



Touch. Point. Sieg.: Kommunikation in Zeiten der digitalen Transformation (Dein Business) (German Edition)

Anne M. Schüller

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Die digitale Transformation verändert unsere Business- und Arbeitswelt unfassbar schnell. Auch die kundenbezogene Kommunikation ist davon betroffen. Doch die wahren kommunikativen Erfolge finden jenseits von Big Data und Algorithmen statt. Nicht Analytics und Mathematik, sondern Menschenkenntnis und Einfühlungsvermögen führen gerade in durchdigitalisierten Zeiten zum Ziel. So zeigt Teil eins des Buches, welche Chancen weit über Worte, Bilder und Geschichten hinaus die multisensorische Kommunikation fortan bietet. In Teil zwei werden die Touchpoints, die kommunikativen Berührungspunkte zwischen Anbieter und Kunde, analysiert und optimiert. Teil drei zeigt Erfolg versprechende kommunikative Wege in die digitale Zukunft.

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