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managing global accounts will help you address the issues of dealing with global customers as globalization takes hold several things happen customers are more demanding and sophisticated competition gets tougher business is more complex and fast changing and highly competent global account managers are in short supply

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1 assign dedicated strategic account managers the first step to a successful program is to assign dedicated account managers who are separate from sales the best programs don't have managers that must split their priorities or switch focus between making sales and developing strategic accounts

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