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A Practical Guide to CRM

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A Practical Guide to Crew Resource Management for Healthcare Teams William S. O'Keefe,Lacey L. Schmidt,Louis P. Halamek,Danny Castro,Sharon P. Pickering,2022-04-28 This book will help the reader s team when confronted with complex error prone or ambiguous situations by providing concrete steps based on evidence and best practices in the application of Crew Resource Management CRM skills The reader will learn how to determine the situation communicate clearly and concisely feel safe to ask questions and be assertive when safety is an issue and to support each other in preventing avoiding or mitigating errors and threats They will learn how to develop a CRM embedded plan and briefing as well as how to debrief their actions to constantly improve This book emphasizes applications of CRM in the healthcare profession combines best practices from multiple industries with latest research and provides concrete techniques applicable in the real world It also employs dialogue based examples written by healthcare professionals and based on actual clinical scenarios allowing the reader to analyze real time situations

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CRM in Financial Services Bryan Foss,Merlin Stone,2002 Packed with international case studies and examples the book begins with a detailed analysis of the state of CRM and e business in the financial services globally and then goes on to provide comprehensive and practical guidance on making the most of your customer base systems and data management risk and compliance channels and value chain issues implementation strategic implications

Strategic Customer Management Adrian Payne,Pennie Frow,2013-03-28 Relationship marketing and customer relationship management CRM can be jointly utilised to provide a clear roadmap to excellence in customer management this is the first textbook to demonstrate how it can be done Written by two acclaimed experts in the field it shows how an holistic approach to managing relationships with customers and other key stakeholders leads to increased shareholder value Taking a practical step by step approach the authors explain the principles of relationship marketing apply them to the development of a CRM strategy and discuss key implementation issues Its up to date coverage includes the latest developments in digital marketing and the use of social media Topical examples and case studies from around the world connect theory with global practice making this an ideal text for both students and practitioners keen to keep abreast of changes in this fast moving field

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