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In *Building the Brand-Driven Business*, authors Scott M. Davis and Michael Dunn-- two of the nation's foremost experts on brands-- map out a strategy that can help an entire organization manage and live (not just think about) its brand. They show how to develop brand-building programs that are the most cost efficient, effective, and credible. And just as vital, they reveal how to create a brand-driven culture within an organization so that building the brand becomes everyone's job.

Shares forty-six tips for achieving creative brilliance in any professional field, discussing how to innovate, work, learn, and matter.

From three design partners at Google Ventures, a unique five-day process--called the sprint--for solving tough problems using design, prototyping, and testing ideas with customers.

The Business Skills Every Creative Needs! Remaining relevant as a creative professional takes more than creativity--you need to understand the language of business. The problem is that design school doesn't teach the strategic language that is now essential to getting your job done. *Creative Strategy and the Business of Design* fills that void and teaches left-brain business skills to right-brain creative thinkers. Inside, you'll learn about the business objectives and marketing decisions that drive your creative work. The curtain's

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been pulled away as marketing-speak and business jargon are translated into tools to help you: Understand client requests from a business perspective Build a strategic framework to inspire visual concepts Increase your relevance in an evolving industry Redesign your portfolio to showcase strategic thinking Win new accounts and grow existing relationships You already have the creativity; now it's time to gain the business insight. Once you understand what the people across the table are thinking, you'll be able to think how they think to do what we do.

This book will guide you through the steps necessary to build a brand from the ground up. Each of the key phases of preparing for a brand launch are broken down into practical guidelines designed to help you make the right branding decisions along the way.

Most companies today have innovation envy. Many make genuine efforts to be innovative: they spend on R&D, bring in creative designers, hire innovation consultants; but they still get disappointing results. Roger Martin argues that to innovate and win, companies need 'design thinking'.

NEW YORK TIMES BESTSELLER • From an award-winning journalist at The Atlantic, these searing essays make a damning case that cruelty is not merely an unfortunate byproduct of the Trump administration but its main objective and the central theme of the American project. “No writer better demonstrates how American dreams are so often sabotaged by American history. Adam Serwer is essential.”—Ta-Nehisi Coates “Trump summoned the most treacherous forces in American

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history and conducted them with the ease of a grand maestro.” Like many of us, Adam Serwer didn’t know that Donald Trump would win the 2016 election. But over the four years that followed, the Atlantic staff writer became one of our most astute analysts of the Trump presidency and the volatile powers it harnessed. The shock that greeted Trump’s victory, and the subsequent cruelty of his presidency, represented a failure to confront elements of the American past long thought vanquished. In this searing collection, Serwer chronicles the Trump administration not as an aberration but as an outgrowth of the inequalities the United States was founded on. Serwer is less interested in the presidential spectacle than in the ideological and structural currents behind Trump’s rise—including a media that was often blindsided by the ugly realities of what the administration represented and how it came to be. While deeply engaged with the moment, Serwer’s writing is also haunted by ghosts of an unresolved American past, a past that torments the present. In bracing new essays and previously published works, he explores white nationalism, myths about migration, the political power of police unions, and the many faces of anti-Semitism. For all the dynamics he examines, cruelty is the glue, the binding agent of a movement fueled by fear and exclusion. Serwer argues that rather than pretending these four years didn’t happen or dismissing them as a brief moment of madness, we must face what made them possible and continues to endure. Unless we confront these toxic legacies, the fragile dream of American multiracial democracy will remain vulnerable to

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the forces that have nearly destroyed it time and again. Are you looking for a great idea or some inspiration to make your marketing and sales literature more effective and cutting edge? Do you need words to move and inspire your employees, shareholders or customers? Words are powerful in any business, but only if you use and implement them in the right way. This book contains 100 great copywriting ideas, extracted from the world's best companies Each copywriting idea is succinctly described and is followed by advice on how it can be applied to the reader's own business situation. A simple but potentially powerful book for anyone seeking new inspiration and that killer application.

Creating a brand identity is a fascinating and complex challenge for the graphic designer. It requires practical design skills and creative drive as well as an understanding of marketing and consumer behaviour. This practical handbook is a comprehensive introduction to this multifaceted process. Exercises and examples highlight the key activities undertaken by designers to create a successful brand identity, including defining the audience, analyzing competitors, creating mood boards, naming brands, designing logos, presenting to clients, rebranding and launching the new identity. Case studies throughout the book are illustrated with brand identities from around the world, including a diverse range of industries – digital media, fashion, advertising, product design, packaging, retail and more.

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THE BRAND GAP is the first book to present a unified theory of brand-building. Whereas most books on branding are weighted toward either a strategic or creative approach, this book shows how both ways of thinking can unite to produce a “charismatic brand”—a brand that customers feel is essential to their lives. In an entertaining two-hour read you’ll learn:

- the new definition of brand
- the five essential disciplines of brand-building
- how branding is changing the dynamics of competition
- the three most powerful questions to ask about any brand
- why collaboration is the key to brand-building
- how design determines a customer’s experience
- how to test brand concepts quickly and cheaply
- the importance of managing brands from the inside

220-word brand glossary

From the back cover: Not since McLuhan’s THE MEDIUM IS THE MESSAGE has a book compressed so many ideas into so few pages. Using the visual language of the boardroom, Neumeier presents the first unified theory of branding—a set of five disciplines to help companies bridge the gap between brand strategy and customer experience. Those with a grasp of branding will be inspired by the new perspectives they find here, and those who would like to understand it better will suddenly “get it.” This deceptively simple book offers everyone in the company access to “the most powerful business tool since the spreadsheet.”

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Learn how to unleash the power of brand-culture fusion to achieve sustainable competitive advantage and new growth. "This compelling book shows how to connect the image you present to the outside world with the values and norms that operate inside your world of work." --Adam Grant, New York Times bestselling author of *Originals* and *Give and Take*

"Denise Lee Yohn hit a home run with her first book, *What Great Brands Do*. Now she's written *FUSION* and it is just as provocative. Denise proves beyond a shadow of a doubt that great companies are powered by brand-culture fusion. I highly recommend this book!" --Ken Blanchard, Coauthor, *The New One Minute Manager®*, Coeditor, *Servant Leadership in Action*

Internal culture + External brand = FUSION

For years, leaders at companies like Southwest, Starbucks, and Google have done something differently that's put their organizations at the top of "the most admired companies," "best brands," and "great workplaces" lists. They don't often talk about that "something" specifically in terms of brand-culture fusion, but, as author Denise Lee Yohn reveals, aligning and integrating their brands and cultures is precisely how they've achieved their successes. Independently, brand and culture are powerful, unsung business drivers. But Denise shows that when you fuse the two together to create an interdependent and mutually reinforcing relationship between them, you create organizational

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power that isn't possible by simply cultivating one or the other alone. Through detailed case studies from some of the world's greatest companies (including Amazon, Airbnb, Adobe, Nike, and Salesforce), exclusive interviews with company executives, and insights from Denise's 25+ years working with world-class brands, FUSION provides readers with a roadmap for increasing competitiveness, creating measurable value for customers and employees, and future-proofing their business. This is a must-read for readers interested in workplace culture, brand management, strategy, leadership, employee experience, employee engagement, integration, branding, and organization development.

As a customer success leader, whose insight do you rely on for success? Your field is still maturing, yet your profession is one of the fastest growing in the world. There are tons of books and blogs written by success professionals sharing their experiences and strategies, but how do you know what will work for your specific situation? Whose advice is the expertise you can trust? Wayne McCulloch has more than 25 years of experience in the software industry—years spent in training, adoption, and customer experience, the building blocks for customer success. Now he's sharing what he knows as a chief customer officer leading global success functions. In *The Seven Pillars of Customer Success*, Wayne provides an adaptable framework for building a

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strong customer success organization. From customer journey actions to the development of transformation advisors, you'll read detailed examples of how companies have put these seven pillars to the test. To create a culture of customer success and stand out in the marketplace, you need a proven framework and knowledgeable perspective—this book provides both, and more.

A tiny American town's plans for radical self-government overlooked one hairy detail: no one told the bears. Once upon a time, a group of libertarians got together and hatched the Free Town Project, a plan to take over an American town and completely eliminate its government. In 2004, they set their sights on Grafton, NH, a barely populated settlement with one paved road. When they descended on Grafton, public funding for pretty much everything shrank: the fire department, the library, the schoolhouse. State and federal laws became meek suggestions, scarcely heard in the town's thick wilderness. The anything-goes atmosphere soon caught the attention of Grafton's neighbors: the bears. Freedom-loving citizens ignored hunting laws and regulations on food disposal. They built a tent city in an effort to get off the grid. The bears smelled food and opportunity. *A Libertarian Walks Into a Bear* is the sometimes funny, sometimes terrifying tale of what happens when a government disappears into the woods. Complete with gunplay, adventure,

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and backstabbing politicians, this is the ultimate story of a quintessential American experiment -- to live free or die, perhaps from a bear.

Archetypes in Branding: A Toolkit for Creatives and Strategists offers a highly participatory approach to brand development. Combined with a companion deck of sixty original archetype cards, this kit will give you a practical tool to: Reveal your brand's motivations, how it moves in the world, what its trigger points are and why it attracts certain customers. Forge relationships with the myriad stakeholders that affect your business. Empower your team to access their creativity and innovate with integrity. Readers will use this tool over and over again to inform and enliven brand strategy, and to create resonant and authentic communications. For more information visit

www.archetypesinbranding.com.

In the 13 years since Marty Neumeier wrote The Brand Gap, the gulf between business strategy and customer experience has finally begun to shrink. Many companies have bridged the gap to build powerful brands, radically differentiating their products and doubling down on design. But even the most successful haven't read the full memo. The rise of branding, now fueled by social media, has placed the future of companies firmly in the hands of customers. This is the brand flip, a pan-industry judo throw that's taking down some companies and

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raising others to the status of superstars. In this refreshingly clear book, Neumeier shows you how to make the leap to a consumer-driven future using a mixture of advice and tools presented in a lively graphic format. You'll learn how to make the flip from selling features to selling experience, from cost-based pricing to relationship-based pricing, from value protection to value creation, and from satisfaction to empowerment. And, thanks to Neumeier's fast-paced whiteboard format, you'll learn it all in less time than it takes to read through Facebook's latest privacy update. The choice today is simple: Flip or be flipped.

The six core strategies to elevate any business-and how to implement them-made simple What do the world's most successful companies and organization have in common? And what can you actually take away and use from their examples? Distilling the best fundamental business strategies, trusted advisor and strategist John Spence helps you take a hard look at your business and together develop specific plans and action steps that will allow you to dramatically improve the success of your company. Delivered in Spence's approachable and straightforward manner, Awesomely Simple reveals the six key strategies that create a foundation for achieving business excellence: Vivid Vision, Best People, A Performance-Oriented Culture, Robust Communication, A Sense of Urgency, and Extreme

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Customer Focus. Filled with case studies and clear action items, includes easy-to-follow guidelines for implementing the strategies in any organization no matter its mission or size After concisely breaking down each strategy, Spence gives specific examples, tips, tools, discussion questions and exercises for how to execute them successfully A perfect resource for business leaders, Awesomely Simple will help you turn ideas into positive action and achieve lasting business success.

This business classic features straight-talking advice you'll never hear in school. Featuring a new foreword by Ariel Emanuel and Patrick Whitesell Mark H.

McCormack, one of the most successful entrepreneurs in American business, is widely credited as the founder of the modern-day sports marketing industry. On a handshake with Arnold Palmer and less than a thousand dollars, he started International Management Group and, over a four-decade period, built the company into a multimillion-dollar enterprise with offices in more than forty countries. To this day, McCormack's business classic remains a must-read for executives and managers at every level. Relating his proven method of "applied people sense" in key chapters on sales, negotiation, reading others and yourself, and executive time management, McCormack presents powerful real-world guidance on • the secret life of a deal • management philosophies that don't work (and one that does) • the key to running a meeting—and how to attend one • the positive use of negative reinforcement •

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proven ways to observe aggressively and take the edge

- and much more Praise for What They Don't Teach You at Harvard Business School "Incisive, intelligent, and witty, What They Don't Teach You at Harvard Business School is a sure winner—like the author himself. Reading it has taught me a lot."—Rupert Murdoch, executive chairman, News Corp, chairman and CEO, 21st Century Fox "Clear, concise, and informative . . . Like a good mentor, this book will be a valuable aid throughout your business career."—Herbert J. Siegel, chairman, Chris-Craft Industries, Inc. "Mark McCormack describes the approach I have personally seen him adopt, which has not only contributed to the growth of his business, but mine as well."—Arnold Palmer "There have been what we love to call dynasties in every sport. IMG has been different. What this one brilliant man, Mark McCormack, created is the only dynasty ever over all sport."—Frank Deford, senior contributing writer, Sports Illustrated

In a sweeping vision for the future of work, Neumeier shows that the massive problems of the 21st century are largely the consequence of a paradigm shift—a shuddering gear-change from the familiar Industrial Age to the unfamiliar "Robotic Age," an era of increasing man-machine collaboration. This change is creating the "Robot Curve," an accelerating waterfall of obsolescence and opportunity that is currently reshuffling the fortunes of workers, companies, and national economies. It demonstrates how the cost and value of a unit of work go down as it moves from creative to skilled to rote, and, finally, to robotic. While the Robot Curve is

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dangerous to those with brittle or limited skills, it offers unlimited potential to those with metaskills—master skills that enable other skills. Neumeier believes that the metaskills we need in a post-industrial economy are feeling (intuition and empathy), seeing (systems thinking), dreaming (applied imagination), making (design), and learning (autodidactics). These are not the skills we were taught in school. Yet they're the skills we'll need to harness the curve. In explaining each of the metaskills, he offers encouragement and concrete advice for mastering their intricacies. At the end of the book he lays out seven changes that education can make to foster these important talents. This is a rich, exciting book for forward-thinking educators, entrepreneurs, designers, artists, scientists, and future leaders in every field. It comes illustrated with clear diagrams and a 16-page color photo essay. Those who enjoy this book may be interested in its slimmer companion, *The 46 Rules of Genius*, also by Marty Neumeier. Things you'll learn in *Metaskills*:

- How to stay ahead of the “robot curve”
- How to account for “latency” in your predictions
- The 9 most common traps of systems behavior
- How to distinguish among 4 types of originality
- The 3 key steps in generating innovative solutions
- 6 ways to think like Steve Jobs
- How to recognize the 3 essential qualities of beauty
- 24 aesthetic tools you can apply to any kind of work
- 10 strategies to trigger breakthrough ideas
- Why every team needs an X-shaped person
- How to overcome the 5 forces arrayed against simplicity
- 6 tests for measuring the freshness of a concept
- How to deploy the 5

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principles of “uncludging” - The 10 tests for measuring great work - How to sell an innovative concept to an organization - 12 principles for constructing a theory of learning - How to choose a personal mission for the real world - The 4 levels of professional achievement - 7 steps for revolutionizing education From the back cover "Help! A robot ate my job!" If you haven't heard this complaint yet, you will. Today's widespread unemployment is not a jobs crisis. It's a talent crisis. Technology is taking every job that doesn't need a high degree of creativity, humanity, or leadership. The solution? Stay on top of the Robot Curve--a constant waterfall of obsolescence and opportunity fed by competition and innovation. Neumeier presents five metaskills--feeling, seeing, dreaming, making, and learning--that will accelerate your success in the Robotic Age.

"Ideas move mountains, especially in turbulent times. Lovemarks is the product of the fertile-iconoclast mind of Kevin Roberts, CEO Worldwide of Saatchi & Saatchi. Roberts argues vociferously, and with a ton of data to support him, that traditional branding practices have become stultified. What's needed are customer Love affairs. Roberts lays out his grand scheme for mystery, magic, sensuality, and the like in his gloriously designed book Lovemarks." —Tom Peters Tom Peters, one of the most influential business thinkers of all time, described the first edition of Lovemarks: the future beyond brands as “brilliant.” He also announced it as the “Best Business Book” published in the first five years of this century. Now translated into fourteen languages, with

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more than 150,000 copies in print, Lovemarks is back in a revised edition featuring a new chapter on the peculiarly human experience of shopping. The new chapter, "Diamonds in the Mine," is an insightful collection of ideas for producers and consumers, for owners of small stores and operators of superstores. So forget making lists! Shopping, says Kevin Roberts, is an emotional event. With this as a starting point, he looks at the history of shopping and how it has changed so dramatically over the last ten years. Using the Lovemark elements of Mystery, Sensuality, and Intimacy, Roberts delves into the secrets of success that can be used to create the ultimate shopping experience.

The Brand Flip Why customers now run companies and how to profit from it New Riders

Best-selling brand expert Marty Neumeier shows you how to make the leap from a company-driven past to the consumer-driven future. You'll learn how to flip your brand from offering products to offering meaning, from value protection to value creation, from cost-based pricing to relationship pricing, from market segments to brand tribes, and from customer satisfaction to customer empowerment. In the 13 years since Neumeier wrote The Brand Gap, the influence of social media has proven his core theory: "A brand isn't what you say it is – it's what they say it is." People are no longer consumers or market segments or tiny blips in big data. They don't buy brands. They join brands. They want a vote in what gets produced and how it gets delivered. They're willing to roll up their sleeves and help out—not only by promoting the brand to their friends, but by contributing

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content, volunteering ideas, and even selling products or services. At the center of the book is the Brand Commitment Matrix, a simple tool for organizing the six primary components of a brand. Your brand community is your tribe. How will you lead it?

Discover proven strategies for building powerful, world-class brands. It's tempting to believe that brands like Apple, Nike, and Zappos achieved their iconic statuses because of serendipity, an unattainable magic formula, or even the genius of a single visionary leader. However, these companies all adopted specific approaches and principles that transformed their ordinary brands into industry leaders. In other words, great brands can be built—and Denise Lee Yohn knows exactly how to do it. Delivering a fresh perspective, Yohn's *What Great Brands Do* teaches an innovative brand-as-business strategy that enhances brand identity while boosting profit margins, improving company culture, and creating stronger stakeholder relationships. Drawing from twenty-five years of consulting work with such top brands as Frito-Lay, Sony, Nautica, and Burger King, Yohn explains key principles of her brand-as-business strategy. Reveals the seven key principles that the world's best brands consistently implement. Presents case studies that explore the brand building successes and failures of companies of all sizes including IBM, Lululemon, Chipotle Mexican Grill, and other remarkable brands. Provides tools and strategies that organizations can start using right away. Filled with targeted guidance for CEOs, COOs, entrepreneurs, and other organization leaders, *What Great Brands Do* is an essential blueprint for

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launching any brand to meteoric heights.

Capture their attention-and keep it! With the rise of digital media, you'd think it would be easier than ever to be heard. Yet, most messages fail to cut through the clutter. Consumers are overwhelmed. Ads alone aren't effective. And you can't just churn out content and connect on every social network. To stand out today, you need to start with your brand. Brand Now uncovers the new rules of branding in our complex and chaotic world. Written by the author of Get Scrappy, the digital marketing bible for business, this latest book explains how to build brands that resonate both online and off. The book helps you:

- * Create a brand with meaning
- * Reinforce it with the right touchpoints
- * Hone your brand's unique story
- * Share it through engaging content
- * Cultivate a sense of community
- * Craft a coherent experience
- * Stand out with simplicity and transparency

The world may be growing louder, but with Brand Now's big ideas and practical toolbox, you can break through the noise-and win a place in the hearts and minds of your customers. The Foreword by renowned marketing guru Philip Kotler sets the stage for a comprehensive review of the latest strategies for building, leveraging, and rejuvenating brands. Destined to become a marketing classic, Kellogg on Branding includes chapters written by respected Kellogg marketing professors and managers of successful companies. It includes: The latest thinking on key branding concepts, including brand positioning and design Strategies for launching new brands, leveraging existing brands, and managing a brand portfolio Techniques for building a brand-centered organization

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Insights from senior managers who have fought branding battles and won This is the first book on branding from the faculty of the Kellogg School, the respected resource for dynamic marketing information for today's ever-changing and challenging environment. Kellogg is the brand that executives and marketing managers trust for definitive information on proven approaches for solving marketing dilemmas and seizing marketing opportunities. A fundamental paradigm shift has occurred in marketing and branding. Today the most successful CEOs, executives, entrepreneurs and enterprises set their sites on developing a long-term platform instead of a short-term strategy that supports and builds buzz for their personal or business brand. That's really the key to the new business mindset — the recognition that branding and marketing are an ongoing, steady stream of small efforts, not a series of gigantic pushes. Social media, blogging and other business development activities — both online and off — are about the persistent, ongoing process of building a platform, creating credibility and increasing the number of people that you funnel into your potential client and network pipeline. Converting those people into clients or fans may take a month, a year or two years, but the new mindset leads you to strategies that will keep that pipeline full. In short, you need to start a bunch of small fires to keep your brand burning hot. How can today's CEOs, executives and entrepreneurs keep these fires going and powerfully get their messages across, motivate others to action and be authentic — all while simultaneously shepherding initiatives from creation to implementation in high-demand markets? CEO, executive and team branding are key factors that enable effective leaders to achieve peak performance, gain greater influence in their industries and generate increased engagement within their companies. By

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creating a brand (business or personal) by design instead of default, leaders and companies bring their brand promise into every interaction across the board. A personal, team or business brand is not just a single statement or a clever quip but a multilayered, congruent narrative told across multiple channels — online and off — within the organization and to the business community at large. The power is in knowing how to tell the story. The book will introduce CEOs and executives in Fortune 500 companies and entrepreneurs in SMBs to the SMG Brand Mapping Process©, a process that will guide them in creating personal, team and business brands that work in harmony and parallel with each other.

A collection of swift and actionable thoughts on branding that any entrepreneur or marketer can use to craft better brands. From strategy and naming guidance to directions on how to gain visual and verbal brand clarity, acclaimed brand strategist Fabian Geyrhalter invites readers to pick up this small book that's big on advice regularly to gain and hold onto brand focus.

How do you turn website visitors into customers? Conversion Optimization offers practical advice on how to persuade visitors to make a buying decision -- without driving them away through data overload or tedious navigation. You'll learn how to use marketing principles, design, usability, and analytics on your site to increase your buyer-to-visitor ratio, whether you're involved with marketing or designing a large ecommerce site, or managing a modest online operation. Based on the authors' broad experience in helping businesses attract online customers, this book addresses every aspect of the process, from landing visitors to finalizing the sale. You'll learn several techniques for blending successful sales approaches with the particular needs of the people you want to attract. Are you ready to do what it takes to get a double-digit conversion rate? Explore case studies

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involving significant conversion rate improvements Walk through different stages of a sale and understand the value of each Understand your website visitors through persona creation Connect with potential customers and guide them toward a conversion Learn how to deal with FUDs -- customer fears, uncertainties, and doubts Examine the path that visitors take from landing page to checkout Test any change you make against your original design "The Web is unique in its ability to deliver this almost improbable win-win: You can increase revenue AND make your customers happy. Yet most websites stink. Worry not, Khalid and Ayat to the rescue! Buy this book to follow their practical advice on how to create high converting websites that your visitors love."--Avinash Kaushik, author of Web Analytics 2.0 and Web Analytics: An Hour A Day (both Sybex)

No Forms. No Spam. No Cold Calls. is a rallying cry for a new generation of sales and marketing leaders who are ready to ditch the traditional strategies, tactics, and technologies that are no longer working to deliver breakthrough results. Every organization wants to predictably grow revenue. The challenge facing sellers and marketers today is that B2B buyers have taken control of the buying journey, making it nearly impossible for business leaders to accurately predict anything, especially revenue growth. Prospects are being bombarded from all sides with forms, emails, and annoying phone calls as they try to research our solutions. So what do they do? They protect themselves by researching anonymously and not revealing themselves to us until their decision is made. That means that as sellers and marketers, we've lost our opportunity to influence the buying journey--that is, if we're still clinging to the traditional lead-based tools and strategies that we're used to. It's time for a new paradigm. Pioneering CMO Latané Conant delivers a step-by-step guide that will transform the way you think about

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marketing and selling in the modern age. Often challenging but never dull, No Forms. No Spam. No Cold Calls. delivers uncomfortable truths about the status quo-starting with Latané's first breakthrough that our old-school tactics not only treat our future customers like dirt, they also encourage the anonymous buying we're trying to combat. This book challenges sales and marketing leaders to engage customers the right way if you want to achieve predictable revenue growth. Latané lays out exactly how to enable your sales and marketing teams to take pride in the customer experience and finally align on how to put your prospects at the center of everything you do. In doing that, you'll learn to uncover customer demand, prioritize which accounts to work, engage the entire customer buying team, and measure real success. With this customer-first approach, you'll be able to confidently take down the forms, stop sending bulk emails, and quit making cold calls-and achieve breakthrough results. It's an exciting time to be in marketing, with an array of equalizing platforms from the Internet to social media to content marketing, that have reset the playing field for businesses large and small. Yet, it's also a challenging time, with much work to do and an ever-changing array of platforms, features, and networks to master--all on tighter budgets than ever before. Don't get discouraged, get scrappy! Weaving hacks, tips, idea starters, and more, chief brand strategist Nick Westergaard has provided in Get Scrappy a plan of attack for businesses of any size to:

- Demystify digital marketing in a way that makes sense for your business
- Do more with less
- Build a strong brand with something to say
- Create relevant and engaging content for your social media platforms
- Spark dialogue with your community of customers
- Measure what matters
- And more

The result will be a reliable, repeatable system for building your brand, creating engaging content, and growing

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your community of customers. Don't wait for marketing to reinvent itself. Instead, proactively reinvent your company's marketing to maximize its reach!

Why customer retention is the new acquisition If there's anything the recession of 2009 taught us, it was the importance of investing in our customers, but when was this any different? So says Joseph Jaffe, bestselling author of *Life After the 30-Second Spot* and *Join the Conversation*, and a leading expert and thought leader on new media and social media. In most businesses, it costs roughly five-to-ten times more to acquire a new customer than it does to retain an existing one, and yet companies continue to disproportionately spend their budgets into the "wrong" end of the funnel – the mass media or awareness side. What we haven't paid enough attention to is the "right" end of the funnel-the word-of-mouth component that essentially acts as a multiplier for future business. The economic impact of an active, engaged and loyal customer is tremendous. And the same is true of the opposite scenario, namely the impact of angry customers and negative word-of-mouth or referrals. It is this thinking that Jaffe has channeled to challenge marketers to "flip the funnel" once and for all. With a renewed focus and energy on customer experience, it is possible to grow your sales, while decreasing your budget – in other words, getting more from less. Engaging a few customers to spread the word to many. Using this new "flipped funnel" model, together with a set of new rules of customer service and a revolutionary customer referral and activation process, you'll learn how to transform your existing customers into your best salespeople. In addition, Jaffe will explain how to best introduce and combine both digital and social media tools to boost your loyalty arsenal, deploy "influencer marketing" and implement word-of-mouth strategies that inspire your loyal, opinionated, and most vocal customers to become credible,

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persuasive, and influential endorsers of your products and services. Explains how to cut your marketing budget AND grow sales! Illustrates practical ways to use existing customers to reach out to new prospects Outlines the authentic role of social media Demonstrates key ideas with rich, real life examples including Comcast, Apple, The Obama Campaign, Dell, Panasonic, American Airlines, Delta Airlines, Johnson & Johnson, Coca-Cola and many, many more Written by one of the most sought-after consultants, keynote speakers, and thought-leaders on new marketing change and innovation; renowned blogger and podcaster at Jaffe Juice (www.jaffejuice.com) and host/presenter of web video show, JaffeJuiceTV (www.jaffejuice.tv) Visit www.flipthefunnelnow.com to join the conversation.

From the bestselling authors of *The Power of Visual Storytelling* comes the highly anticipated follow-up, *The Laws of Brand Storytelling*—the definitive quick-reading rulebook for how to use the power of storytelling to win over customers’ hearts, minds, and long-term loyalty We have been sharing stories from the beginning of human civilization—for good reason. Stories captivate our attention and build communities by bringing ideas, emotions, and experiences to life in a memorable way. This is proving to be an increasingly potent strategy in the era of the connected digital consumer. With consumers more empowered than ever before, your brand isn’t what you say it is anymore, it is what consumers say it is. As a result, capturing customers’ hearts and minds today requires businesses to prioritize emotional connections with customers, to be in the moment, having authentic conversations, to share relevant, inspiring stories that move and motivate people to take action. How? By following these laws: •The Protagonist Laws: Know Who You Are•The Strategy Laws: Understand Your Goals•The Discovery Laws: Find Your Story•The Story-Making Laws: Craft Your

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Story•The Channel Laws: Share Your Story•The Laws of Engagement: Engage with Your Communities Packed with inspiring tips, strategies, and stories from two leading marketing innovators, *The Laws of Brand Storytelling* shows business leaders and marketing professionals the power storytelling has to positively impact and differentiate your business, attract new customers, and inspire new levels of brand advocacy. The authors lay down the law?literally?for readers through a compelling step-by-step process of defining who you are as a brand, setting a clear strategy, sourcing the best stories for your business, and crafting and delivering compelling narratives for maximum effect. Win your customers' hearts and minds, and you win their business and their loyalty.

Part manifesto, part handbook, *THE DESIGNFUL COMPANY* provides a lively overview of a growing trend in management—design thinking as a business competence. According to the author, traditional managers have relied on a two-step process to make decisions, which he calls “knowing” and “doing.” Yet in today’s innovation-driven marketplace, managers need to insert a middle step, called “making.” Making is a phase in which assumptions are questioned, futures are imagined, and prototypes are tested, producing a wide range of options that didn’t exist before. The reader is challenged to consider the author’s bold assertion: There can be no real innovation without design. Those who are new to Marty Neumeier’s “whiteboard” series may want to ramp up with the first two books, *THE BRAND GAP* and *ZAG*. Both are easy reads. Covered in *THE DESIGNFUL COMPANY*: - the top 10 “wicked problems” that only design can solve - a new, broader definition of design - why designing trumps deciding in an era of change - how to harness the “organic drivetrain” of value creation - how aesthetics add nuance to managing - 16 levers to transform

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your company - why you should bring design management inside - how to assemble an innovation metateam - how to recognize and reward talent From the back cover: The complex business problems we face today can't be solved with the same thinking that created them. Instead, we need to start from a place outside traditional management. Forget total quality. Forget top-down strategy. In an era of fast-moving markets and leap-frogging innovations, we can no longer "decide" the way forward. Today we have to "design" the way forward—or risk ending up in the fossil layers of history. Marty Neumeier, author of THE BRAND GAP and ZAG, presents the new management engine that can transform your company into a powerhouse of nonstop innovation.

In an age of me-too products and instant communications, keeping up with the competition is not a winning strategy. Today you have to out-position, outmanoeuvre, and out-design the competition. The new rule? When everybody zigs, zag. In the recent bestseller, The Brand Gap (AIGA/New Riders), Neumeier showed companies how to bridge the distance between business strategy and design. In his latest book Zag, he illustrates the first big step in building a high-performance brand-radical differentiation.

Who do you want your customers to become? According to MIT innovation expert and thought leader Michael Schrage, if you aren't asking this question, your strategic marketing and innovation efforts will fail. In this latest HBR Single, Schrage provides a powerful new lens for getting more value

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out of innovation investment. He argues that asking customers to do something different doesn't go far enough—serious marketers and innovators must ask them to become something different instead. Even more, you must invest in their capabilities and competencies to help them become better customers. Schrage's primary insight is that innovation is an investment in your client, not just a transaction with them. To truly innovate today, designing new products or features or services won't get you there. Only by designing new customers—thinking of their future state, being the conduit to their evolution—will you transform your business. Schrage explains how the above question (what he calls "The Ask") will incite you and your team to imagine and design ideal customer outcomes as the way to drive your business's future. The Single is organized around six key insights and includes practical exercises to help you apply the question to your current situation. Schrage also includes examples from well-known companies—Google, Facebook, Disney, Starbucks, Apple, IKEA, Dyson, Ryanair, and others—to illustrate just what is possible when you apply "The Ask." Marketing executives, brand managers, strategic innovators, and entrepreneurs alike should understand how successful innovation rebrands the client and not the product. A requisite question for its time, *Who Do You Want Your Customers To*

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Become will liberate you and your team from 'innovation myopia'—and turn your innovation efforts on their head. HBR Singles provide brief yet potent business ideas, in digital form, for today's thinking professional.

We are now living in a world with over one hundred brands of bottled water. The United States alone is home to over 45,000 shopping malls. And there are more than 19 million customized beverage choices a barista can whip up at your local Starbucks. Whether it's good or bad, the real question is why we behave this way in the first place. Why do we telegraph our affiliations or our beliefs with symbols, signs, and codes? *Brand Thinking and Other Noble Pursuits* contains twenty interviews with the world's leading designers and thinkers in branding. The interviews contain spirited views on how and why humans have branded the world around us, and the ideas, inventions, and insight inherent in the search.

A revised new edition of the bestselling toolkit for creating, building, and maintaining a strong brand From research and analysis through brand strategy, design development through application design, and identity standards through launch and governance, *Designing Brand Identity, Fourth Edition* offers brand managers, marketers, and designers a proven, universal five-phase process for creating and implementing effective brand identity. Enriched by new case studies showcasing successful world-class

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brands, this Fourth Edition brings readers up to date with a detailed look at the latest trends in branding, including social networks, mobile devices, global markets, apps, video, and virtual brands. Features more than 30 all-new case studies showing best practices and world-class Updated to include more than 35 percent new material Offers a proven, universal five-phase process and methodology for creating and implementing effective brand identity Customer Loyalty Isn't Enough—Grow Your Share of Wallet The Wallet Allocation Rule is a revolutionary, definitive guide for winning the battle for share of customers' hearts, minds, and wallets. Backed by rock-solid science published in the Harvard Business Review and MIT Sloan Management Review, this landmark book introduces a new and rigorously tested approach—the Wallet Allocation Rule—that is proven to link to the most important measure of customer loyalty: share of wallet. Companies currently spend billions of dollars each year measuring and managing metrics like customer satisfaction and Net Promoter Score (NPS) to improve customer loyalty. These metrics, however, have almost no correlation to share of wallet. As a result, the returns on investments designed to improve the customer experience are frequently near zero, even negative. With The Wallet Allocation Rule, managers finally have the missing link to business growth within their grasp—the ability to link

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their existing metrics to the share of spending that customers allocate to their brands. Learn why improving satisfaction (or NPS) does not improve share. Apply the Wallet Allocation Rule to discover what really drives customer spending. Uncover new metrics that really matter to achieve growth. By applying the Wallet Allocation Rule, managers get real insight into the money they currently get from their customers, the money available to be earned by them, and what it takes to get it. The Wallet Allocation Rule provides managers with a blueprint for sustainable long-term growth.

In this pathbreaking book, world-renowned Harvard Business School service firm experts James L. Heskett, W. Earl Sasser, Jr. and Leonard A. Schlesinger reveal that leading companies stay on top by managing the service profit chain. Why are a select few service firms better at what they do -- year in and year out -- than their competitors? For most senior managers, the profusion of anecdotal "service excellence" books fails to address this key question. Based on five years of painstaking research, the authors show how managers at American Express, Southwest Airlines, Banc One, Waste Management, USAA, MBNA, Intuit, British Airways, Taco Bell, Fairfield Inns, Ritz-Carlton Hotel, and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and

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satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1) profit and customer loyalty; (2) employee loyalty and customer loyalty; and (3) employee satisfaction and customer satisfaction. Moreover, these relationships are mutually reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating divisions, a direct relationship between customer loyalty measured by the "depth" of a relationship, the number of banking services a customer utilizes, and profitability led the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures. At American Express Travel Services, offices that ticket quickly and accurately are more profitable than those which don't. With hundreds of examples like these, the authors show how to manage the customer-employee "satisfaction mirror" and the customer value equation to achieve a "customer's eye view" of goods and services. They describe how companies in any service industry can (1) measure service profit

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chain relationships across operating units; (2) communicate the resulting self-appraisal; (3) develop a "balanced scorecard" of performance; (4) develop a recognitions and rewards system tied to established measures; (5) communicate results company-wide; (6) develop an internal "best practice" information exchange; and (7) improve overall service profit chain performance. What difference can service profit chain management make? A lot. Between 1986 and 1995, the common stock prices of the companies studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-achieving companies will make The Service Profit Chain required reading for senior, division, and business unit managers in all service companies, as well as for students of service management.

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