

**Developing
Knowledge-Based
Client
Relationships**



*The Future of
Professional
Services*



ROSS DAWSON



Developing Knowledge Based Client Relationships The Future Of Professional Services

Gary A. Munneke, Ann L. MacNaughton



Developing Knowledge Based Client Relationships The Future Of Professional Services:

Developing Knowledge-Based Client Relationships Ross Dawson, 2012-10-02 The publication of this book heralds a new field of management thought and practice The advocates of the knowledge economy have to date focused almost exclusively on how managers can increase the internal productivity of their knowledge assets and intellectual capital The important next step is understanding that a large and rapidly increasing proportion of the value of business transactions is in knowledge itself Once this is recognized managers must devote their attention to how to maximize the value of that knowledge to customers and tie that directly to developing enduring and profitable relationships *Developing Knowledge Based Client Relationships* guides the reader to understanding the increasing importance of information and knowledge in business transactions and client relationships It then goes on to present in an extremely practical fashion what knowledge organizations can do to enhance the value of the knowledge they deliver to clients and use that to develop profitable relationships This is done by presenting underlying theoretical framework a variety of tools for structuring relationships and presenting knowledge to clients and numerous case studies and examples of firms which have implemented these concepts successfully Fills a gap in present knowledge literature in the customer knowledge area Practical tools and effective case studies with world recognized companies Shows how knowledge organizations of all kinds can increase their competitive edge by adding value to their clients

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Multidisciplinary Practice Gary A. Munneke, Ann L. MacNaughton, 2001 The trend toward the Multidisciplinary Law Practice MDP is revolutionizing the way legal firms are preparing to deliver their services The MDP concept will affect every law practice large or small Even lawyers working outside the private practice arena will find their lives altered by the changes now starting to take place This work offers an examination of the MDP initiative from every angle including multiple appendices including an issues list and MDP hypotheticals and models

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