
Professional Selling: Types, Approaches and Management is an essential guide that covers the role of professional selling as part of an organization's integrated marketing system. It presents, in detail, the various types of professional selling functions as well as the process of presenting a product to a customer and closing a sale. It describes how a professional salesperson should follow up after a sale in order to maintain customer satisfaction and develop a long-term relationship. This professional reference goes global, too, by discussing sales and negotiation activities in different cultures. The book does more than discuss the steps of selling; it also includes comprehensive information about what it takes to manage key accounts as well as salespeople, especially recruitment, training, compensation, and evaluation. It features exercises, cases, and role-playing to achieve its objectives. Salespeople and managers alike will benefit from the knowledge and guidance provided in Professional Selling: Types, Approaches and Management.

"The Society of the Spectacle" by Guy Debord (translated by Ken Knabb). Published by Good Press. Good Press publishes a wide range of titles that encompasses every genre. From well-known classics & literary fiction and non-fiction to forgotten?or yet undiscovered gems?of world literature, we issue the books that need to be read. Each Good Press edition has been meticulously edited and formatted to boost readability for all e-readers and devices. Our goal is to produce eBooks that are user-friendly and accessible to everyone in a high-quality digital format.

This edition is significantly shorter, covers all the international marketing tasks and knowledge statements from the NASBITE Certified Global Business Professional (CGBP) certification, has a new focus on global entrepreneurship, and includes an ongoing team project called the Global Marketing Plan. International Marketing presents an innovative, integrated approach to the course, in which marketing concepts are explored in depth within the international context. The authors identify five key factors that impact any international marketing venture—culture, language, political/legal systems, economic systems, and technological/operational differences—and discuss them in relation to the core marketing concepts of markets, products, pricing, distribution (place), and promotion. Uniquely, the book provides discussions of sustainability and "bottom of the pyramid" concepts within each chapter, and is richly illustrated with examples from both multinational companies as well as smaller local concerns. Setting the path for the future direction of this course, the authors provide instructors and students with the first truly international marketing textbook. Volume 24 of Advances in International Marketing, guest-edited by Professors Jean, Chiou and Zou, considers the impact of major trends in internal and external environments of the firm on international marketing, International Marketing addresses global issues and describes concepts relevant
to all international marketers, regardless of their international involvement. Notwithstanding the extent of global perspective that firms may have, they are affected by the competitive activity in the global marketplace. It is this perspective that the authors bring into this edition of the text. The text focuses on the strategic implications of competition in different markets. The environmental and cultural approach to international marketing permits a truly global orientation. Thus the reader’s horizon is not limited to any specific nation but the text provides an approach and framework for identifying and analyzing the important cultural and environmental uniqueness of any nation or global region. Salient Features: ? 10 Indian cases included in the book ? New sections on negative impact of new communication tools, intellectual property rights in the international context, Brexit, inventive international negotiation etc. ? Thoroughly updated data, text, pictures and exhibits across the chapters ? More than 100 new academic articles and their findings integrated and cited across the chapters NOTE: You are purchasing a standalone product; MyMarketingLab does not come packaged with this content. If you would like to purchase both the physical text and MyMarketingLab search for ISBN-10: 0134058496/ISBN-13: 9780134058498. That package includes ISBN-10: 0133856461/ISBN-13: 9780133856460 and ISBN-10: 0133876802/ISBN-13: 9780133876802. For undergraduate and graduate courses in marketing management. The gold standard for today’s marketing management student. Stay on the cutting-edge with the gold standard text that reflects the latest in marketing theory and practice. The world of marketing is changing everyday and in order for students to have a competitive edge, they need a textbook that reflects the best of today's marketing theory and practices. Marketing Management is the gold standard marketing text because its content and organization consistently reflect the latest changes in today's marketing theory and practice. The Fifteenth edition is fully integrated with MyMarketingLab and is updated where appropriate to provide the most comprehensive, current, and engaging marketing management text as possible. Also available with MyMarketingLab (TM) MyMarketingLab is an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. 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. -- Stay on the cutting-edge with the gold standard text that reflects the latest in marketing theory and practice. Marketing Management is the gold standard marketing text because its content and organization consistently reflect the latest changes in today’s marketing theory and practice. Remaining true to its gold-standard status, the fourteenth edition includes an overhaul of new material and updated information, and now is available with mymarketinglab-Pearson’s online tutorial and assessment platform. 0133764044 / 9780133764048 Marketing Management Plus 2014 MyMarketingLab with Pearson eText -- Access Card Package Package consists of: 0132102927 / 9780132102926 Marketing Management 0133766721 / 9780133766721 2014 MyMarketingLab with Pearson eText -- Access Card -- for Marketing Management Remarkable change is the new reality of International Business. The accelerating cross-border flow of products, services, capital, ideas, technology and people are driving businesses--large and small--to internationalise. International Business 1st Australasian edition: the New Realities is a rigorous resource which motivates and prepares future managers to operate in multi-national settings, by delivering a teaching system that works. Based on the authors’ collective teaching and working experience—as well as discussions with practitioners, students, and faculty staff—this is a complete teaching and learning system where cases, exercises and management skill builders are seamlessly integrated and matched to the topics in each chapter. Case studies from a wide variety of markets relevant to Australasian businesses, including ASEAN countries (e.g. Singapore, Malaysia, Indonesia) as well as China, India, Japan, South Korea, Pakistan, Europe and the Middle East, provide a real-world perspective to theories and examine the latest trends in international business. For undergraduate students majoring in international business or post-graduate courses in international business. 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 “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


"For undergraduate and graduate courses in marketing management. " The gold standard for today's marketing management student. Stay on the cutting-edge with the gold standard text that reflects the latest in marketing theory and practice. The world of marketing is changing everyday-and in order for students to have a competitive edge, they need a textbook that reflects the best of today's marketing theory and practices."

"Marketing Management" is the gold standard marketing text because its content and organization consistently reflect the latest changes in today’s marketing theory and practice. The Fifteenth edition is fully integrated with MyMarketingLab and is updated where appropriate to provide the most comprehensive, current, and engaging marketing management text as possible. Also available with MyMarketingLab(TM) MyMarketingLab is an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts.

This is a basic text in International Marketing, a major knowledge area for students of management studies. This book attempts to make learning of the nuances of the subject easy and enjoyable for students. International trade, economic free trade zones, embargoes on exports, and tariff and non-tariff barriers that the companies face overseas form a major part of the book. In addition, the role of international organizations under the guidance of the United Nations has been given its due importance.

Pioneers in the field, Cateora, Gilly, and Graham continue to set the standard in this 17th edition of International Marketing with their well-rounded perspective of international markets that encompass history, geography, language, and religion as well as economics, which helps students see the cultural and environmental uniqueness of any nation or region. In addition to coverage of technology's impact on the international market arena, the 17th edition of International Marketing features new topics that reflect recent changes in global markets, updated teaching resources, and new learning tools including McGraw-Hill's Connect with its adaptive SmartBook that lets instructors assign textbook readings and incentivize students' engagement with course content. Click "Features" below for more.

The second edition of International Marketing includes greater coverage of digital marketing, social and interactive marketing. For example, Sri Lankan farmers connecting to markets via mobile phones, Indonesia and intellectual property rights violations and how high fashion is harnessing the internet to become more accessible. It also benefits from increased focus on ethics and sustainability as well as more content relating to emerging markets as a direct result of market feedback. In this era of rapid global economic growth and change, an understanding of how marketing is impacted by culture and society is vitally important. This leading text provides a well-rounded perspective of international markets that encompasses history, geography, language, and religion as well as economics. Cateora helps students to see the cultural and environmental uniqueness of any nation or region. This edition provides a particular focus on the changing dynamics in the Asia Pacific region and their importance in the wider global context.
International Marketing Compact offers a new perspective in teaching international marketing. The authors address issues in a novel way by bringing in cases from advanced and emerging markets. In this connection they also discuss technological requirements of the 21st century and how these developments necessitate a change in looking at international marketing issues. The individual chapters follow the necessary steps to develop and implement projects successfully in the international market place. The knowledge, which is provided for both students and practitioners, is well balanced in terms of theoretical input and managerial application. This is the result of numerous examples presented in this book not only from Europe, but also from other markets throughout the world. The book is addressed to various student groups: those in a bachelor’s program studying business, economics and international trade can well use the book to gain a broad and current perspective on trends in international marketing theory and practice. Those in a master’s program for business, economics and international trade can use the book as a guide for building a theoretical background for their term projects and the case studies they analyze. Those at the PhD level in the same or similar disciplines can take a compact look at 21st century international marketing. It is also beneficial for international students, for example, for Erasmus students at European universities, who are building a common international marketing background and perspective that they can take back to their studies at their home universities.

Expanding an organisation internationally presents both opportunities and challenges as marketing departments seek to understand different buying behaviours, power relations, preferences, loyalties and norms. International Marketing offers a uniquely adaptable strategy framework for firms of all sizes that are looking to internationalise their business, using Carl Arthur Solberg’s tried and tested Nine Strategic Windows model. Compact and readable, this practical text offers the reader insights into: The globalisation phenomenon Partner relations And Strategic positioning in international markets. Solberg has also created a brand new companion website for the text, replete with additional materials and instructor resources. This functional study, complete with case studies that demonstrate how the theory translates to practice, is an ideal introduction to international marketing for advanced undergraduates and postgraduates in business and management. It also offers a pragmatic toolkit for managers and marketers that are seeking to expand their business into new territories.

Marketing is a universal activity that is widely applicable, regardless of the political, social or economic systems of a particular country. However, this doesn't mean that consumers in different parts of the world should be satisfied in the same way. The fifth edition of International Marketing has been written to enable managers and scholars to meet the international challenges they face every day. It provides the solid foundation required to understand the complexities of marketing on a global scale. Fully updated, this book includes topical case studies, examples of contemporary marketing campaigns, the most relevant discussion topics and up-to-date theories, references and research findings. It is this combination of theory and practice that makes this textbook truly unique, presenting a fully rounded view of the topic rather than solely an anecdotal or descriptive one. A companion website provides additional material for lecturers and students alike: www.routledge.com/textbooks/97804157772624.

International marketing strategies are an essential part of the growing process of internationalization of markets and companies. This process creates a new pattern of risks and chances for companies and requires a long-term and systematic approach to world markets. At the same time, the rise of buyers'
markets and market saturation in important market segments in most industrial countries is creating an increasingly marketing orientation in many companies. This book presents the concepts and implementation strategies needed to pursue international marketing. The perspectives and possibilities as well as the instruments of strategic international marketing are displayed against an empirical background drawn from the experience both of German companies and of internationally operating companies in other countries, especially the EC, the USA and Japan.

Provides information on manuscript preparation, punctuation, spelling, quotations, captions, tables, abbreviations, references, bibliographies, notes, and indexes, with sections on journals and electronic media.

For undergraduate courses on the Principles of Marketing. An introduction to the world of marketing using a proven, practical, and engaging approach Marketing: An Introduction shows students how customer value--creating it and capturing it--drives every effective marketing strategy. Using an organization and learning design that includes real-world examples and information that help bring marketing to life, the text gives readers everything they need to know about marketing in an effective and engaging total learning package. The Thirteenth Edition reflects the latest trends in marketing, including new coverage on online, social media, mobile, and other digital technologies, leaving students with a richer understanding of basic marketing concepts, strategies, and practices. Also Available with MyMarketingLabTM This title is also available with MyMarketingLab--an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. NOTE: You are purchasing a standalone product; MyMarketingLab does not come packaged with this content. If you would like to purchase both the physical text and MyMarketingLab search for: 0134472497 / 9780134472492 Marketing: An Introduction Plus MyMarketingLab with Pearson eText -- Access Card Package Package consists of: 013414953X / 9780134149530 Marketing: An Introduction 0134132351 / 9780134132358 MyMarketingLab with Pearson eText -- Access Card -- for Marketing: An Introduction

An introduction to marketing concepts, strategies and practices with a balance of depth of coverage and ease of learning. Principles of Marketing keeps pace with a rapidly changing field, focussing on the ways brands create and capture consumer value. Practical content and linkage are at the heart of this edition. Real local and international examples bring ideas to life and new feature 'linking the concepts' helps students test and consolidate understanding as they go. The latest edition enhances understanding with a unique learning design including revised, integrative concept maps at the start of each chapter, end-of-chapter features summarising ideas and themes, a mix of mini and major case studies to
illuminate concepts, and critical thinking exercises for applying skills.
"Using the most current concepts, up-to-date data, and a wide range of examples, this authoritative text illustrates how excellent management strategies lead to unsurpassed marketing success."--Page 4 of cover.
According to Kotler distills the essence of marketing guru Philip Kotler's wisdom and years of experience into question and answer format. Based on the thousands of questions Kotler has been asked over the years by clients, students, business audiences, and journalists, the book reveals the revolutionary thinking of one of the profession's most revered experts.
We have entered into an entirely new era, an age of increasingly frequent and intense periods of turbulence in the global economy. Unlike past recessions, today’s crises have precipitated a need for businesses to develop a new mindset, one that takes into account intermittent periods of disturbance, allowing them to thrive while under the constant threat of chaos. Chaotics presents a revolutionary set of guidelines designed to help businesses: • detect sources of turbulence • prepare scenarios • predict resulting vulnerabilities and opportunities • develop responses to ensure long-term resilience and success • avoid risk while advancing the interests of the company • build flexibility into the balance sheet • price strategically • adjust products to meet new customer values • and more. Complete with metrics and measurements, Chaotics outlines a powerful new system for managing waves of uncertainty affecting customers, employees, and other stakeholders. In this climate of increased turbulence, no organization can survive with less.
For years academicians and marketing directors have debated the marketing standardisation versus adaptation of international marketing strategy. Despite the great importance of the topic, the debate remains unresolved. At the same time, the continuing globalisation of markets and the growing importance of the emerging BRIC markets make an optimal management of international marketing efforts a necessity. Therefore, this study offers - on the basis of a solid theoretical framework and sound methodological operationalization - empirical findings on how to successfully manage both, the international marketing mix and the related marketing process in world markets. In particular, the marketing strategy pursued by multinational corporations are analysed and compared as well as empirical findings relating to financial and non-financial performance measures are provided.
Features an audio read-along! With a simple, witty story and free-spirited illustrations, Peter H. Reynolds entices even the stubbornly uncreative among us to make a mark -- and follow where it takes us. Her teacher smiled. "Just make a mark and see where it takes you." Art class is over, but Vashti is sitting glued to her chair in front of a blank piece of paper. The words of her teacher are a gentle invitation to express herself. But Vashti can't draw - she's no artist. To prove her point, Vashti jabs at a blank sheet of paper to make an unremarkable and angry mark. "There!" she says. That one little dot marks the beginning of Vashti’s journey of surprise and self-discovery. That special moment is the core of Peter H. Reynolds’s delicate fable about the creative spirit in all of us.
Includes practical tips and business-examples gleaned from years of experience in sales with Colgate, Upjohn, and Ayerst and from the author's sales consulting business. This book focuses on improving communication skills and emphasizes that selling skills are a valuable asset.
Unlike other International Marketing texts, Essentials of International Marketing includes only
the most important information that can be easily covered in one semester. The book covers all
the key topics for an International Marketing course, but in a concise, no-nonsense manner
that meets the needs of undergraduates. In addition to including all the basic topics, this
affordable text also offers two unique chapters on the metric system and on countertrade that
provide essential information for successful international marketers. Essentials of International
Marketing has been extensively class-tested and is well crafted to serve as a learning tool and
a ready reference for students. Each chapter includes an opening case vignette, learning
objectives, plentiful exhibits and tables, a summary, key terms, and discussion questions.
Marketing Management, 9/e, by Peter and Donnelly, is praised in the market for its
organization, format, clarity, brevity and flexibility. The goal of this text is to enhance students’
knowledge of marketing management and to advance their skills in utilizing this knowledge to
develop and maintain successful marketing strategies. The six stage learning approach is the
focus of the seven unique sections of the book. Each section has as its objective either
knowledge enhancement or skill development, or both. The framework and structure of the
book is integrated throughout the sections of the new edition. The basic structure of the text
continues to evolve and expand with numerous updates and revisions throughout.
The global expansion of business has generated a tremendous interest among scholars, but
there remains a strong need for theoretical insights into conducting marketing operations
abroad. This thoroughly revised edition addresses this lack in the extant literature. The book
consists of insights from leading scholars in international marketing, working not only to
advance the theoretical underpinnings of today’s most important international marketing
issues, but also to provide insights for how the field of scholarship and practice of international
marketing might develop in the future. The authors, top scholars from around the world,
provide useful theoretical insights designed to stimulate contemplation and discussion, and to
provide guidelines for future research on international marketing. The volume includes
coverage of topics in four main areas: Part I looks at global branding while Part II examines
issues of marketing strategy on a world stage. Part III offers chapters on cultural issues and
the book closes with a more detailed look at marketing at the bottom of the pyramid in Part IV.
Scholars and students in marketing and international business will find much of value in this
comprehensive volume.
International Marketing

Marketing's pillar "Four Ps" framework was first introduced by Jerome McCarthy in the 1960s.
Its managerial orientation and practical "How-To-Do-It" strategy planning approach continues with
Approach. Essentials of Marketing prepares students for success by teaching skills through
examples, explanations, frameworks, models, classification systems, cases, and practical
"how-to" techniques geared toward increasing analytical abilities and helping students figure
out how to do a superior job of satisfying customers. Special topics like relationship marketing,
international marketing, services marketing, marketing and the Internet, marketing for nonprofit
organizations, ethics, social issues, and business-to-business marketing are integrated
throughout. Additional resources further enhance learning, including new Marketing Analytics:
Data to Knowledge exercises in Connect, an updated Hillside Veterinary Clinic marketing plan,
and completely updated instructor supplements. Perreault/Cannon's Essentials of Marketing is
available through McGraw-Hill Connect®, a subscription-based learning service accessible
online through personal computer or tablet. A subscription to Connect includes the following: •
SmartBook® - an adaptive digital version of the course textbook that personalizes the reading
experience based on how well students are learning the content. • Access to homework
assignments, quizzes, syllabus, notes, reminders, and other important files for the course. Auto-
graded assignments in Connect Marketing include iSeelt! concept animations, video cases,
and other application exercises. Contact your Learning Technology Representative for a complete list of assignments by chapter and learning outcome. • Progress dashboards that quickly show students how they are performing on assignments, with tips for improvement. • The option to purchase (for a small fee) a print version of the book. This binder-ready, loose-leaf version includes free shipping. Complete system requirements to use Connect can be found here.

A marketing first approach to exploring the inter-relatedness of the key components that impact any international marketing venture – markets, the 4Ps, culture, language, political, legal and economic systems, and infrastructure - to support an understanding of the synergies between international marketing and international business. The book covers the incorporation of sustainability and bottom-of-the-pyramid markets within each chapter, along with ‘International Incident’ boxes encouraging the reader to engage with the ethical and cultural dimensions of international marketing and decision-making. It is also supported by vivid, real-world case studies from a varied cross section of international companies such as Alibaba.com, Best Buy, Facebook, DHL, Kikkoman, Tesco, McDonalds, Nintendo, KitKat in Japan, Mobile Communications in Africa, India’s ArcelorMittal Steel, Wind Turbines in Finland, Uniqlo, and Banana Republic. New to this edition: A more global focus through examples, case studies and the experience brought by new co-author Barbara Czarnecka Chapter on “Culture and Cross-Cultural Marketing”, featuring political unrest, the Syrian refugee crisis, the recent return to nationalism (e.g. Brexit and the Trump presidency) and further coverage of developing countries. Chapter feature, “Practitioner Insight”, which provides applied insights from industry insiders. Coverage of digital advances and social media. Updated theory and methods, including S-DL, CCT, and Netnography. Additional videos supplementing the comprehensive online resource package for students and lecturers. A wealth of online resources complement this book. These include a test bank of 50-65 questions per chapter, PowerPoint slides, sample syllabi, interactive maps, country fact sheets, flashcards, SAGE journal articles, and guidelines for developing a marketing plan. Suitable reading for students of international or global marketing modules on Marketing, International Business and Management degrees.

Marketing is a universal activity that is widely applicable, regardless of the political, social or economic systems of a particular country. However, this doesn't mean that consumers in different parts of the world should be satisfied in the same way. The 4th edition of International Marketing has been written to enable managers and scholars to meet the international challenges they face everyday. It provides the solid foundation required to understand the complexities of marketing on a global scale. The book has been fully updated with topical case studies, examples of contemporary marketing campaigns, the most relevant discussion topics as well as the most up-to-date theories, references and research findings. It is this combination of theory and practice that makes this textbook truly unique, presenting a fully rounded view of the topic rather than an anecdotal or descriptive one alone. The book includes chapters on: * Trade distortions and marketing barriers * Political and legal environments * Culture * Consumer behaviour * Marketing research * Promotion and pricing strategies * Currencies and foreign exchange Accessibly written and designed, this book is the most international book on marketing available that can be used by undergraduates and postgraduates the world over. A companion website provides additional material for lecturers and students alike.

For upper-division undergraduate/beginning graduate-level courses in Medical Sociology, and for Behavioral Science courses in schools of Public Health, Medicine, Pharmacy, and Nursing. A comprehensive overview of the most current issues in medical sociology. The standard text in the field, Medical Sociology presents the discipline’s most recent and relevant ideas, concepts, themes, issues, debates, and research findings. To draw students into the course, author Dr. William Cockerham integrates engaging first-person accounts from patients, physicians, and other health care providers throughout the text. The Thirteenth Edition
addresses the current changes stemming from health care reform in the United States, and other issues that reflect the focus of the field today. Cateora and Graham's International Marketing is far and away the best selling text in the field, with a pioneering approach to making the material accessible and relevant that has become the standard by which other books are judged. Providing a well-rounded perspective of international markets that encompasses history, geography, language, and religion as well as economics, Cateora helps students to see the cultural and environmental uniqueness of any nation or region. The 15th edition reflects all the important events and innovations to affect global business within recent years, while including several new and updated technological learning tools.

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