

The Upstarts Uber Airbnb And The Battle For The New Silicon Valley

From #1 New York Times bestselling author and radio host Mark R. Levin comes a searing plea for a return to America's most sacred values. In *Rediscovering Americanism*, Mark R. Levin revisits the founders' warnings about the perils of overreach by the federal government and concludes that the men who created our country would be outraged and disappointed to see where we've ended up. Levin returns to the impassioned question he's explored in each of his bestselling books: How do we save our exceptional country? Because our values are in such a precarious state, he argues that a restoration to the essential truths on which our country was founded has never been more urgent. Understanding these principles, in Levin's words, can "serve as the antidote to tyrannical regimes and governments." *Rediscovering Americanism* is not an exercise in nostalgia, but an appeal to his fellow citizens to reverse course. This essential book brings Levin's celebrated, sophisticated analysis to the troubling question of America's future, and reminds us what we must restore for the sake of our children and our children's children.

ONE OF AMAZON'S BEST BOOKS OF 2017 A look deep inside the new Silicon Valley, from the New York Times bestselling author of *The Everything Store* Ten years ago, the idea of getting into a stranger's car, or a walking into a stranger's home, would have seemed bizarre and dangerous, but today it's as common as ordering a book online. Uber and Airbnb have ushered in a new era: redefining neighborhoods, challenging the way governments regulate business, and changing the way we travel. In the spirit of iconic Silicon Valley renegades like Steve Jobs and Bill Gates, another generation of entrepreneurs is using technology to upend convention and disrupt entire industries. These are the upstarts, idiosyncratic founders with limitless drive and an abundance of self-confidence. Led by such visionaries as Travis Kalanick of Uber and Brian Chesky of Airbnb, they are rewriting the rules of business and often sidestepping serious ethical and legal obstacles in the process. *The Upstarts* is the definitive story of two new titans of business and a dawning age of tenacity, conflict and wealth. In Brad Stone's riveting account of the most radical companies of the new Silicon Valley, we discover how it all happened and what it took to change the world.

Ever notice that all watch ads show 10:10 as the time? Or that all fast-food restaurants use red or yellow in their logos? Or that certain stores are always having a sale? You may not be aware of these details, yet they've been influencing you all along. Every time you purchase, swipe, or click, marketers are able to more accurately predict your behavior. These days, brands know more about you than you know about yourself. *Blindsight* is here to change that. With eye-opening science, engaging stories, and fascinating real-world examples, neuroscientist Matt Johnson and marketer Prince Ghuman dive deep into the surprising relationship between brains and brands. In *Blindsight*, they showcase how marketing taps every aspect of our mental lives, covering the neuroscience of pain and pleasure, emotion and logic, fear and safety, attention and addiction, and much more. We like to think of ourselves as independent actors in control of our decisions, but the truth is far more complicated. *Blindsight* will give you the ability to see the unseeable when it comes to marketing, so that you can consume on your own terms. On the surface, you will learn how the brain works and how brands design for it. But peel back a layer, and you'll find a sharper image of your psychology, reflected in your consumer behavior. This book will change the way you view not just branding, but yourself, too. NEW YORK TIMES BESTSELLER "A masterful book." —Marc Levinson, *The Washington Post* "A juicy tour of the company Bezos built."—*The New York Times Book Review* From the bestselling author of *The Everything Store*, an unvarnished picture of Amazon's

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unprecedented growth and its billionaire founder, Jeff Bezos, revealing the most important business story of our time. Almost ten years ago, Bloomberg journalist Brad Stone captured the rise of Amazon in his bestseller *The Everything Store*. Since then, Amazon has expanded exponentially, inventing novel products like Alexa and disrupting countless industries, while its workforce has quintupled in size and its valuation has soared to well over a trillion dollars. Jeff Bezos's empire, once housed in a garage, now spans the globe. Between services like Whole Foods, Prime Video, and Amazon's cloud computing unit, AWS, plus Bezos's ownership of *The Washington Post*, it's impossible to go a day without encountering its impact. We live in a world run, supplied, and controlled by Amazon and its iconoclast founder. In *Amazon Unbound*, Brad Stone presents a deeply reported, vividly drawn portrait of how a retail upstart became one of the most powerful and feared entities in the global economy. Stone also probes the evolution of Bezos himself—who started as a geeky technologist totally devoted to building Amazon, but who transformed to become a fit, disciplined billionaire with global ambitions; who ruled Amazon with an iron fist, even as he found his personal life splashed over the tabloids. Definitive, timely, and revelatory, Stone has provided an unvarnished portrait of a man and company that we couldn't imagine modern life without.

"An engrossing story of audacious entrepreneurship and big-industry disruption, [this] is a tale for our times." —Charles Duhigg, author of *Smarter Faster Better* An investigative look into a beloved, disruptive, notorious start-up This is the remarkable behind-the-scenes story of the creation and growth of Airbnb, the online lodging platform that is now the largest provider of accommodations in the world. At first just the wacky idea of cofounders Brian Chesky, Joe Gebbia, and Nathan Blecharczyk, Airbnb has become indispensable to millions of hosts and travelers around the world. Fortune editor Leigh Gallagher presents the first nuanced, in-depth look at the Airbnb phenomenon—the successes and controversies alike—and takes us behind the scenes as the company's young CEO steers into increasingly uncharted waters. "A fast-paced, fun dive into one of the seminal firms of our time; through the tale of Airbnb, Leigh Gallagher shows us how the sharing economy can be a force for emotional connection—as well as for social and business disruption." —Rana Foroohar, Financial Times columnist and CNN global economic analyst

Stealing the Corner Office is mandatory reading for smart, hardworking managers who always wonder why their seemingly incompetent superiors are so successful. It is a unique collection of controversial but highly effective tactics for middle managers and aspiring executives who want to learn the real secrets for moving up the corporate ladder. Unlike virtually all other business books—which are based on the assumption that corporations are logical and fair—*Stealing the Corner Office* explores the unconventional tactics people less competent than you use to get ahead and stay ahead. It is your proven playbook to thrive and win in an imperfect corporate world. *Stealing the Corner Office* will teach you: How incompetent people so often get ahead, and what you can learn from them. How to make universally flawed corporate policies work in your favor. Why showing too much passion for your ideas can be career suicide. Why delivering results should never be your highest priority. These and many more controversial tactics will change the way you look at your career and how you manage projects, people, and priorities. Apply the 10 principles in *Stealing the Corner Office* and watch your career take off!

ONE OF AMAZON'S BEST BOOKS OF 2017 A look deep inside the new Silicon Valley, from the New York Times bestselling author of *The Everything Store*. Ten years ago, the idea of getting into a stranger's car, or walking into a stranger's home, would have seemed bizarre and dangerous--yet today it is as common as ordering a book online. Companies like Uber and Airbnb have redefined the way we live. And while they have become pervasive in our day-to-day lives, they are not universally celebrated. They are the result of a generation of Silicon Valley entrepreneurs who used technology to upend convention and disrupt entire industries. Led by Travis Kalanick of Uber and Brian Chesky of

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Airbnb, these are the upstarts, founders with an overabundance of self-confidence and a limitless drive that pushed them to rewrite the rules, better and sometimes for worse. Now with a new epilogue and updated throughout, *The Upstarts* takes us deep into the origins--and controversy--of these new titans of business.

Fred Reichheld's 2006 book *The Ultimate Question*, that question being, "How likely is it that you would recommend this company to a friend or colleague?"--challenged the conventional wisdom of customer satisfaction programs. It coined the terms 'bad profits' and 'good profits' and pointed to a faster, much more accurate way of gauging customers' real loyalty to a company, introducing a quantitative measure (the Net Promoter Score) for establishing a baseline and effectively tracking changes going forward. Richard Owen and Laura Brooks are co-developers, along with Reichheld, of the methodology behind answering the question. In this book, Owen and Brooks tell how based on a variety of real case studies' to actually embed Net Promoter discipline in organizations of all types.

"If I could give an aspiring writer one piece of advice, it would be to read this book." — Hugh Howey, New York Times best selling author of *Wool* "Tim Grahl is fast becoming a legend, almost single-handedly changing the way authors around the world spread ideas and connect with readers. If you've got a book to promote, stop what you're doing right now and start reading *Your First 1000 Copies*." — Daniel H. Pink, New York Times bestselling author of *Drive* and *When* "Your First 1000 Copies is a must-read for authors trying to build a connection with their readers." — Dan Heath & Chip Heath, co-authors of *Made to Stick*, *Switch*, and *Decisive* "I watched in awe as Tim Grahl had 5 clients on the New York Times bestseller list in the same week. There is no one I trust more to learn about book marketing." - Pamela Slim, Author, *Body of Work* "Tim was an early pioneer in teaching book authors how Internet marketing actually works." - Hugh MacLeod, author of *Ignore Everybody* and *Evil Plans* Imagine if you had a direct connection with thousands of readers who loved reading your books. And imagine if those readers eagerly awaited the launch of your next book. How would that direct relationship with your readers change your writing career? How would you feel knowing that every time you started a new book project, you already had people excited to buy it and ready to recommend it to others? In *Your First 1000 Copies*, seasoned book marketing expert Tim Grahl walks you through how successful authors are using the online marketing tools to build their platform, connect with readers and sell more books. Tim has worked with over 100 different authors from top best sellers such as Hugh Howey, Daniel Pink, Barbara Corcoran Charles Duhigg, Chip and Dan Heath, Ramit Sethi and Pamela Slim to authors just get started on their first writing project. He has worked with authors across all fiction and non-fiction genres. Along with his client work, he has studied many other successful authors to learn what works and what doesn't. The result is *Your First 1000 Copies* where he walks you through the Connection System, a plan that every author can immediately start using. The plan looks like this: - Permission - How to open up communication with your readers where you can reliably engage them and invite them to be involved. - Content - How to use content to engage with current readers and connect with new ones. - Outreach - How to ethically and politely introduce yourself to new readers. - Sell - How all of these steps can naturally lead to book sales without being pushy or annoying This is a system that any author can immediately put in place to start building their platform. Whether you're a seasoned author looking to step into the new publishing landscape, or you're a brand new author, *Your First 1000 Copies* will give you the tools to connect with readers and sell more books.

Map the innovation space—and blaze a path to profits and growth Countless books, articles, and other advice promise leaders solutions to the complex challenges they face. Some offer quick, silver-bullet remedies—a straight line to success!—and some are so technical that readers get lost before they begin. Now, there's *Mapping Innovation*, a

refreshing alternative in the crowded business innovation space. Engaging and informative without sacrificing substance and expertise, this groundbreaking guide provides thorough background on some of the greatest innovations of the past century as well as . It details the processes that advanced them from inception to world-changing products—and shows you how to replicate their success. Business innovation expert Greg Satell helps you find your way by revealing the four models of innovation: Basic Research, Breakthrough Innovation, Sustaining Innovation, and Disruptive Innovation. One size does not fit all, so he provides a framework—the Innovation Matrix—for discovering which “type” of innovation process best suits the problem you need to solve. It’s about asking the right questions, so that you can apply the right strategies to the problems you need to solve. In the end, you’ll have a crystal clear model for disrupting the marketplace, scaling your efforts to propel your enterprise forward, and leverage digital platforms to your advantage. Mapping Innovation offers a simple and accessible but powerful approach to developing a strategy that will put you light years ahead of the competition!.

Unscaled identifies the forces that are reshaping the global economy and turning one of the fundamental laws of business and society--the economies of scale--on its head. An innovative trend combining technology with economics is unraveling behemoth industries--including corporations, banks, farms, media conglomerates, energy systems, governments, and schools--that have long dominated business and society. Size and scale have become a liability. A new generation of upstarts is using artificial intelligence to automate tasks that once required expensive investment, and "renting" technology platforms to build businesses for hyper-focused markets, enabling them to grow big without the bloat of giant organizations. In Unscaled, venture capitalist Hemant Taneja explains how the unscaled phenomenon allowed Warby Parker to cheaply and easily start a small company, build a better product, and become a global competitor in no time, upending entrenched eyewear giant Luxottica. It similarly enabled Stripe to take on established payment processors throughout the world, and Livongo to help diabetics control their disease while simultaneously cutting the cost of treatment. The unscaled economy is remaking massive, deeply rooted industries and opening up fantastic possibilities for entrepreneurs, imaginative companies, and resourceful individuals. It can be the model for solving some of the world's greatest problems, including climate change and soaring health-care costs, but will also unleash new challenges that today's leaders must address.

An unprecedented inside look at how Airbnb and its host community create dynamic customer experiences and build brand loyalty in the sharing economy Airbnb best embody the entrepreneurial and disruptive spirit of today’s sharing economy. Since its early days as a humble start-up, Airbnb has evolved into a revolutionary force in the short-term housing market as a platform where hosts provide listings spread across more than 81,000 cities and 191 countries.

Airbnb's leadership strives to support the host community to ensure a consistent, on-brand experience for every guest, every time. The Airbnb Way delivers proven methods for increasing customer engagement, loyalty, and referrals that can be utilized in every service setting and in any industry. Exclusive interviews with Airbnb leaders and rich stories from hosts and guests provide an inside look into the wildly popular online rental platform. The book features:

- Airbnb strategies and practices that will drive customer engagement and loyalty
- Expert advice on how to provide phenomenal customer service
- Illuminating stories about Airbnb guest and host experiences
- Unique leadership principles for activating all stakeholders--including those who share resources and services and more

Digital networks are changing all the rules of business. New, scalable, digitally networked business models, like those of Amazon, Google, Uber, and Airbnb, are affecting growth, scale, and profit potential for companies in every industry. But this seismic shift isn't unique to digital start-ups and tech superstars. Digital transformation is affecting every business sector, and as investor capital, top talent, and customers shift toward network-centric organizations, the performance gap between early and late adopters is widening. So the question isn't whether your organization needs to change, but when and how much. The Network Imperative is a call to action for managers and executives to embrace network-based business models. The benefits are indisputable: companies that leverage digital platforms to co-create and share value with networks of employees, customers, and suppliers are fast outpacing the market. These companies, or network orchestrators, grow faster, scale with lower marginal cost, and generate the highest revenue multipliers. Supported by research that covers fifteen hundred companies, authors Barry Libert, Megan Beck, and Jerry Wind guide leaders and investors through the ten principles that all organizations can use to grow and profit regardless of their industry. They also share a five-step process for pivoting an organization toward a more scalable and profitable business model. The Network Imperative, brimming with compelling case studies and actionable advice, provides managers with what they really need: new tools and frameworks to generate unprecedented value in a rapidly changing age.

A marketing director's story of working at a startup called Google in the early days of the tech boom: "Vivid inside stories . . . Engrossing" (Ken Auletta). Douglas Edwards wasn't an engineer or a twentysomething fresh out of school when he received a job offer from a small but growing search engine company at the tail end of the 1990s. But founders Larry Page and Sergey Brin needed staff to develop the brand identity of their brainchild, and Edwards fit the bill with his journalistic background at the San Jose Mercury News, the newspaper of Silicon Valley. It was a change of pace for Edwards, to say the least, and put him in a unique position to interact with and observe the staff as Google began its rocket ride to the top. In entertaining, self-deprecating style, he tells his story of participating in this moment of business and technology history, giving readers a chance to fully experience the bizarre mix of camaraderie and competition at this

phenomenal company. Edwards, Google's first director of marketing and brand management, describes the idiosyncratic Page and Brin, the evolution of the famously nonhierarchical structure in which every employee finds a problem to tackle and works independently, the races to develop and implement each new feature, and the many ideas that never came to pass. *I'm Feeling Lucky* reveals what it's like to be "indeed lucky, sort of an accidental millionaire, a reluctant bystander in a sea of computer geniuses who changed the world. This is a rare look at what happened inside the building of the most important company of our time" (Seth Godin, author of *Linchpin*). "An affectionate, compulsively readable recounting of the early years (1999–2005) of Google . . . This lively, thoughtful business memoir is more entertaining than it really has any right to be, and should be required reading for startup aficionados." —Publishers Weekly, starred review "Edwards recounts Google's stumbles and rise with verve and humor and a generosity of spirit. He kept me turning the pages of this engrossing tale." —Ken Auletta, author of *Greed and Glory on Wall Street* "Funny, revealing, and instructive, with an insider's perspective I hadn't seen anywhere before. I thought I had followed the Google story closely, but I realized how much I'd missed after reading—and enjoying—this book." —James Fallows, author of *China Airborne*

NEW YORK TIMES BESTSELLER WASHINGTON POST BESTSELLER Winner of the getAbstract 17th International Book Award "The Seventh Sense is a concept every businessman, diplomat, or student should aspire to master--a powerful idea, backed by stories and figures that will be impossible to forget." -- Walter Isaacson, author of *Steve Jobs* and *Leonardo da Vinci* Endless terror. Refugee waves. An unfixable global economy. Surprising election results. New billion-dollar fortunes. Miracle medical advances. What if they were all connected? What if you could understand why? The Seventh Sense is the story of what all of today's successful figures see and feel: the forces that are invisible to most of us but explain everything from explosive technological change to uneasy political ripples. The secret to power now is understanding our new age of networks. Not merely the Internet, but also webs of trade, finance, and even DNA. Based on his years of advising generals, CEOs, and politicians, Ramo takes us into the opaque heart of our world's rapidly connected systems and teaches us what the losers are not yet seeing--and what the victors of this age already know. To make real money in the stock market you have to act like a sleuth. It's not enough to rely on SEC files, annual reports, and press releases. To uncover the most lucrative investments, you must dig beneath the printed surface of public information and sleuth for physical evidence. This is the only way to reveal the actual truth about a company's real value--and its future. Investing expert Avner Mandelman honed this highly effective, money-sleuthing approach at his investment firm, Giraffe Capital Corporation. Now, in *The Sleuth Investor*, he shares his proven intelligence-gathering methods for obtaining exclusive information even before industry insiders do--and using it to gain a decisive edge in

buying and selling stock. Through step-by-step guidance and illustrative examples, Mandelman demonstrates how you can track the four physical elements of a company: People (employees, customers, suppliers), Product (inventory, the product's physical movement, competing products), Plant (production facilities, offices), and Periphery (physical surroundings, community, the economic eco-chain). Obtaining physical clues gives you the ability to anticipate key company developments, such as imminent high growth, a coming disaster you can short profitably, and new product launches. Using Mandelman's strategies and techniques, you'll learn how to: Follow the physical movement of a product, either directly or indirectly, and connect it to financial results Obtain exclusive information from low-level employees to make nearly sure bets Collect information from a company's clients and suppliers-and use it to make lucrative investments Integrate legal precautions into your sleuthing The amount of "foolish" money available to be taken by money sleuthing is enormous. Become a sleuth yourself by following the methods in *The Sleuth Investor* and you'll be making more money than ever before-perhaps even a fortune.

THE INSIDE STORY OF THE EPIC TURNAROUND OF FORD MOTOR COMPANY UNDER THE LEADERSHIP OF CEO ALAN MULALLY. At the end of 2008, Ford Motor Company was just months away from running out of cash. With the auto industry careening toward ruin, Congress offered all three Detroit automakers a bailout. General Motors and Chrysler grabbed the taxpayer lifeline, but Ford decided to save itself. Under the leadership of charismatic CEO Alan Mulally, Ford had already put together a bold plan to unify its divided global operations, transform its lackluster product lineup, and overcome a dysfunctional culture of infighting, backstabbing, and excuses. It was an extraordinary risk, but it was the only way the Ford family—America's last great industrial dynasty—could hold on to their company. Mulally and his team pulled off one of the greatest comebacks in business history. As the rest of Detroit collapsed, Ford went from the brink of bankruptcy to being the most profitable automaker in the world. *American Icon* is the compelling, behind-the-scenes account of that epic turnaround. On the verge of collapse, Ford went outside the auto industry and recruited Mulally—the man who had already saved Boeing from the deathblow of 9/11—to lead a sweeping restructuring of a company that had been unable to overcome decades of mismanagement and denial. Mulally applied the principles he developed at Boeing to streamline Ford's inefficient operations, force its fractious executives to work together as a team, and spark a product renaissance in Dearborn. He also convinced the United Auto Workers to join his fight for the soul of American manufacturing. Bryce Hoffman reveals the untold story of the covert meetings with UAW leaders that led to a game-changing contract, Bill Ford's battle to hold the Ford family together when many were ready to cash in their stock and write off the company, and the secret alliance with Toyota and Honda that helped prop up the American automotive supply base. In one of the great management narratives of our time, Hoffman puts the reader inside the boardroom as

Mulally uses his celebrated Business Plan Review meetings to drive change and force Ford to deal with the painful realities of the American auto industry. Hoffman was granted unprecedented access to Ford's top executives and top-secret company documents. He spent countless hours with Alan Mulally, Bill Ford, the Ford family, former executives, labor leaders, and company directors. In the bestselling tradition of *Too Big to Fail* and *The Big Short*, *American Icon* is narrative nonfiction at its vivid and colorful best.

Providing a colorful insight into the people at the forefront of the emergent Sharing Economy, a movement predicted to already be worth around \$26B a year, this book gives vital advice to anyone thinking of starting or investing in a collaborative consumption business. The first of its kind, written by an author on the forefront of this new trend.

Named one of the best books of the year by NPR, Fortune, Bloomberg, Sunday Times A New York Times Book Review Editor's Choice "If you want to understand modern-day Silicon Valley, you need to read this book." —John Carreyrou, New York Times best-selling author of *Bad Blood* Hailed as the definitive book on Uber and Silicon Valley, *Super Pumped* is an epic story of ambition and deception, obscene wealth, and bad behavior that explores how blistering technological and financial innovation culminated in one of the most catastrophic twelve-month periods in American corporate history. Backed by billions in venture capital dollars and led by a brash and ambitious founder, Uber promised to revolutionize the way we move people and goods through the world. What followed would become a corporate cautionary tale about the perils of startup culture and a vivid example of how blind worship of startup founders can go wildly wrong.

In the early nineties, a visionary special-effects guru named Marc Thorpe conjured a field of dreams different from any the world had seen before: It would be framed by unbreakable plastic instead of cornstalks; populated not by ghostly ballplayers but by remote-controlled robots, armed to the steely teeth, fighting in a booby-trapped ring. If you built it, they'd come all right.... In *Gearheads*, Newsweek technology correspondent Brad Stone examines the history of robotic sports, from their cultish early years at universities and sci-fi conventions to today's televised extravaganzas -- and the turmoil that threatened the whole enterprise almost from the beginning. By turns a lively historical narrative, a legal thriller, and an exploration of a cultural and technological phenomenon, *Gearheads* is a funny and fascinating look at the sport of the future today.

For most of the twentieth century tin was fundamental for both warfare and welfare. The importance of tin is most powerfully represented by the tin can - an invention which created a revolution in food preservation and helped feed both the armies of the great powers and the masses of the new urban society. The trouble with tin was that economically viable deposits of the metal could only be found in a few regions of the world, predominantly in the southern hemisphere, while the main centers of consumption were in the industrialized north. The tin trade was therefore a highly politically charged economy in which states and private enterprise competed and cooperated to assert control over deposits, smelters and markets. Tin provides a particularly telling illustration of how the interactions of business and governments shape the evolution of the global economic trade; the tin industry has experienced extensive state intervention during times of war, encompasses intense competition and cartelization, and has seen industry centers both thrive and fail in the wake of decolonization. The history of the international tin industry reveals the complex interactions and interdependencies between local actors and international networks, decolonization and globalization, as well as government foreign policies and entrepreneurial tactics. By highlighting the global struggles for

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control and the constantly shifting economic, geographical and political constellations within one specific industry, this collection of essays brings the state back into business history, and the firm into the history of international relations.

An intimate and profound reckoning with the changes buffeting the \$2 trillion global advertising and marketing business from the perspective of its most powerful players, by the bestselling author of *Googled Advertising* and marketing touches on every corner of our lives, and the industry is the invisible fuel powering almost all media. Complain about it though we might, without it the world would be a darker place. But of all the industries wracked by change in the digital age, few have been turned on their heads as dramatically as this one. *Mad Men* are turning into *Math Men* (and women--though too few), an instinctual art is transforming into a science, and we are a long way from the days of Don Draper. *Frenemies* is Ken Auletta's reckoning with an industry under existential assault. He enters the rooms of the ad world's most important players, meeting the old guard as well as new powers and power brokers, investigating their perspectives. It's essential reading, not simply because of what it reveals about this world, but because of the potential consequences: the survival of media as we know it depends on the money generated by advertising and marketing--revenue that is in peril in the face of technological changes and the fraying trust between the industry's key players.

The definitive playbook by the pioneers of Growth Hacking, one of the hottest business methodologies in Silicon Valley and beyond. It seems hard to believe today, but there was a time when Airbnb was the best-kept secret of travel hackers and couch surfers, Pinterest was a niche web site frequented only by bakers and crafters, LinkedIn was an exclusive network for C-suite executives and top-level recruiters, Facebook was MySpace's sorry step-brother, and Uber was a scrappy upstart that didn't stand a chance against the Goliath that was New York City Yellow Cabs. So how did these companies grow from these humble beginnings into the powerhouses they are today? Contrary to popular belief, they didn't explode to massive worldwide popularity simply by building a great product then crossing their fingers and hoping it would catch on. There was a studied, carefully implemented methodology behind these companies' extraordinary rise. That methodology is called Growth Hacking, and it's practitioners include not just today's hottest start-ups, but also companies like IBM, Walmart, and Microsoft as well as the millions of entrepreneurs, marketers, managers and executives who make up the community of Growth Hackers. Think of the Growth Hacking methodology as doing for market-share growth what Lean Start-Up did for product development, and Scrum did for productivity. It involves cross-functional teams and rapid-tempo testing and iteration that focuses customers: attaining them, retaining them, engaging them, and motivating them to come back and buy more. An accessible and practical toolkit that teams and companies in all industries can use to increase their customer base and market share, this book walks readers through the process of creating and executing their own custom-made growth hacking strategy. It is a must read for any marketer, entrepreneur, innovator or manager looking to replace wasteful big bets and "spaghetti-on-the-wall" approaches with more consistent, replicable, cost-effective, and data-driven results.

The UpstartsHow Uber, Airbnb, and the Killer Companies of the New Silicon Valley Are Changing the WorldLittle, Brown

An industry leader's guide to making Lyft and Uber work for you. In less than five years, ridesharing has grown from nonexistence into a billion dollar industry. Uber now has two million drivers in the United States, Lyft has seven hundred thousand, and both show no signs of slowing down. Despite the large number of drivers, Uber and Lyft provide little in the way of help for new drivers, who complain that there is a lack of guidance when starting out. Harry Campbell, founder and director of The Rideshare Guy blog and podcast and a driver himself, can help. The Rideshare Guide offers a comprehensive and engaging handbook for current and prospective rideshare drivers. Learn how to: Decide between Uber and Lyft Maximize passengers and profits Maintain a five-star rating Keep safe and interact appropriately with

passengers Navigate legal matters and tax codes Campbell explains these and much more, also including funny, shocking, and bizarre tales from the road. Whether you are thinking about becoming a driver or a veteran wondering about UberPool and tax help, The Rideshare Guide by the Rideshare Guy has the answers.

The dramatic, unlikely story behind the founding of Twitter, by New York Times bestselling author and Vanity Fair special correspondent The San Francisco-based technology company Twitter has become a powerful force in less than ten years. Today it's everything from a tool for fighting political oppression in the Middle East to a marketing must-have to the world's living room during live TV events to President Trump's preferred method of communication. It has hundreds of millions of active users all over the world. But few people know that it nearly fell to pieces early on. In this rousing history that reads like a novel, Hatching Twitter takes readers behind the scenes of Twitter's early exponential growth, following the four hackers—Ev Williams, Jack Dorsey, Biz Stone, and Noah Glass, who created the cultural juggernaut practically by accident. It's a drama of betrayed friendships and high-stakes power struggles over money, influence, and control over a company that was growing faster than they could ever imagine. Drawing on hundreds of sources, documents, and internal e-mails, Bilton offers a rarely-seen glimpse of the inner workings of technology startups, venture capital, and Silicon Valley culture.

The authoritative account of the rise of Amazon and its intensely driven founder, Jeff Bezos, praised by the Seattle Times as "the definitive account of how a tech icon came to life." Amazon.com started off delivering books through the mail. But its visionary founder, Jeff Bezos, wasn't content with being a bookseller. He wanted Amazon to become the everything store, offering limitless selection and seductive convenience at disruptively low prices. To do so, he developed a corporate culture of relentless ambition and secrecy that's never been cracked. Until now. Brad Stone enjoyed unprecedented access to current and former Amazon employees and Bezos family members, giving readers the first in-depth, fly-on-the-wall account of life at Amazon. Compared to tech's other elite innovators -- Jobs, Gates, Zuckerberg -- Bezos is a private man. But he stands out for his restless pursuit of new markets, leading Amazon into risky new ventures like the Kindle and cloud computing, and transforming retail in the same way Henry Ford revolutionized manufacturing. The Everything Store is the revealing, definitive biography of the company that placed one of the first and largest bets on the Internet and forever changed the way we shop and read.

"This is the most important book on Silicon Valley I've read in two decades. It will take us all back to our roots in the counterculture, and will remind us of the true nature of the innovation process, before we tried to tame it with slogans and buzzwords." -- Po Bronson, #1 New York Times bestselling author of The Nudist on the Late Shift and NurtureShock A candid, colorful, and comprehensive oral history that reveals the secrets of Silicon Valley -- from the origins of Apple and Atari to the present day clashes of Google and Facebook, and all the start-ups and disruptions that happened along the way. Rarely has one economy asserted itself as swiftly--and as aggressively--as the entity we now know as Silicon Valley. Built with a seemingly permanent culture of reinvention, Silicon Valley does not fight change; it embraces it, and now powers the American economy and global innovation. So how did this omnipotent and ever-morphing place come to be? It was not by planning. It was, like many an empire before it, part luck, part timing, and part ambition. And part pure, unbridled genius... Drawing on over two hundred in-depth interviews, Valley of Genius takes readers from the dawn of the personal computer and the internet, through the heyday of the web, up to the very moment when our current technological reality was invented. It interweaves accounts of invention and betrayal,

overnight success and underground exploits, to tell the story of Silicon Valley like it has never been told before. Read it to discover the stories that Valley insiders tell each other: the tall tales that are all, improbably, true.

11 April 1982: a smell is coming down John Golding Road right alongside the boy-child, something attached to him, like a spirit but not quite. Ma Taffy is growing worried. She knows that something is going to happen. Something terrible is going to pour out into the world. But if she can hold it off for just a little bit longer, she will. So she asks a question that surprises herself even as she asks it, "Kaia, I ever tell you bout the flying preacherman?" Set in the backlands of Jamaica, Augustown is a magical and haunting novel of one woman's struggle to rise above the brutal vicissitudes of history, race, class, collective memory, violence, and myth.

The Corporate Startup is a practical guide for established companies that aspire to develop and sustain their innovation capabilities. The world around us is changing rapidly. There is now more pressure on established companies to innovate. The challenge most companies face is how to develop new products for new markets, while managing their core business at the same time. The principles and practices outlined in this book provide companies with a blueprint of how to manage innovation while they execute on their core business. The Corporate Startup provides frameworks, visualizations, templates, tools and methods that can be easily applied to develop new products and business models.

Controversy shrouds sharing economy platforms. It stems partially from the platforms' economic impact, which is felt most acutely in certain sectors: Uber drivers compete with taxi drivers; Airbnb hosts compete with hotels. Other consequences lie elsewhere: Uber is associated with a trend toward low-paying, precarious work, whereas Airbnb is accused of exacerbating real estate speculation and raising the cost of long-term rental housing. While governments in some jurisdictions have attempted to rein in the platforms, technology has enabled such companies to bypass conventional regulatory categories, generating accusations of "unfair competition" as well as debates about the merits of existing regulatory regimes. Indeed, the platforms blur a number of familiar distinctions, including personal versus commercial activity; infrastructure versus content; contractual autonomy versus hierarchical control. These ambiguities can stymie legal regimes that rely on these distinctions as organizing principles, including those relating to labour, competition, tax, insurance, information, the prohibition of discrimination, as well as specialized sectoral regulation. This book is organized around five themes: technologies of regulation; regulating technology; the sites of regulation (local to global); regulating markets; and regulating labour. Together, the chapters offer a rich variety of insights on the regulation of the sharing economy, both in terms of the traditional areas of law they bring to bear, and the theoretical perspectives that inform their analysis. This book is published in English. - La controverse entoure les plateformes d'économie de partage, partiellement en raison de leur impact économique. Certains secteurs subissent des contrecoups de manière plus aigüe : les chauffeurs d'Uber font concurrence aux chauffeurs de taxi, ou les hôtes Airbnb rivalisent avec les hôtels. Par ailleurs, Uber exacerberait l'emploi précaire et mal rémunéré tandis qu'Airbnb amplifierait la spéculation immobilière et entraînerait, à terme, une hausse du coût de location. On a tenté de réglementer ce type de plateformes, mais la technologie est telle qu'elle permet aux entreprises d'aisément contourner la réglementation conventionnelle, si bien que les accusations de « concurrence déloyale » fusent de

toutes parts, provoquant une remise en question du cadre réglementaire. En effet, de telles plateformes viennent brouiller les cartes, confondant les distinctions convenues entre personnel et commercial, infrastructure et contenu, autonomie contractuelle et contrôle hiérarchique. Cette ambiguïté peut avoir d'importantes répercussions sur le bon fonctionnement de l'appareil réglementaire qui encadre les principes organisateurs du travail, de la concurrence, de l'impôt, de l'assurance, de l'information et de de l'interdiction de la discrimination, sans parler de la réglementation sectorielle spécialisée. Cinq thématiques sont abordées dans cet ouvrage : les technologies de la réglementation; la réglementation de la technologie; les lieux de la réglementation (du local au mondial); la réglementation des marchés; et la réglementation du travail. Les chapitres se conjuguent pour offrir une réflexion d'une gamme d'experts sur la jurisprudence traditionnelle que sur les approches théoriques qui informent et façonnent la réglementation de l'économie du partage. Ce livre est publié en anglais.

Conventional wisdom today says that to survive, companies must move beyond incremental, sustaining innovation and invest in some form of radical innovation. "Disrupt yourself or be disrupted!" is the relentless message company leaders hear. The Power of Little Ideas argues there's a "third way" that is neither sustaining nor disruptive. This low-risk, high-reward strategy is an approach to innovation that all company leaders should understand so that they recognize it when their competitors practice it, and apply it when it will give them a competitive advantage. This distinctive approach has three key elements: It consists of creating a family of complementary innovations around a product or service, all of which work together to make that product more appealing and competitive. The complementary innovations work together as a system to carry out a single strategy or purpose. Crucially, unlike disruptive or radical innovation, innovating around a key product does not change the central product in any fundamental way. In this powerful, practical book, Wharton professor David Robertson illustrates how many well-known companies, including CarMax, GoPro, LEGO, Gatorade, Disney, USAA, Novo Nordisk, and many others, used this approach to stave off competitive threats and achieve great success. He outlines the organizational practices that unintentionally torpedo this approach to innovation in many companies and shows how organizations can overcome those challenges. Aimed at leaders seeking strategies for sustained innovation, and at the quickly growing numbers of managers involved with creating new products, The Power of Little Ideas provides a logical, organic, and enduring third way to innovate.

Digital Darwinism takes a closer look at disruptive thinking to inspire those who want to be the best at digital transformation. Change across business is accelerating, but the lifespan of companies is decreasing as leaders face a growing abundance of decisions to make, data to process and technology that threatens even the most established business models. These forces could destroy your company or, with the right strategy in place, help you transform it into a market leader. Digital Darwinism lends a guiding hand through the turbulence, offering practical strategies while sounding a call to action that lights a fire underneath complacency to inspire creative change. Digital Darwinism shines a light on the future by exploring technology, society and lessons from the past so you can understand how to adapt, what to embrace and what to ignore. Tom Goodwin proves that assumptions the business world has previously made about "digital" are wrong: incremental change isn't good enough, adding

technology at the edges won't work and digital isn't a thing - it's everything. If you want your organization to succeed in the post-digital age, you need to be enlightened by Digital Darwinism.

NEW YORK TIMES BESTSELLER USA TODAY BESTSELLER Amazon, Apple, Facebook, and Google are the four most influential companies on the planet. Just about everyone thinks they know how they got there. Just about everyone is wrong. For all that's been written about the Four over the last two decades, no one has captured their power and staggering success as insightfully as Scott Galloway. Instead of buying the myths these companies broadcast, Galloway asks fundamental questions. How did the Four infiltrate our lives so completely that they're almost impossible to avoid (or boycott)? Why does the stock market forgive them for sins that would destroy other firms? And as they race to become the world's first trillion-dollar company, can anyone challenge them? In the same irreverent style that has made him one of the world's most celebrated business professors, Galloway deconstructs the strategies of the Four that lurk beneath their shiny veneers. He shows how they manipulate the fundamental emotional needs that have driven us since our ancestors lived in caves, at a speed and scope others can't match. And he reveals how you can apply the lessons of their ascent to your own business or career. Whether you want to compete with them, do business with them, or simply live in the world they dominate, you need to understand the Four.

New York Times bestselling author of *The Everything Store* Brad Stone takes us deep inside the new Silicon Valley. Ten years ago, the idea of getting into a stranger's car, or walking into a stranger's home, would have seemed bizarre and dangerous, but today it's as common as ordering a book online. Uber and Airbnb are household names: redefining neighbourhoods, challenging the way governments regulate business and changing the way we travel. In the spirit of iconic Silicon Valley renegades like Steve Jobs and Bill Gates, a new generation of entrepreneurs is sparking yet another cultural upheaval through technology. They are among the Upstarts, idiosyncratic founders with limitless drive and an abundance of self-confidence. Young, hungry and brilliant, they are rewriting the traditional rules of business, changing our day-to-day lives and often sidestepping serious ethical and legal obstacles in the process. *The Upstarts* is the definitive account of a dawning age of tenacity, creativity, conflict and wealth. In Brad Stone's highly anticipated and riveting account of the most radical companies of the new Silicon Valley, we find out how it all started, and how the world is wildly different than it was ten years ago.

"Timbuktu is a real place, and Charlie English will fuel your wanderlust with true descriptions of the fabled city's past, present, and future." —Fodor's *Two tales of a city: The historical race to "discover" one of the world's most mythologized places, and the story of how a contemporary band of archivists and librarians, fighting to save its ancient manuscripts from destruction at the hands of al Qaeda, added another layer to the legend. To Westerners, the name "Timbuktu" long conjured a tantalizing paradise, an African El Dorado where even the slaves wore gold. Beginning in the late eighteenth century, a series of explorers gripped by the fever for "discovery" tried repeatedly to reach the fabled city. But one expedition after another went disastrously awry, succumbing to attack, the climate, and disease. Timbuktu was rich in another way too. A medieval center of learning, it was home to tens of thousands—according to some, hundreds of thousands—of ancient manuscripts, on subjects ranging from religion to poetry, law to*

history, pharmacology, and astronomy. When al-Qaeda-linked jihadists surged across Mali in 2012, threatening the existence of these precious documents, a remarkable thing happened: a team of librarians and archivists joined forces to spirit the manuscripts into hiding. Relying on extensive research and firsthand reporting, Charlie English expertly twines these two suspenseful strands into a fraught and fascinating account of one of the planet's extraordinary places, and the myths from which it has become inseparable.

"Traces the story of Uber's rapid growth from its murky origins to its plans for expansion into radically different industries. The company is fighting local competitors and lawmakers for markets around the world; it has already faced riots and protests in cities like Paris, Rio de Janeiro, and Mumbai. It fought, and lost, an expensive and grueling battle against rival Didi in China. Uber has also poached entire departments from top research universities in a push to build the first self-driving car and possibly replace the very drivers it's worked so hard to recruit. Uber is in the headlines every day, but so much about its past and its future plans are still unknown to the public"--

BRILLIANTLY EXPLORING TODAY'S CUTTING-EDGE BRAIN RESEARCH, MIND WIDE OPEN IS AN UNPRECEDENTED JOURNEY INTO THE ESSENCE OF HUMAN PERSONALITY, ALLOWING READERS TO UNDERSTAND THEMSELVES AND THE PEOPLE IN THEIR LIVES AS NEVER BEFORE. Using a mix of experiential reportage, personal storytelling, and fresh scientific discovery, Steven Johnson describes how the brain works -- its chemicals, structures, and subroutines -- and how these systems connect to the day-to-day realities of individual lives. For a hundred years, he says, many of us have assumed that the most powerful route to self-knowledge took the form of lying on a couch, talking about our childhoods. The possibility entertained in this book is that you can follow another path, in which learning about the brain's mechanics can widen one's self-awareness as powerfully as any therapy or meditation or drug. In *Mind Wide Open*, Johnson embarks on this path as his own test subject, participating in a battery of attention tests, learning to control video games by altering his brain waves, scanning his own brain with a \$2 million fMRI machine, all in search of a modern answer to the oldest of questions: who am I? Along the way, Johnson explores how we "read" other people, how the brain processes frightening events (and how we might rid ourselves of the scars those memories leave), what the neurochemistry is behind love and sex, what it means that our brains are teeming with powerful chemicals closely related to recreational drugs, why music moves us to tears, and where our breakthrough ideas come from. Johnson's clear, engaging explanation of the physical functions of the brain reveals not only the broad strokes of our aptitudes and fears, our skills and weaknesses and desires, but also the momentary brain phenomena that a whole human life comprises. Why, when hearing a tale of woe, do we sometimes smile inappropriately, even if we don't want to? Why are some of us so bad at remembering phone numbers but brilliant at recognizing faces? Why does depression

make us feel stupid? To read *Mind Wide Open* is to rethink family histories, individual fates, and the very nature of the self, and to see that brain science is now personally transformative -- a valuable tool for better relationships and better living.

So much to read, so little time? This brief overview of *The Upstarts* tells you what you need to know—before or after you read Brad Stone’s book. Crafted and edited with care, Worth Books set the standard for quality and give you the tools you need to be a well-informed reader. This short summary and analysis of *The Upstarts: How Uber, Airbnb, and the Killer Companies of the New Silicon Valley Are Changing the World* includes: Chapter-by-chapter overviews Character profiles Detailed timeline of events Important quotes Fascinating trivia Glossary of terms Supporting material to enhance your understanding of the original work About *The Upstarts* by Brad Stone: Brad Stone’s *The Upstarts: How Uber, Airbnb, and the Killer Companies of the New Silicon Valley Are Changing the World* is a detailed account of the founding of Uber and Airbnb, as well as each company’s climb from small startup to transportation and hospitality powerhouse. *The Upstarts* provides insight into the early lives of entrepreneurs Travis Kalanick and Brian Chesky, including their forays into new business ventures, some successful, most of them not. Stone points out the amazing parallels between the two tech companies as they fight for startup capital, wrestle to find the right framework for their products and organizations, and bring in the talent and technology needed to support those offerings. The summary and analysis in this ebook are intended to complement your reading experience and bring you closer to a great work of nonfiction. While driving for Lyft in San Francisco, I ask my current passenger to leave my next passenger a message. This is a compilation of those messages.

"Award-winning business journalist Rana Foroohar shows how the shortsighted and misguided financial practices that nearly toppled the global economy in 2008 have come to infiltrate all corners of American business--putting us on a dangerous collision course to another economic meltdown that will make 2008 look like a mere blip in the business cycle"--

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