Record Nr. UNINA9910459331203321 Handbook of brand relationships // Deborah J. MacInnis, C. Whan Park, **Titolo** Joseph W. Priester, editors Pubbl/distr/stampa London;; New York:,: Routledge,, 2015 **ISBN** 1-315-70388-2 1-317-46919-4 1-282-55483-2 9786612554834 0-7656-2648-9 Descrizione fisica 1 online resource (449 p.) Collana Advertising and Consumer Psychology Altri autori (Persone) MacInnisDeborah J ParkC. Whan PriesterJoseph W Disciplina 658.8/27 Soggetti Relationship marketing Brand choice Branding (Marketing) Customer relations Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali "Society for consumer psychology." First published 2009 by M.E. Sharpe. Nota di bibliografia Includes bibliographical references and indexes. Nota di contenuto Half-title; Title; Copyright; Contents; Introduction; PART I. Fundamental Issues in Brand Relationships; 1. Lessons Learned About Consumers' Relationships With Their Brands; 2. Using Relationship Norms to Understand Consumer-Brand Interactions; 3. Brand Loyalty is Not Habitual; PART II. Goals, Needs, and Motives That Foster Brand Relationships: 4. Self-Expansion Motivation and Inclusion of Brands in Self: Toward a Theory of Brand Relationships; 5. Why on Earth Do Consumers Have Relationships with Marketers: Toward Understanding the Functions of Brand Relationships 6. Self-Brand Connections: The Role of Reference Groups and Celebrity

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## Sommario/riassunto

Brand relationships are critical because they can enhance company profitability by lowering customer acquisition and retention costs. Featuring chapters by well-known marketing and psychology scholars, this is the first serious academic book to offer a psychological perspective on the meaning of and basis for brand relationships, as well as their effects.