Record Nr. UNINA9910467275503321 Autore Beute Ethan <1973-> Titolo Rehumanize your business: how personal videos accelerate sales and improve customer experience / / Ethan Beute, Stephen Pacinelli Pubbl/distr/stampa Hoboken, New Jersey:,: Wiley,, [2019] ©2019 **ISBN** 1-119-57627-X Edizione [1st edition] Descrizione fisica 1 online resource (226 pages) Disciplina 658.872 Soggetti Internet marketing Internet videos Customer relations Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Includes index. Note generali Sommario/riassunto Accelerate sales and improve customer experience Every day, most working professionals entrust their most important messages to a form of communication that doesn't build trust, provide differentiation, or communicate clearly enough. It's easy to point to the sheer volume of emails, text messages, voicemails, and even social messaging as the problem that reduces our reply rates and diminishes our effectiveness. But the faceless nature of that communication is also to blame. Rehumanize Your Business explains how to dramatically improve relationships and results with your customers, prospects, employees, and recruits by adding personal videos to emails, text messages, and social messages. It explains the what, why, and how behind this new movement toward simple, authentic videos—and when to replace some

of your plain, typed-out communication with webcam and smartphone recordings. • Restore face-to-face communication for clarity and connection • Add a personal, human touch to your emails and other messages • Meet people who've sent thousands of videos • Learn to implement your own video habit in an easy, time-saving way Boost your replies, appointments, conversion, referrals, and results dramatically If you're ready to influence, teach, sell, or serve in a more personal way, Rehumanize Your Business is your guide.