



Knowledge Management for Sales and Marketing: A Practitioner's Guide (Chandos Information Professional Series)

Tom Young, Nick Milton

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While this book is primarily aimed at those who are involved in Knowledge Management (KM) or have recently been appointed to deliver KM in sales and marketing environments, it is also highly relevant to those engaged in the management or delivery of sales and marketing activities. This book presents models to assist the reader to understand how knowledge can be applied and reused within the sales and marketing processes, leading to an enhanced win rate.

Topics covered provide managers and practitioners with the necessary principles, approaches and tools to be able to design their approach from scratch or to be able to compare their existing practices against world class examples. Several models and methodologies are explained which can be applied or replicated in a wide variety of industries. The book also features numerous case studies which illustrate the journey that various companies are taking as they implement KM within sales and marketing.

- Develops a generic model for managing knowledge in sales and marketing environments
- Provides a handbook for line managers wishing to introduce knowledge management into their sales and marketing activities
- Written by a highly knowledgeable and well-respected practitioner in the field who is mentored by an recognised sales and marketing industry expert



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