again! His unique and highly readable approach is a must for companies looking to market globally in the new century. Communicating Globally offers an important road map through the maze of global marketing communications." James R. Gregory, CEO, Corporate Branding, LLC "This book is important because it brings the concept of integrated marketing communications (IMC) into full international focus for the first time. This focus is maintained throughout the whole structure and it makes the book a truly conceptual work. The case studies that illustrate the practical ramification of international IMC yield significant general as well as specific lessons." John Philip Jones, Syracuse University "The 1990's introduced integrated marketing--understanding and communicating relevantly with customers by using information. Communicating Globally now takes the same principles and adapts them to today's dynamic global marketplace. Even better, it is written in a style that makes it easy for a non-marketer to fully understand the importance of managing a brand." John R Wallis, vice president of marketing, Hyatt International Corporation
Strategic Integrated Marketing CommunicationsRoutledge

Marketing in the digital age poses major challenges for traditional and established practices of communication. To help readers meet these challenges *Principles of Integrated Marketing Communications: An Evidence-based Approach* provides a comprehensive foundation to the principles and practices of integrated marketing communications (IMC). It examines a variety of traditional and digital channels used by professionals to create wide-reaching and effective campaigns that are adapted for the aims of their organisations. This edition has been thoroughly revised and each chapter includes: case studies of significant and award-winning campaigns from both Australian and international brands that illustrate the application of explored concepts; discussion and case study questions that enable readers to critically evaluate concepts and campaigns; a managerial application section that illustrates how concepts can be applied effectively in a real situation; a 'further thinking' section that expands knowledge of advanced concepts and challenges readers to think more broadly about IMC. This book is an up-to-date resource that shows students how to achieve their marketing objectives through a campaign that coordinates marketing, advertising, and promotion. It provides essential information about planning, implementing, and assessing a comprehensive marketing plan to help students appreciate integrated marketing communications as a business strategy. The author

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describes the processes and considerations needed to appeal to consumers, identifying how geographic segmentation, timing, competitive environments, and cost contribute to planning. He considers the integration of digital technology, such as social media platforms and mobile apps, and how these can be used for advertising, sales promotion, and public relations. The book's concise, easy to read explanation of marketing components and their interconnected relationships is solidified by a series of visual summaries as well as examples and useful demonstrations. Students are given the opportunity to prepare their own integrated marketing communication plan based on consumer, product, and market research along with original creative materials and media spreadsheets. Students of marketing communication, advertising and promotion, and digital marketing will love this book's abbreviated, but thorough format. An interactive companion website rounds out a stellar set of features that encourage quick understanding, participation, and utilization of IMC concepts.

Communications Writing and Design is an integrated, project-based introduction to effective writing and design across the persuasive domains of communication. Build a strong foundation of core writing and design skills using professionally-designed examples that illustrate and reinforce key principles Readers learn and analyze techniques by creating 15 projects in marketing, advertising, PR, and

social media with the help of strategy suggestions, practical tips, and professional production techniques Written by an experienced professional and teacher, with a focus on the cross-disciplinary nature of contemporary communication work Learning is reinforced through a variety of pedagogical features: learning objectives, helpful mnemonics, real-life projects and applications, chapter references for further study, and end-of-chapter summaries and exercises A companion website with multimedia slides, exam questions, learning videos, and design guides provides additional learning tools for students and instructors Interdisciplinary research is a method that has become efficient in accelerating scientific discovery. The integration of such processes in problem solving and knowledge generation is a vital part of learning and instruction. Promoting Interdisciplinarity in Knowledge Generation and Problem Solving is a pivotal reference source for the latest scholarly research on interdisciplinary projects from around the world, highlighting the broad range of circumstances in which this approach can be effectively used to solve problems and generate new knowledge. Featuring coverage on a number of topics and perspectives such as industrial design, ethnographic methods, and methodological pluralism, this publication is ideally designed for academicians, researchers, and students seeking current research on the promotion of interdisciplinarity for knowledge

production.

As with any business, economic, financial, and marketing management for sports organizations is critical for attracting, retaining, and engaging fans. Unlike typical businesses, the sports industry is inconsistent, highly emotional with a strong personal nature, and operates in various markets where organizations compete and cooperate at the same time. Thus, traditional management techniques are not always appropriate for these organizations. *Integrated Marketing Communications, Strategies, and Tactical Operations in Sports Organizations* provides expert insight into the latest trends, strategies, and tactics that can be used in the sports industry to build foundations for successful commercialization. The content within this publication covers city marketing, social media interactions, and atmospheric influence and is designed for managers, marketers, business and industry professionals, stakeholders, academicians, researchers, and students.

Appropriate for introductory university and college courses in Advertising, Marketing Communications, and Promotions. This full colour text focuses on the wide range of areas included in marketing communications and the tools and techniques needed to create an integrated approach. The goal is to present the wide range of communication messages and the sources that produce them and

then illustrate how they can be used for maximum efficiency through a coordinated planning process.

Designed for marketing students and practitioners. In a highly competitive market it is vital to effectively communicate the message of your product, service or idea. The starting point for effective marketing communication is an integrated marketing communication (IMC) plan. *Developing Your Integrated Marketing Communication Plan* is a highly practical workbook taking you through the process of creating of an effective IMC plan, step by step. Accompanied by quotes from seasoned professionals, handy hints and a case study this book will help you and your marketing message succeed in our contemporary business environment.

"IMC trends require students to become well-rounded professionals, understanding not only advertising but also marketing, public relations, sales promotion, and direct marketing. This user-friendly text walks students through these areas and helps them develop their skills in taking a creative idea and employing the correct message, placing it in the most appropriate media, and using the most effective communications approaches."--BOOK JACKET.

Integrated Marketing Communication: Celebrity and the American Political Process uses an integrated marketing communication perspective to examine the

brand of the celebrity as it is brought into the American political system, primarily in the form of celebrity endorsements and branding, as candidates, causes, and movements use celebrities as a strategy to reach voters. Jennifer Brubaker posits that while the relationship between celebrities and political issues is hardly new, it has evolved into a significant connection—in the past, it was a novelty to see a politically active celebrity; today, it's becoming an expectation related to fame. Using integrated marketing communication and persuasion theory, Brubaker argues that establishing candidates' brand identity is a critical factor in determining whether they win or lose an election, and celebrity-politics relationships are a central tool in building a candidates' brand identity. Scholars of political science, communication, marketing, and history will find this book particularly useful.

Net/pickton to find additional valuable teaching and learning materials. David Pickton is Head of the Marketing Department at Leicester Business School, De Montfort University. Amanda Broderick is Senior Lecturer in Marketing and Head of Research in the Marketing Group at Aston Business School.

Providing students with the vital information they need to create, implement, and evaluate an integrated marketing communications plan. Marketing communications is changing rapidly with the impact of new technologies, new

strategies and changing consumer media habits. The third edition of this text has updated and revised examples and content that includes the cutting-edge topics in the industry. Readability continues to be a core strength of this textbook with its straightforward and easy-to-understand style.

ADVERTISING, PROMOTION, AND OTHER ASPECTS OF INTEGRATED MARKETING COMMUNICATIONS integrates all aspects of marketing communication. Complete with updates on new literature and practitioner developments, this text offers a comprehensive treatment on the fundamentals of advertising and promotion. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Combining seminal papers on marketing communications with incisive commentary and overviews from the editors, case studies and student question and answer sections, this text provides a uniquely global perspective on this topical subject. It can be used as a supplement to textbooks on marketing communications, or as an excellent stand-alone text to give greater instruction and insight into key elements of the twenty-first century promotional mix. Providing a one-stop reference for all those studying marketing communications, this reader tackles the subject from an international perspective. Each chapter is introduced by one of the four editors, each editor being from a different core geographic area – the USA, the Pacific Rim, mainland Europe, and the UK. At the end of each paper questions are posed to test the student readers.

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Academically rigorous, this essential book contributed to by recognized experts will be a valuable reference for undergraduates and graduates of marketing, communications, business and management.

More than 20 of the world's most respected marketing and advertising professors combined their talents to create the 14 fresh and relevant cases in this Integrated Marketing Communications text. The cases subjects include some of the world's most dynamic marketing organizations such as Kentucky Speedway, U.S.S. Midway, Washington Redskins, and Williamsburg Tourism. It also introduces some fascinating lesser-known organizations such as BowTie Cause, HABLAME Mobile and You Brew. This book is ideal for courses in marketing, advertising, integrated marketing communications, and communications at both the undergraduate and graduate levels. The cases also are excellent for use by seminar companies and for internal marketing training. A comprehensive set of Teaching Notes is available upon request from the Midwest Marketing Education Foundation.

Integrated Marketing Communication (IMC) is a holistic approach to the areas of advertising, public relations, branding, promotions, event and experiential marketing, and related fields of strategic communication. Integrated Marketing Communication: Creating Spaces for Engagement explores how IMC can open up spaces for engagement in our classrooms and our communities. The breadth of the contributors is in the spirit of IMC, examining public and private sector organizations that offer

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products and services while relying on various methodologies and theoretical approaches, with particular emphasis on rhetoric, philosophy of communication, qualitative research, and historical perspectives in IMC. Moreover, each chapter considers IMC from a different communicative perspective, including strategic communication, philosophy of communication, rhetorical theory, health communication, crisis and risk communication, communication theory, and mass communication. Now in its second edition, this textbook explores the continuing transformation of advertising, sales promotion, and public relations functions within the marketing discipline. The content focuses on emerging new technologies, as well as established digital and legacy media, as the reader is guided through the process of developing and implementing a comprehensive Integrated Marketing Communication plan for companies, organizations, and brands. Clear, concise, and practical, the book takes the reader through consumer, market, and competitive research; creative conceptualization; market segmentation, identification of a target audience, and brand positioning; as well as strategic decisions involving the timing, placement, and intensity of advertising, sales promotion, public relations, and brand visibility. The new edition emphasizes the importance of social media, website development, search engine optimization, mobile marketing, brand promotion events, and retail store connectivity. Updated to include more digital content with detailed international examples, this new edition adds four new chapters including Integrated Marketing Communication

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objectives, budgets, and metrics, legacy media planning, business-to-business marketing strategies, and innovative technologies with topics such as artificial intelligence, predictive analytics, synthetic media, virtual reality, and voice marketing. Upper-level undergraduate and postgraduate students will appreciate this lucid, up-to-date text, as will business professionals in executive education and certificate programs. Experiential learning is provided with chapter assignments and a continuity case study woven into the textbook. The second edition is also accompanied by robust online resources, including PowerPoint slides, chapter videos, lecture notes, classroom exercises, digital flash cards, test banks, an instructor resource book, and interactive templates for preparing an Integrated Marketing Communication Plan.

Integrated Marketing Communications in Risk and Crisis Contexts introduces risk and crisis within the context of IMC, the culture centered approach to communicating with multiple publics, and applies the IDEA Model for effective message construction. Case studies illustrate cultural approaches, along with an ethical framework for communication.

Building brands through integrated marketing is an approach being used by all top-level marketing strategists. The result of a series of papers presented at the eleventh annual Advertising and Consumer Psychology Conference held in Chicago, this volume brings together researchers and professionals whose efforts focus on integrating the various persuasive tools of marketing. It goes beyond case studies of the use of integrated

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marketing to look at how integrated communication actually works on achieving optimal effects on the various audiences for products.

Learn the steps of putting together a fully integrated marketing communications program as you develop a mock IMC campaign with this easy-to-follow project workbook. This comprehensive supplementary package puts the reader in the role of a client services manager at a major full-service integrated marketing communications agency. The client, the Tourism Ministry of the Republic of Uruguay, wants the agency to create and manage a total advertising and marketing program for a new resort in Uruguay called Punta del Este. In approximately 80-pages, this project workbook supplies focused, step-by-step directions and guidance for the required judgements and client submissions. An exciting feature about this book is the integration of interactive media, stressing that any successful campaign would have to include a proposal on using the Internet and other interactive media to reach the dramatically growing number of users in the new media.

ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. Packages Access codes for Pearson's

MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental books If you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codes Access codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase. -- Examine advertising and promotions through the lens of integrated marketing communications. The carefully integrated approach of this text blends advertising, promotions, and marketing communications together, providing readers with the information they need to understand the process and benefits of successful IMC campaigns. The fifth edition brings the material to life by incorporating professional perspectives and real-world campaign stories throughout the text.

Innovative Marketing Communications for Events Management provides students and event managers with a complete insight into the strategic and innovative marketing of events of all scales and nature. The book builds a conceptual framework for the development, planning, implementation and evaluation of innovative communication strategies for the marketing of events, and the

effective use of events as an innovative communications method in general organizational marketing. With a strong practical underpinning, Innovative Marketing Communications for Events Management emphasises to event managers the importance of effectively integrating a range of tools and techniques to communicate the event and provides them with a better understanding of how a variety of private and public sector organisations can use events within their communication strategies.

Integrated Marketing Communication: A Balanced Approach is your guide to integrated marketing communication (IMC), introducing you to the principles that underpin its practice. This text considers the different theories of how IMC works, taking the empirical evidence available into account, and illustrating its real-world application with relevant industry examples. With expert commentary supported by contemporary case studies, this text explores communication theory, strategy and planning, and develops your understanding of consumer behaviour.

Equipped with this knowledge, you will learn how you can balance IMC strategies with marketing needs in order to change attitudes and reinforce behaviours in customers. **KEY FEATURES**Critically reviews the theoretical base of IMC, with an exploration of both salience and persuasion (Strong and Weak) theories of advertisingFocuses on the application of IMC theory to a broader marketing

approach
Revision questions encourage reflective learning and further develop understanding
Practitioner profiles provide career and industry insights
Case studies and 'IMC in Action' boxes provide real-world examples
Suggested readings and key terms throughout support further learning.

Integrated Marketing Communications is a new text which will answer the key questions of what marketing communications is, how it works and why it is such a vital contemporary marketing function. It is a comprehensive and authoritative overview of this complex and rapidly evolving area. The author's long experience in the industry, and as a senior academic, ensures that the book is able to show how the communications process really works and how it can best be managed in a strategically and tactically cost effective manner. Throughout the book the framework of analysis, planning, implementation and control is used to help the student organize their approach to the complex decision making in the present communications environment. This is both an essential text and an indispensable reference resource and has been rigorously developed for undergraduates and postgraduates in Marketing and Business, and for the new CIM Certificate and Diploma exams in Business Communication, Promotional Practice and Marketing Communications.

Everything communicates. Any action that a company takes will leave an

impression on its consumers. Integrated Marketing Communications is about the coherent, consistent and clear use of a company's communication options. The text provides students with a solid understanding of all of the major marketing communication functions and media alternatives, and the processes for integrating these activities in the most effective and efficient way in order to develop long-term, profitable customer relationships that build brands and create brand equity. With the proliferation of digital and social media, there has never been a more dynamic time to engage with marketing communications - and never has the integration of marketing communications (marcoms) principles into a strategic marketing plan been more challenging. Even the best product in the world won't sell without the right reach to your potential customers and the right message to engage them. This textbook applies a uniquely practical approach to the topic so that, whilst a structured overview of planning, development, implementation and evaluation of marketing communications is in place, the detailed cases made available by the Institute for Practitioners in Advertising (IPA) show how actual challenges faced by professionals in the field were addressed. This book will help you to develop the skills you need to turn theory into the right integrated communication plan, in order to succeed in an increasingly competitive environment. Aided by a veritable wealth of pedagogical features, Marketing

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Communications will be essential reading for both students and professionals in marketing, communications and public relations. This textbook also benefits from a companion website which includes a comprehensive instructor's guide with PowerPoint slides, testbank questions and answer checklists.

An essential book for today's marketer now that integrated marketing communications form a critical success factor in building strong brands and strong companies This new edition is still the only textbook on the market to deal with all aspects of IMC from a strategic perspective Corporate image, identity and reputation have never been more important and this book unlocks the key factors in achieving and enhancing this Integrated Marketing Communications is not just about utilizing different communication options in your marketing campaign; it is about planning in a systematic way to determine the most effective and consistent message for your target audience. As such, it depends upon identifying the best positioning, generating positive brand attitude, a consistent reinforcement of the brand's message through IMC channels, and ensuring that all marketing communication supports the company's overall identity, image, and reputation. This textbook is a roadmap to achieving this, thoroughly updated to reflect the dynamic changes in the area since the first edition was published. New to this edition: New sections on social media and how to integrate them into your

marketing function New chapter on message development and an enhanced chapter on the IMC plan Robust pedagogy to help reinforce learning and memory Enhanced teaching materials online to help lecturers prepare their courses Brand new real-life case study vignettes

Explains the principles and practice of implementing an effective marketing strategy using a variety of channels and techniques.

Now in its third edition, this comprehensive text offers a classroom-tested, step-by-step approach to the creative processes and strategies for effective integrated marketing communication (IMC). Blakeman covers key areas, from marketing plans, branding/positioning, and creative briefs to copywriting, design, and considerations for each major media format. Throughout, she explores visual and verbal tactics, along with the use of business theory and practices, and how these affect the development of the creative message. This user-friendly introduction walks students through the varied strands of IMC, including advertising, PR, direct marketing, and sales promotion, in a concise and logical fashion.

Social Media and Integrated Marketing Communication: A Rhetorical Approach looks at social media in the theory and practice of integrated marketing communication, with a theoretical grounding in rhetoric. Understanding social media as epideictic rhetoric can offer a temperate and informed perspective of the implications of social media in IMC. The eighth edition of Shimp's market-leading INTEGRATED MARKETING

COMMUNICATIONS IN ADVERTISING AND PROMOTION, International Edition fully integrates all aspects of marketing communication. While continuing to focus on the time honored IMC methods, the text reflects new academic literature and practitioner developments in the field. Some reorganization along with comprehensive treatment on the fundamentals of advertising and promotion are the focus of the revision. Changes include earlier coverage of new brands (ch. 3), the latest in various forms of Internet advertising (ch. 13), a new chapter (18) on PR and word-of-mouth management, and expanded coverage environmental issues regarding global warming and sustainability in a newly-organized ethics chapter (21).

The book mainly addresses the following aspects: First, it systematically introduces the domestic and foreign research results, pointing out the key elements of the basic theory of IMC, according to a company's present situation and the practice of IMC strategy. Second, according to the different characteristics of each organization, it provides various IMC organization structures, such as linear structure Model I, a virtual network and centralized type that focuses on individual interest, external types of the IMC organizational structures Model, etc., and suggestions for further study are also presented.

"A readable and absorbing account of what advertising people try to achieve (whether or not they know quite how or why), grounded in Chris Hackley's real and recent acquaintance with the practicalities of advertising, as well as its principles.... He

minimises the inevitable jargon of linguistics and communication theory. His own language is always accurate and clear, and often engaging. The well managed flow from chapter to chapter sustains interest and enjoyment. I read the book from cover to cover in one sitting." - INTERNATIONAL JOURNAL OF ADVERTISING "Professor Hackley's book provides a timely reminder to student and practitioner alike that advertising continues to play a key role in the successful planning and implementation of marketing communications. Underpinned by a series of topical and often thought-provoking illustrations, this work not only explains how advertising is developed, but also presents the discipline in the wider context of socio-cultural and linguistic research. Working from a practical advertising management basis, the text raises some key issues for advertising as focus for academic and intellectual study." - Chris Blackburn, The Business School, Oxford Brookes University, formerly Account Director at Foote, Cone & Belding, Leagas Delaney and Boase Massimi Pollitt "Dr Hackley has an uncommon approach to advertising. His book combines the abstract theory of advertising and its effects with a hard-nosed practical approach. It is a guide to understanding and appreciating advertising and a way to understand how and why advertising works or why it does not. I think that this book is a fine text for students. Even more, it deserves to be read by advertising practitioners." - Arthur J. Kover, former editor of the Journal of Advertising Research, Management Fellow at the Yale School of Management Advertising and Promotion is not only a detailed and insightful

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account of how advertising is created; the book also explains how advertising comes to cast its all-enveloping shadow over contemporary consumer culture. Many case examples drawn from major international campaigns are used to illustrate the power of advertising to portray brand 'personalities' in terms that resonate with consumers across many cultures. It contains detailed coverage of the major areas of advertising and marketing communications but it is not a simplistic treatment. Advertising and Promotion takes a novel intellectual approach and draws on concepts from the wider humanities and social sciences to cast fresh light on an over-familiar subject matter. It uniquely combines detailed case information, current research and lively topical issues to offer an authoritative and comprehensive account of advertising's pre-eminent role in contemporary marketing communications. It is an advanced student text, a reflective practitioner's handbook and an insightful account for the general reader.

Tells why mass marketing no longer works--and shows how integrated communications programs can respond to each customer.

This textbook is the first introductory primer on integrated marketing communications. It combines theory and practice to show students of marketing how different aspects of integrated marketing communications (IMC) work together. Setting the scene in which IMC has emerged, the authors explain each component of the promotional mix and go on to explain the process of functional integration. The text includes key case studies on companies, including Proctor and Gamble, NSPCC and Ardi, illustrating the practical

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side of IMC in addition to an introduction to the main theories at work. Including an additional Study Guide at the back, this book will be a valuable resource for students of marketing and marketing communications.

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