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no person can ignore social media these days and no business can afford to ignore it either our lives are mediated through the flicker of facebook twitter youtube and instagram and brands are increasingly interwoven with our online identities even for the 90 of marketers who interact with social media regularly its pace and scale can be confusing to the point of distraction genz digital marketing helps you take a step back make sense of the noise and get your brand voice heard over the babble in the way you want it to be designed to be used as a backbone text for a foundational digital marketing class this book is enriched with extensive case studies examples tools resources and certification exams available online to supplement and support the lessons from the text this book approaches digital marketing in two ways from the point of view of the strategic thinker and that of a tactical perspective digital professors will find this an essential reference for their work

how to implement social technology in business spur collaborative innovation and drive winning programs to improve products services and long term profits and growth the road to social

media marketing is now well paved a july 2009 anderson analytics study found 60 of the internet population uses social networks and social media sites such as facebook myspace and twitter collaboration and innovation driven by social technology are what s next written by the author of the bestselling social media marketing an hour a day in collaboration with jake mckee social media marketing the next generation of business engagement takes marketers product managers small business owners senior executives and organizational leaders on to the next step in social technology and its application in business in particular this book explains how to successfully implement a variety tools how to ensure higher levels of customer engagement and how to build on the lessons learned and information gleaned from first generation social media marketing efforts and to carry this across your organization this book details how to develop implement monitor and measure successful social media activities and how to successfully act on feedback from the social web discusses conversation monitoring tools and platforms to accelerate the business innovation cycle along with the metrics required to prove the success of social technology adoption connects the social dots more deeply across the entire organization moving beyond marketing and into product development customer service and customer driven innovation and the benefits of encouraging employee collaboration social media has become a central component of marketing collaborative social technology is now moving across the organization into business functions ranging from hr and legal to product management and the supply chain social media marketing the next generation of business engagement is the perfect book for marketers business unit managers and owners hr professionals and anyone else looking to better understand how to use social technologies and platforms to build loyalty in customers employees partners and suppliers to drive long term growth and profits

the author mr s srinivasan is a man of many passions union activist by profession a pioneer in the bank employees union movement a social empathist an ideologist a mathematics enthusiast a teacher a writer and a man of deep humanitarian conviction he became an activist for the rights and moralities of the staff in the banking sector soon finding his way up the value chain in the all india overseas bank employees union and ultimately serving as the general secretary of the union for 23 years in the year 1991 he was first appointed as the workmen director on the board of directors of indian overseas bank during his tenure he continually strived for the betterment of the bank and its people and in making them aware of their rights and responsibilities and in motivating and mobilizing them to follow their conviction he successfully established innumerable historic welfare schemes benefits and inimitable settlements for the employees and authored compiled and published several trade union information books and essays his most significant work being the know your rights volumes which was recommended as a reference compendium of service conditions by the management of indian overseas bank to their respective regional offices the genesis of these books lay in the long felt need for compilation containing authentic and updated materials drawn from various resourceful materials which collected and compiled notes the book is in two volumes volume 1 deals with know your defence in domestic enquiry which contains important aspects of domestic enquires in question answer form chapter wise as well inclusion some land mark high court and supreme court decisions in favour of the employee where as in volume 2 of the book know art of cross examination in domestic enquiries part 1 practical guide to defence representatives in handling charge sheets and enquiries part 2 model question for cross examination of different specific cases exhaustively is also furnished in addition to it as desired by many activists practical domestic enquiries starting with reply to charge sheets defence brief eo s findings defence comments to eo s findings reply of defence to show cause notice draft of appeal with several illustrative case study examples mock enquiry drills is furnished some important aspects concepts legal terms pertaining domestic enquiry are repeated again again for the sake of emphasis this book is for all the objectives of this book are to enable activists to understand important concepts in domestic enquiries with practical illustrations and to get insightful understanding of changing environment disciplinary proceeding followed in banks and other sectors and impact of the subjectiveness with which it s conducted it is hoped that books will be useful and will be a tool for effective defence assistant in days to come all the best

the author mr s srinivasan is a man of many passions union activist by profession a pioneer in the bank employees union movement a social empathist an ideologist a mathematics enthusiast a teacher a writer and a man of deep humanitarian conviction he became an activist for the rights and moralities of the staff in the banking sector soon finding his way up the value chain in the all india overseas bank employees union and ultimately serving as the general secretary of the union for 23 years in the year 1991 he was first appointed as the workmen director on the board of directors of indian overseas bank during his tenure he continually strived for the betterment of the bank and its people and in making them aware of their rights and responsibilities and in motivating and mobilizing them to follow their conviction he successfully established innumerable historic welfare schemes benefits and inimitable settlements for the employees and authored compiled and published several trade union information books and essays his most significant work being the know your rights volumes which was recommended as a reference compendium of service conditions by the management of indian overseas bank to their respective regional offices the genesis of these books lay in the long felt need for compilation containing authentic and updated materials drawn from various resourceful materials which collected and compiled notes the book is in two volumes volume 1 deals with know your defence in domestic enquiry which contains important aspects of domestic enquires in question answer form chapter wise as well inclusion some land mark high court and supreme court decisions in favour of the employee where as in volume 2 of the book know art of cross examination in domestic enquiries part 1 practical guide to defence representatives in handling charge sheets and enquiries part 2 model question for cross examination of different specific cases exhaustively is also furnished in addition to it as desired by many activists practical domestic enquiries starting with reply to charge sheets defence brief eo s findings defence comments to eo s findings reply of defence to show cause notice draft of appeal with several illustrative case study examples mock enquiry drills is furnished some important aspects concepts legal terms pertaining domestic enquiry are repeated again again for the sake of emphasis this book is for all the objectives of this book are to enable activists to understand important concepts in domestic enquiries with practical illustrations and to get insightful understanding of changing environment disciplinary proceeding followed in banks and other sectors and impact of the subjectiveness with which it s conducted it is hoped that books will be useful and will be a tool for effective defence assistant in days to come all the best

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how to implement social technology in business spur collaborative innovation and drive winning programs to improve products services and long term profits and growth the road to social media marketing is now well paved a july 2009 anderson analytics study found 60 of the internet population uses social networks and social media sites such as facebook myspace and twitter collaboration and innovation driven by social technology are what s next written by the author of the bestselling social media marketing an hour a day in collaboration with jake mckee social media marketing the next generation of business engagement takes marketers product managers small business owners senior executives and organizational leaders on to the next step in social technology and its application in business in particular this book explains how to successfully implement a variety tools how to ensure higher levels of customer engagement and how to build on the lessons learned and information gleaned from first generation social media marketing efforts and to carry this across your organization

social customer experience engage and retain customers through social media builds on the prior works of author dave evans as an update to evans s earlier book social media marketing the new social customer experience connects the early cases presented in 2010 with significant contemporary examples key concepts and best practices associated with the adoption of social technology by global brands this latest edition offers a blueprint for transforming your organization s disparate social initiatives into a unified social experience strategy most people know that social

technologies are transforming business but few understand how those changes are happening across the organization whether in marketing communications customer care digital media or product development these changes shape the way in which business manage the experience their customers have with the brand filled with practical examples of what to do and illustrated with cases taken from real companies social customer experience fills in the gaps for companies who want to do more with social than just listen and experiment part i lays the groundwork by explaining the three waves of change that combine to form social customer experience social technologies and their impact on 1 0 digital infrastructures social customers and their impact on marketing and support operations and the new discipline of customer experience management that is reframing the old sales and service centric ways of thinking about how companies relate to customers part i concludes by defining the social customer experience ecosystem both on and off your own web domain part ii your social presence puts you on the ground with tactics and examples for how to apply social technologies and achieve your business objectives how to measure and analyze social data and show business value and how to implement a best practice approach to avoid common traps and pursue proven opportunities part iii digs deeper into the five building blocks of social customer experience organization platform content people and tools what s a social experience organization look like what systems need to be in place how do you get the most out of the social objects content and other assets that are the byproduct of great social customer experiences how do connections between customers the social graph come into play and what applications will you use literally what will you empower your customers to do part iii answers these questions in the practical method driven style of authors dave evans and joe cothrel social customer experience features detailed exercises that show you how to translate learning into action hands on tutorials using today s social media tools and platforms and compelling modern case studies from organizations of all sizes from the fortune 500 to nonprofits and mom n pop main street shops as a bonus the book also features resources and references to connect readers with the current thought leaders and sources of timely information if you re interested in business and how business is being reshaped by social technology social customer experience will show you a path to a new relationship with your customers customers not only buy your products and services but get more out of them and go on to become partners in your business selling supporting and innovating on your behalf

the mental health substance use series provides clear guidance for professionals on this complex and increasingly recognised field it concentrates on the concerns dilemmas and concepts that impact on the life and well being of affected individuals and those close to them and the future direction of practice education research services intervention and treatment mental health substance use is a complex and varied phenomenon and this volume stresses an appreciation that interventions that work for one individual or family may prove ineffective for another it therefore explores the needs of individuals and carers the nature of the therapeutic relationship and the theory and application of a variety of interventional techniques these include group therapy cognitive behaviour therapy cbt motivational interviewing mi brief interventions and many more the volumes in this series are designed to challenge concepts and stimulate debate exploring all aspects of the development in treatment intervention and care response and the adoption of research led best practice they are essential reading for mental health and substance use professionals students and educators

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