

Professional Services Marketing

This is a comprehensive, practical and theoretical guide to the latest thinking in the foundations of services. The authors present contributions from the world's leading experts on services marketing and management.'

Professional service firms differ from other business enterprises in two distinct ways: first they provide highly customised services thus cannot apply many of the management principles developed for product-based industries. Second, professional services are highly personalised, involving the skills of individuals. Such firms must therefore compete not only for clients but also for talented professionals. Drawing on more than ten years of research and consulting to these unique and creative companies, David Maister explores issues ranging from marketing and business development to multinational strategies, human resources policies to profit improvement, strategic planning to effective leadership. While these issues can be complex, Maister simplifies them by recognising that 'every professional service firm in the world, regardless of size, specific profession, or country of operation, has the same mission statement: outstanding service to clients, satisfying careers for its people and financial success for its owners.'

What does it take to become a well-known expert in

your field - someone other practitioners and the media seek out for leadership and insight? We call these stars Visible Experts . And becoming one is easier than it looks. In this research-based book, you will learn how you or your colleagues can become Visible Experts and leverage this status to drive significant new growth and profits for your firm. You will discover which tools and techniques you need to build your reputation and ascend to prominence. And you will hear from real experts from across the professional services who have climbed from obscurity to the peak of their profession. The Visible Expert is the essential manual for any individual or firm that is ready to take their expertise to the highest level. Based on interviews with over 1,000 experts and buyers of their services, this book will take you higher, faster."

How do firms become Client-centric? Effective Client Management in Professional Services is about putting the Client first, everywhere, in the activities of professional services firms. The book introduces The Client Management Model to enable firms to assess their level of Client orientation and relationship development. It also features The Client Management Index which enables firms to benchmark their result against their peers. Many firms are still developing and improving their commercial structures and approaches to attract, develop and retain Clients. Characteristically,

professional services firms tend to lag their consumer goods and service industry counterparts in overall commerciality. Only recently have they discovered the value of having a strong brand promise with the associated employee engagement. In many firms achievement of Client satisfaction is not a strategic objective; this may need to be reviewed. This book provides a comprehensive, pragmatic guide to the Client relationship journey, from identifying potential Clients to their engagement, care, retention, development, loyalty and beyond. The handbook format has exercises and tools which can help to establish which Clients are likely to be the most lucrative and thus provide the desired financial returns. The book also includes insights from top practitioners, anecdotes, case studies, charts and useful exercises and checklists. Readers can also determine their own level of effectiveness using the end of chapter reviews and a diagnostic tool to produce a Client Management Profile.

Named one of Fortune Magazine's "5 Best Business Books" in 2015 See your offering through the buyer's eyes for more effective marketing Buyer Personas is the marketer's actionable guide to learning what your buyer wants and how they make decisions. Written by the world's leading authority on buyer personas, this book provides comprehensive coverage of a compelling new way to conduct buyer

studies, plus practical advice on adopting the buyer persona approach to measurably improve marketing outcomes. Readers will learn how to segment their customer base, investigate each customer type, and apply a radically more relevant process of message selection, content creation, and distribution through the channels that earn the buyers' trust. Rather than relying on generic data or guesswork to determine what the buyer wants, the buyer persona approach allows companies to ask the buyer directly and obtain more precise and actionable guidance. Buyer personas are composite pictures of the people who buy solutions, services or products, crafted through a unique type of interview with the people the marketer wants to influence. This book provides step-by-step guidance toward implementing the buyer persona approach, with the advice of an internationally-respected expert. Learn who buys what, and why Understand your buyer's goals and how you can address them Tailor your marketing activities to your buyer's expectations See the purchase through the customer's eyes A recent services industry survey reports that 52 percent of their marketers have buyer personas, and another 28 percent expect to add them within the next two years – but only 14.6 percent know how to use them. To avoid letting such a valuable tool go to waste, access the expert perspective in Buyer Personas, and craft a more relevant marketing strategy.

This business classic features straight-talking advice you'll never hear in school. Featuring a new foreword by Ariel Emanuel and Patrick Whitesell Mark H. McCormack, one of the most successful entrepreneurs in American business, is widely credited as the founder of the modern-day sports marketing industry. On a handshake with Arnold Palmer and less than a thousand dollars, he started International Management Group and, over a four-decade period, built the company into a multimillion-dollar enterprise with offices in more than forty countries. To this day, McCormack's business classic remains a must-read for executives and managers at every level. Relating his proven method of "applied people sense" in key chapters on sales, negotiation, reading others and yourself, and executive time management, McCormack presents powerful real-world guidance on • the secret life of a deal • management philosophies that don't work (and one that does) • the key to running a meeting—and how to attend one • the positive use of negative reinforcement • proven ways to observe aggressively and take the edge • and much more Praise for What They Don't Teach You at Harvard Business School "Incisive, intelligent, and witty, What They Don't Teach You at Harvard Business School is a sure winner—like the author himself. Reading it has taught me a lot."—Rupert Murdoch, executive chairman, News Corp, chairman and CEO,

21st Century Fox “Clear, concise, and informative . . . Like a good mentor, this book will be a valuable aid throughout your business career.”—Herbert J. Siegel, chairman, Chris-Craft Industries, Inc. “Mark McCormack describes the approach I have personally seen him adopt, which has not only contributed to the growth of his business, but mine as well.”—Arnold Palmer “There have been what we love to call dynasties in every sport. IMG has been different. What this one brilliant man, Mark McCormack, created is the only dynasty ever over all sport.”—Frank Deford, senior contributing writer, Sports Illustrated

Here is a blueprint for professionals, business people and technicians: specialists who want to enter the consulting field or market their firms' professional services more effectively and profitably. This second edition is revised to serve as a marketing handbook for the 1990s and beyond, and is based on the same client-centered/leveraged approach as the original edition, showing how servicing fewer clients/markets can generate greater profits. It contains principle-based practices and strategies culled from over 20 years of experiences in 600 firms, effectively converting theory into practical reality for professionals who need to know what to do and how to do it.

The definitive career guide for grad students, adjuncts, post-docs and anyone else eager to get

tenure or turn their Ph.D. into their ideal job Each year tens of thousands of students will, after years of hard work and enormous amounts of money, earn their Ph.D. And each year only a small percentage of them will land a job that justifies and rewards their investment. For every comfortably tenured professor or well-paid former academic, there are countless underpaid and overworked adjuncts, and many more who simply give up in frustration. Those who do make it share an important asset that separates them from the pack: they have a plan. They understand exactly what they need to do to set themselves up for success. They know what really moves the needle in academic job searches, how to avoid the all-too-common mistakes that sink so many of their peers, and how to decide when to point their Ph.D. toward other, non-academic options. Karen Kelsky has made it her mission to help readers join the select few who get the most out of their Ph.D. As a former tenured professor and department head who oversaw numerous academic job searches, she knows from experience exactly what gets an academic applicant a job. And as the creator of the popular and widely respected advice site *The Professor is In*, she has helped countless Ph.D.'s turn themselves into stronger applicants and land their dream careers. Now, for the first time ever, Karen has poured all her best advice into a single handy guide that addresses the most important

issues facing any Ph.D., including: -When, where, and what to publish -Writing a foolproof grant application -Cultivating references and crafting the perfect CV -Acing the job talk and campus interview -Avoiding the adjunct trap -Making the leap to nonacademic work, when the time is right *The Professor Is In* addresses all of these issues, and many more.

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.

Professional services are estimated to be worth up to \$700 billion worldwide, but as the market matures

there is an urgent need for new marketing thinking for global players or small businesses alike. This book applies the core principles of strategic marketing to professional services for the first time, in an approach that is at once accessible and compelling. With case studies from a range of companies including J. Walter Thompson, market research companies, the "big four" accounting firms, Headhunters, Interbrand and large US legal firms, it is intended to become the definitive book for effective strategic marketing in professional services.

Tips on writing to consumers and business-to-business Create captivating, results-oriented, sales-generating copy Need to produce winning copy for your business? This fast, fun guide takes you through every step of a successful copywriting project, from direct mail, print ads, and radio spots to Web sites, articles, and press releases. You'll see how to gather crucial information before you write, build awareness, land sales, and keep customers coming back for more. Discover How To:

- * Write compelling headlines and body copy
- * Turn your research into brilliant ideas
- * Create motivational materials for worthy causes
- * Fix projects when they go wrong
- * Land a job as a copywriter

This new edition gathers more than 22 experts to outline the theory behind consulting, providing insight into change processes and management issues in the field. The business of consulting has

grown faster than most other businesses, due not only to increased demand by clients, but also to the innovative capabilities of numerous consulting firms as they develop new services. Divided into six parts, the book introduces readers to the consulting industry, addressing the major practice areas, contexts, and implementations of the field. Significant updates detail the effect of the economic troubles between 2004 and 2010 and then 2010 and now; analyze the market response to consulting in recent years; and provide a more thorough understanding of how consulting is applied in the different areas of a business, such as operations, marketing, and finance. Introductions written by the editors offer further insight into the themes and learning goals of each section, helping readers to recognize the elements of a successful consultation, and utilize their new skill set. The text concludes with a look at the future of consulting with regards to ethics standards and how strong manager-client relationships contribute to financial growth. Readers will also learn how the developing field of entrepreneurship creates new economic structures and job opportunities. Practitioners, consultants, clients, faculty, and students of business and management will learn not only how to consult, but also gain the skills needed to adapt to and lead organizational change, giving them a competitive edge when they enter the field.

These people simply want solutions to their problems. They complain via legacy channels where the likelihood of a response is highest--phone, e-mail, and company websites. Offstage haters don't care if anyone else finds out, as long as they get answers. -Onstage haters. These people are often disappointed by a substandard interaction via traditional channels, so they turn to indirect venues, such as social media, online review sites, and discussion boards. Onstage haters want more than solutions--they want an audience to share their righteous indignation. Hug Your Haters shows exactly how to deal with both groups, drawing on meticulously researched case studies from businesses of all types and sizes from around the world. It includes specific playbooks and formulas as well as a fold-out poster of "the Hatrix," which summarizes the best strategies for different situations.

This practical book on selling and marketing will help architects, engineers, project managers, facilities managers, surveyors, and contractors 'sell' themselves to prospective clients. As clients become more sophisticated at both local and international level, and as competition in the construction industry increases, both contractors and consultants have to take a more professional approach to selling themselves. This is especially true for PFI bids where vast resources are committed to winning multi-

million pound contracts. Through a simple-to-follow process, illustrated with plenty of diagrams and checklists, *Marketing & Selling Professional Services in Architecture & Construction* sets out the seven key aspects of selling and marketing professional services. It is full of applicable ideas and examples and is well structured to enable readers to dip into the section relevant to their current needs.

The real-world guide to selling your services and bringing in business *How Clients Buy* is the much-needed guide to selling your services. If you're one of the millions of people whose skills are the 'product,' you know that you cannot be successful unless you bring in clients. The problem is, you're trained to do your job—not sell it. No matter how great you may be at your actual role, you likely feel a bit lost, hesitant, or 'behind' when it comes to courting clients, an unfamiliar territory where you're never quite sure of the line between under- and over-selling. This book comes to the rescue with real, practical advice for selling what you do. You'll have to unlearn everything you know about sales, but then you'll learn new skills that will help you make connections, develop rapport, create interest, earn trust, and turn prospects into clients. Business development is critical to your personal success, and your skills in this area will dictate the course of your career. This invaluable guide gives you a set of real-world best practices that can help you become the

rainmaker you want to be. Get the word out and make productive connections Drop the fear of self-promotion and advertise your accomplishments Earn potential clients' trust to build a lasting relationship Scrap the sales pitch in favor of honesty, positivity, and value Working in the consulting and professional services fields comes with difficulties not encountered by those who sell tangible products. Services are often under-valued, and become among the first things to go when budgets get tight. It is now harder than ever to sell professional services, so your game must be on-point if you hope to out-compete the field. How Clients Buy shows you how to level up and start winning the client list of your dreams.

Today, millions of people work at over one million professional service firms generating over \$2 trillion in revenue annually. These firms face unique issues that are not fully understood by management thinkers and consultants. Making matters more complex is that many of these firms stand at a crossroads, searching for new strategies and practices to succeed in a radically new economy. In *The Art of Managing Professional Services*, Maureen Broderick offers the solution. Broderick has brought together modern best practices for these and other crucial areas of professional services management:

- Building, communicating, and maintaining shared vision, values, and culture
- Recruiting, training, and

evaluating people · Crafting the right strategies, portfolio, and mix of clients · Innovating and sharing knowledge · Financial planning, metrics, and reporting · Positioning: brand, marketing, and sales · Defining effective partnerships: equity, selection, and compensation · Ensuring responsibility and accountability · Organizational design, structure, governance, and systems · Leading effectively, and growing the next generation of leaders This book reflects Broderick & Co.'s unparalleled research into professional services management, including 200+ executive interviews with leaders and innovators in organizations of all sizes and types.

The days of professionals simply hanging a shingle and waiting for clients to beat a path to the door are long gone. The marketplace is crowded with new service professionals of all types--from CPAs and attorneys to health care providers and competing service organizations. Professionals must realize that their services, no matter how good they are, simply will not sell themselves. Services marketing is the key to the game and here is the most concise, easy-to-understand, jam-packed source of services marketing. Professional Services Marketing provides a very readable and simple introduction to the marketing process for the professional service environment. It gives professionals an inexpensive way to successfully develop a strong client base and grow in a competitive marketplace. Using a step-by-

step approach, this new book provides both strategic and tactical guidance for both the new and seasoned marketing careerist. Distinguished expert and international authority Fred Crane offers a realistic overview of the marketing process and discusses the characteristics and difficulties involved in marketing and managing professional services. He provides solutions to those challenges starting with a marketing plan, moving through client management, and the marketing audit. Professional Services Marketing discusses management principles and examines implications for site analysis, physical analysis and facility design. It explores the true meaning of communication in the professional service arena and what this means for the bottom line. A plus for professionals new to the marketing field, this practical book gives examples of professional services marketing ideas that have been put into practice successfully. Professional Services Marketing can be read in a single afternoon yet retains an encyclopedic breadth of vision and covers every major issue in the field. Specialists have already praised the work as essential and unique in the literature. It deserves consideration not only as a guide for established professionals but also as a basic text for future professionals as they prepare for their fields. Truly a practical guidebook for any professional, Professional Services Marketing shows you: a “cookbook” approach to

designing a marketing plan that is easily followed how to take advantage of impression management and what it really means when to apply professional services marketing ideas that can be put to work almost immediately when to undertake internal marketing where to apply relationship marketing how to apply synchromarketing All professionals, from architects to veterinarians, will find valuable tips on marketing in this new book. Members in professional associations involved in training and professional development will also find helpful strategies for expanding their marketing capabilities, as will those teaching services and professional services courses in colleges and universities.

Asian Dimensions of Services Marketing delves into the world of industry in Asia. There has been phenomenal growth in that continent's service industries over the past few decades, and this book covers several important aspects of marketing services. These include the influence of reference groups in the service industries of Singapore, and influences upon the relationship between service performance and customer satisfaction in the Thai cultural and business setting. This book also discusses perceived success factors for multinational professional service firms in South Korea, examines how store atmosphere impacts the emotional well-being of Chinese customers in a leisure service setting, and more!

"Troy Waugh—'the rainmakers' rainmaker'—has provided a well-designed blueprint for selling professional services that skillfully draws upon his more than thirty years in the field. This practical, highly focused guide to the selling process can help our firms achieve sales successes measured not only by effort but also by bottom-line results."

—Howard B. Allenberg, vice chairman and CIO, BDO Seidman, LLP Finally, peerless focus on how to break into all aspects of the selling process and the currents of relationship and buyer development. Learn how to build your personal and firm business more successfully. Covers the process of relationship and buyer development. Provides proven strategies from hundreds of the world's successful firms. Order your copy today!

A proven approach to revenue-generating marketing and client development Professional Services Marketing is a fully field-tested and research-based approach to marketing and client development for professional services firms. The book, now in its Second Edition, covers five key areas that are critical for firms that want to grow and become more profitable: creating a marketing and growth strategy; establishing a brand and reputation; implementing a marketing communications program; executing lead generation strategies; and developing business by winning new clients. You will also read real-world case studies that illustrate major points, as well as

quotes and stories from well-respected professionals in the industry. The Second Edition features new research and updates throughout, including new chapters on social media and online marketing, as well as new case studies and interviews. Authors Mike Schultz and John E. Doerr are the coauthors of the Wall Street Journal and Inc. Magazine bestseller *Rainmaking Conversations and Professional Services Marketing*; Lee W. Frederiksen is coauthor of *Online Marketing for Professional Services*. Will be widely promoted via multiple online routes and direct mail marketing. Firms of any size can use this proven approach to marketing and client development to attract new clients and grow their professional service businesses.

How can you take your skills and expertise and package and present it to become a successful consultant? There are proven time-tested principles, strategies, tactics and best-practices the most successful consultants use to start, run and grow their consulting business. *Consulting Success* teaches you what they are. In this book you'll learn: - How to position yourself as a leading expert and authority in your marketplace - Effective marketing and branding materials that get the attention of your ideal clients - Strategies to increase your fees and earn more with every project - The proposal template that has generated millions of dollars in consulting engagements - How to develop a pipeline of

business and attract ideal clients - Productivity secrets for consultants including how to get more done in one week than most people do in a month - And much, much more

European economies are now dominated by services, and virtually all companies view service as critical to retaining their customers today and in the future. In its third European edition, *Services Marketing: Integrating Customer Focus across the Firm* provides full coverage of the foundations of services marketing, placing the distinctive gaps model at the center of this approach. Drawing on the most recent research and using up-to-date and topical examples, the book focuses on the development of customer relationships through quality service, outlining the core concepts and theories in services marketing today. New and updated material in this new edition include:

- New content on the role of digital marketing and social media has been added throughout to reflect the latest developments in this dynamic field
- Increased coverage of Service dominant logic regarding the creation of value and the understanding of customer relationships
- New examples and case studies added from global and innovative companies including AirBnB, IKEA, Disneyland, Scandinavia Airlines, and Skyscanner

In this pathbreaking book, world-renowned Harvard Business School service firm experts James L.

Heskett, W. Earl Sasser, Jr. and Leonard A. Schlesinger reveal that leading companies stay on top by managing the service profit chain. Why are a select few service firms better at what they do -- year in and year out -- than their competitors? For most senior managers, the profusion of anecdotal "service excellence" books fails to address this key question. Based on five years of painstaking research, the authors show how managers at American Express, Southwest Airlines, Banc One, Waste Management, USAA, MBNA, Intuit, British Airways, Taco Bell, Fairfield Inns, Ritz-Carlton Hotel, and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1) profit and customer loyalty; (2) employee loyalty and customer loyalty; and (3) employee satisfaction and customer satisfaction. Moreover, these relationships are mutually reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating divisions, a direct relationship between customer loyalty

measured by the "depth" of a relationship, the number of banking services a customer utilizes, and profitability led the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures. At American Express Travel Services, offices that ticket quickly and accurately are more profitable than those which don't. With hundreds of examples like these, the authors show how to manage the customer-employee "satisfaction mirror" and the customer value equation to achieve a "customer's eye view" of goods and services. They describe how companies in any service industry can (1) measure service profit chain relationships across operating units; (2) communicate the resulting self-appraisal; (3) develop a "balanced scorecard" of performance; (4) develop a recognitions and rewards system tied to established measures; (5) communicate results company-wide; (6) develop an internal "best practice" information exchange; and (7) improve overall service profit chain performance. What difference can service profit chain management make? A lot. Between 1986 and 1995, the common stock prices of the companies studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-

achieving companies will make *The Service Profit Chain* required reading for senior, division, and business unit managers in all service companies, as well as for students of service management.

No Marketing Blurb

Although the nature of service delivery varies significantly from profession to profession, the way the service is delivered tends to be fairly consistent among professions—or, at least, it should be. A step-by-step guide, *Managing Professional Service Delivery—9 Rules for Success* describes in detail how to achieve the internal discipline and control necessary to manage professional service engagements and long-term success in the professional services industry. It details engagement-tested methods for success at every step in delivering a professional service and includes real-life examples from a number of professional service organizations. Here's What You Get: The steps for how to develop your niche in the marketplace A structure for how to manage professional service delivery, from start to finish Tips on how to set up an environment and develop a culture that will result in superior service delivery—such that the delivery process incorporates rigorous internal discipline and control Discussion of rapid implementation and deployment concepts that can be attained without compromising internal discipline and control Examples of documentation standards for professional service proposals and deliverables (reports) Discussion of application of the 9 Rules for Success in two engagements conducted by the authors The authors draw on their many years of experience in the field of

management science to lay out procedures, tools, and techniques that address each step of the life cycle of an engagement—from definition of the services to be delivered, to evaluation of the results with the client. They take a back-to-basics approach that can be used in any size organization, from a sole practitioner to a firm of up to 75 practitioners and support staff as well as larger firms that also may be experiencing sustainability issues with their process improvement initiatives. The book guides you—starting with the 9 Rules—through the maze of obstacles in delivering your professional service. As a small-business owner or solopreneur, you wear many hats—perhaps the most important of which is marketer. But these days, with so many new ways to reach customers and clients and only so much time in the day, it's hard to know where to start. Should you be using social media? Email? Blogs? Video? SEO? Small-business marketing doesn't have to be a mystery. It's just a series of simple decisions (and the action steps to implement those decisions) that will help you regain the clarity, confidence, and control you need to succeed. Do It! Marketing is a quick read and an encouraging kick in the pants that will reignite your marketing mojo. The underlying premise is that "only action creates results." Packed with do-this-now ideas to attract, engage, and win more customers and clients, this no-nonsense book reveals how to: Avoid blah, blah, blah marketing * Use magnetic marketing strategies that pull—not push—qualified decision-makers into your world * Get noticed * Position yourself as an expert * Become the obvious choice in your market * Do social media right * Zero in on

your customers' pain/gain factors * Learn to speak their language * Get a steady stream of referrals * Identify and focus on high-payoff activities * Cultivate and leverage enthusiastic advocates * And more! Energetic, inspiring, and filled with concrete strategies, tactics, templates, and tools, *Do It! Marketing* shows you how to stop "marketing by accident" and start outsmarting, out-positioning, and out-executing the competition.

Think you know your customers? You better be more assured than just thinking you do, because your success depends on it! The best companies in the world first research exhaustively what their customers desire, and then they deliver it in memorable and deeply human experiences--resulting in success previously believed to be unachievable. So once again, how well do you know your customers? In a hyperconnected economy that is radically changing consumer expectations, this vital expectation for any successful business is not always easy. But in *What Customers Crave*, author and business strategist Nicholas Webb simplifies this critical task into being able to confidently answer two questions: What do your customers love? What do they hate? Jam-packed with tools and examples, this must-have resource helps businesses reinvent how they engage with customers (both physical and virtual). Learn how to:

- Gain invaluable insights into who your customers are and what they care about
- Use listening posts and Contact Point Innovation to refine customer types
- Engineer experiences for each micromarket that are not only exceptional, but insanely relevant
- Connect across the five most important touchpoints
- Co-create with your

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customers• And more!It's time to reinvent the ways you engage with your customers. Because when you learn to provide for them exactly what they want, they not only bring along their wallets but those belong to their friends as well!

Relationship marketing is one of the most challenging marketing concepts of the decade. In a five-year 'fly on the wall' case study, Halinen explores the relationship between a Helsinki advertising agency and its international client.

How to communicateand, especially whyto clients, prospects, staff, and the public is the basis of Communication by Design: Marketing Professional Services. It is targeted to business principals as well as anyone who aspires to a leadership position in a firm, association, or business joint venture. Capelin draws on examples from her career as an award-winning public relations consultant to elucidate the fundamentals of strategic, effective communication.0-7734-613\\This book provides a more up-dated and more concise dialogue by offering a condensed analysis of Vergas often neglected Novelle. The focus rests on selected novelle which deal with the social awareness and political awakening of the peasants and poor fishermen of Sicily of the 1800s to the 1920s.

The Professional's Guide to Financial Services Marketing is directed to any financial services professional—from individual representatives to executives of large financial services companies—who is looking for better ways to create the relevant marketplace differentiation and competitive advantage

needed to increase productivity and profitability. The purpose of this book is not to provide a how-to manual, but rather to offer practical information, examples, and thought-provoking tips that provide ideas and insights that will enable financial services professionals to improve their own marketing approaches and achieve ambitious marketing goals. With examples drawn from basic marketing approaches and successful consumer marketing, this book provides a fresh perspective on a variety of marketing issues that can make a significant difference to corporate success.

"Clients At The Core is an essential blueprint to helping us all take the next steps. The authors, battle scarred by the evolution of professional firm management and marketing from then to now, have captured the changing needs of the firms in this turbulent new economic era. This is a well-written book that uses plain language to convey practical, well thought-out ideas." -Patrick J. McKenna, a leading international consultant to professional service firms "The authors have captured the changing role of professional services marketing and firm management. There is valuable insight [in this] down-to-earth guide to competing successfully in the new environment." -David Maister, author and consultant "The book is a masterpiece! Aquila and Marcus have produced the essential guide for managing a professional services firm. They've marshaled their considerable real-life experiences and far-reaching vision into a veritable operating manual for the successful firm." -Rick Telberg, Editor at Large, American Institute of Certified Public Accountants "At its heart, this book is the running shoe

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for legal and accounting professionals who want to put the client first. Following the evolution of the industry over the past twenty-five years, this must-have for every professional services firm is the key to leading in the turbulent and highly competitive waters ahead." -Richard S. Levick, Esq., President, Levick

Strategic Communications, LLC coauthor, Stop the Presses: The Litigation PR Desk Reference "Client selection and retention is one of the critical success factors for a professional services firm, and Aquila and Marcus do a masterful job at educating us on the necessary ingredients of each. The chapters on firm governance and paying for performance are thought provoking and certainly challenging to the conventional wisdom. If you want a better understanding of marketing and leading a professional firm in these turbulent times, this book is essential." -Ronald J. Baker, author, Professional's Guide to Value Pricing and The Firm of the Future "Client at the Core is a commonsense approach to keeping your professional services firm relevant in the twenty-first century's client-driven economy. Aquila and Marcus have hit a home run with their insightful analysis and poignant prose." -Jeffrey S. Pawlow, Managing Shareholder, The Growth Partnership, Inc.

Marketing is a mystery for most business owners - but it doesn't have to be. In this book, I'll show you the exact steps that I used to build a million-dollar business, from scratch, in a highly competitive industry. And more importantly, I'll show you how to do the same. Marketing is the key to growing your business, and by the time

you're done with this book, you'll have your roadmap for success.

Professional services marketing is undergoing a revolution. More and more, firms are being found and vetted online, and traditional techniques for generating leads and nurturing prospects are growing less effective. In this groundbreaking new book readers will understand the changing landscape and how to lay the foundation for a powerful online marketing program. Based on primary research of over 500 professional services firm executives, this book offers easy-to-understand, practical advice, as well as real-world examples of firms that are using online marketing today to build their businesses.

Professions are increasingly linked with enterprise at a number of interrelated levels. By considering the relationship of professions to the enterprise contexts in which they work, this book reveals the dilemmas posed to professional groups, and the opportunities and constraints that can arise in their organisational frameworks. Addressing both private and public sectors, this collection explores questions including: what are the implications for the culture, practices and identities of professions of working in enterprise contexts, including with increased globalisation? Are professions becoming more entrepreneurial in a knowledge economy? What are the tensions between professionalism and enterprise and how are

these resolved? These are themes that are extremely important to professionals and their managers, especially with the rise of large-scale professional service firms serving corporate clients with truly global reach. This cutting-edge collection will be of interest to researchers, educators and advanced students studying professional behaviour in fields such as business studies, management, organisational analysis, public administration, political science, social policy and sociology, as well as students on focused programmes of professional study in fields such as health, law and social care. The small business guru behind Duct Tape Marketing shares his most valuable lesson: how to get your customers to do your best marketing for you. The power of glitzy advertising and elaborate marketing campaigns is on the wane; word-of-mouth referrals are what drive business today. People trust the recommendation of a friend, family member, colleague, or even stranger with similar tastes over anything thrust at them by a faceless company. Most business owners believe that whether customers refer them is entirely out of their hands. But science shows that people can't help recommending products and services to their friends-it's an instinct wired deep in the brain. And smart businesses can tap into that hardwired desire. Marketing expert John Jantsch offers practical techniques for harnessing the power of referrals to

ensure a steady flow of new customers. Keep those customers happy, and they will refer your business to even more customers. Some of Jantsch's strategies include: -Talk with your customers, not at them. Thanks to social networking sites, companies of any size have the opportunity to engage with their customers on their home turf as never before-but the key is listening. -The sales team is the most important part of your marketing team. Salespeople are the company's main link to customers, who are the main source of referrals. Getting them on board with your referral strategy is critical. -Educate your customers. Referrals are only helpful if they're given to the right people. Educate your customers about whom they should be talking to. The secret to generating referrals lies in understanding the "Customer Referral Cycle"-the way customers refer others to your company who, in turn, generate even more referrals. Businesses can ensure a healthy referral cycle by moving customers and prospects along the path of Know, Like, Trust, Try, Buy, Repeat, and Refer. If everyone in an organization keeps this sequence in mind, Jantsch argues, your business will generate referrals like a well-oiled machine. This practical, smart, and original guide is essential reading for any company looking to grow without a fat marketing budget.

Is Your Marketing as Simple, Effective, and Affordable as Duct Tape? Let's face it, as a small

business owner, you are really in the business of marketing. The problem for most small business owners is that they suffer from "marketing idea of the week" syndrome instead of implementing a systematic approach to the problem of small business marketing. In *Duct Tape Marketing*, renowned Small Business Marketing guru John Jantsch shows you how to develop and execute a marketing plan that will give your business the life and longevity you knew you could have when you made that decision to go out on your own.

CAREFUL! Duct tape is a serious tool... it sticks where you put it. So are the ideas in this book. If you're ready to make a commitment and are willing to make something happen, John's book is a great place to start. --Seth Godin, author of *Purple Cow*

For all those who wonder why John Jantsch has become the leading advisor and coach to small businesses everywhere, *Duct Tape Marketing* is the answer. I have never read a business book that is as packed with hands-on, actionable information as this one. There are takeaways in every paragraph, and the success of John's blog is living proof that they work. *Duct Tape Marketing* should be required reading for anyone who is building a business, or thinking about it. --Bo Burlingham, editor-at-large, *Inc.* magazine, and author of *Small Giants: Companies That Choose To Be Great Instead of Big*

Duct Tape Marketing is a worthy addition to the

growing library of how-to books on small business marketing -- concise, clear, practical, and packed with great ideas to boost your bottom line. --Bob Bly, author of *The White Paper Handbook* With the world suffering from depleted reserves of trust, a business that sells plenty of it every day tends to create the most value. The great thing about trust as a product feature is that it delivers exceptional returns. With this book, John Jantsch has zeroed in on exactly what small businesses need to sell every day, every hour. --Ben McConnell, co-author of *Creating Customer Evangelists: How Loyal Customers Become a Volunteer Sales Force* John Jantsch has provided small businesses with the perfect perspective for maximizing all marketing activities - offline and on. Jantsch has the plan to help you thrive in the world of business today. Read it, all your competitors will. --John Battelle, cofounding editor of *Wired* and author of *The Search: How Google and Its Rivals Rewrote the Rules of Business and Transformed Our Culture* Duct Tape Marketing is a great read for anyone in business. It has fresh ideas laid out in a practical and useable way. I highly recommend this book for growing any business. --Dr. Ivan Misner, Founder of BNI and Co-author of the New York Times bestseller, *Masters of Networking* The international bestseller—now in a new edition When it comes to marketing, anything goes in the Digital Age, right? Well, not quite. While marketing

and public relations tactics do seem to change overnight, every smart businessperson knows that it takes a lot more than the 'next big thing.' The New Rules of Marketing & PR is an international bestseller with more than 375,000 copies sold in twenty-nine languages. In the latest edition of this pioneering guide to the future of marketing, you'll get a step-by-step action plan for leveraging the power of the latest approaches to generating attention for your idea or your business. You'll learn how get the right information to the right people at the right time—at a fraction of the cost of traditional advertising. The Internet continues to change the way people communicate and interact with each other, and if you're struggling to keep up with what's trending in social media, online videos, apps, blogs, or more, your product or service is bound to get lost in the ether. In The New Rules of Marketing & PR, you'll get access to the tried-and-true rules that will keep you ahead of the curve when using the latest and greatest digital spaces to their fullest PR, marketing, and customer-communications potential. Keeping in mind that your audience is savvy and crunched for time, this essential guide shows you how to cut through the online clutter to ensure that your message gets seen and heard. Serves as the ideal resource for entrepreneurs, business owners, marketers, PR professionals, and non-profit managers Offers a wealth of compelling case studies

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and real-world examples Includes information on new platforms including Facebook Live and Snapchat Shows both small and large organizations how to best use Web-based communication Finally, everything you need to speak directly to your audience and establish a personal link with those who make your business work is in one place.

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