# Play Bigger How Pirates Dreamers And Innovators Create And Dominate Markets

In UnHealthcare, Silicon Valley entrepreneur and investor Hemant Taneja and Jefferson Health CEO Stephen Klasko, along with writer Kevin Maney, make a provocative case for a new data-driven, cloud-based category of healthcare called "health assurance." The authors show how health assurance can be built using today's technology, how it will help us all stay healthier at less cost, and how data from health assurance services can help individuals and officials contain and manage deadly virus outbreaks such as Covid-19. More than just a thesis, UnHealthcare is a guide to how entrepreneurs, healthcare professionals, and policymakers can bring health assurance to the mainstream and finally develop a solution to America's healthcare debacle.

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.

Take charge of your health and stop turning over your life to our confusing and intimidating healthcare system–before it's too late. Dr. Erika Schwartz believes that today's patient is but a leaf blowing in the wind of group-think protocols, corrupt medical societies, insurance companies on the take, and a billion dollars in marketing and lobbying pressure from drug companies. What is the quick fix? The answers are here in the ten clear chapters, giving examples every step of the way. It's a simple process that takes you, the patient, from being a victim to being in charge. Developing personal self-confidence, choosing the right doctor for you, walking out on the wrong ones with impunity, and making the right choices will add up to great healthcare with you at the center. Follow the plan and the facts and change your life and those of your loved ones. Life is to be enjoyed not feared. This book will put enjoyment back into your life and remove the fear and intimidation from your healthcare.

A Boston Globe Most Anticipated Fall Book In this urgently needed guide, the PBS host, award-winning journalist, and author of We Need to Talk teaches us how to have productive conversations about race, offering insights, advice, and support. A self-described "light-skinned Black Jew," Celeste Headlee has been forced to speak about race—including having to defend or define her own—since childhood. In her career as a journalist for public media, she's made it a priority to talk about race proactively. She's discovered, however, that those exchanges have rarely been productive. While many people say they want to talk about race, the reality is, they want to talk about race with people who agree with them. The subject makes us uncomfortable; it's often not considered polite or appropriate. To avoid these painful discussions, we stay in our bubbles, reinforcing our own sense of righteousness as well as our division. Yet we gain nothing by not engaging with those we disagree with; empathy does not develop in a vacuum and racism won't just fade away. If we are to effect meaningful change as a society, Headlee argues, we have to be able to talk about what that change looks like without fear of losing friends and jobs, or being ostracized. In Speaking of Race, Headlee draws from her experiences as a journalist, and the latest research on bias, communication, and neuroscience to provide practical advice and insight for talking about race that will facilitate better conversations that can actually bring us closer together. This is the book for people who have tried to debate and educate and argue and got nowhere; it is the book for those who have stopped talking to a neighbor or dread Thanksgiving dinner. It is an essential and timely book for all of us.

You know your product is awesome-but does anybody else? Successfully connecting your product with consumers isn't a matter of following trends, comparing yourself to the competition or trying to attract the widest customer base. So what is it? April Dunford, positioning guru and tech exec, is here to enlighten you.

The first complete look at one of America's legendary business leaders This groundbreaking biography by Kevin Maney, acclaimed technology columnist for USA Today, offers fresh insight and new information on one of the twentieth century's greatest business figures. Over the course of forty-two years, Thomas J. Watson took a failing business called The Computer-Tabulating-Recording Company and transformed it into IBM, the world's first and most famous high-tech company. The Maverick and His Machine is the first modern biography of this business titan. Maney secured exclusive access to hundreds of boxes of Watson's long-forgotten papers, and he has produced the only complete picture of Watson the man and Watson the legendary business leader. These uncovered documents reveal new information about how Watson bet the company in the 1920s on tabulating machines-the forerunners to computers-and how he daringly beat the Great Depression of the 1930s. The documents also lead to new insights concerning the controversy that has followed Watson: his supposed collusion with Adolf Hitler's Nazi regime. Maney paints a vivid portrait of Watson, uncovers his motivations, and offers needed context on his mammoth role in the course of modern business history. Jim Collins, author of the bestsellers Good to Great and Built to Last, writes in the Foreword to Maney's book: "Leaders like Watson are like forces of nature-almost terrifying in their release of energy and unpredictable volatility, but underneath

they still adhere to certain patterns and principles. The patterns and principles might be hard to see amidst the melee, but they are there nonetheless. It takes a gifted person of insight to highlight those patterns, and that is exactly what Kevin Maney does in this book." The Maverick and His Machine also includes never-before-published photos of Watson from IBM's archives, showing Watson in greater detail than any book ever has before. Essential reading for every businessperson, tech junkie, and IBM follower, the book is also full of the kind of personal detail and reconstructed events that make it a page-turning story for general readers. The Maverick and the Machine is poised to be one of the most important business biographies in years. Kevin Maney is a nationally syndicated, award-winning technology columnist at USA Today, where he has been since 1985. He is a cover story writer whose story about IBM's bet-the-company move gained him national recognition. He was voted best technology columnist by the business journalism publication TJFR. Marketing Computers magazine has four times named him one of the most influential technology columnists. He is the author of Wiley's MEGAMEDIA SHAKEOUT: The Inside Story of the Leaders and the Losers in the Exploding Communications Industry, which was a Business Week Bestseller. Residence: Clifton, VA . "Watson was clearly a genius with a thousand helpers, yet he managed to build an institution that could transcend the genius."-from the Foreword by Jim Collins "Like all great biographers, Kevin Maney gives us an engaging story . . .his fascinating and definitive book about IBM's founder is replete with amazing revelations and character lessons that resonate today."-Rosabeth Moss Kanter, Harvard Business School, bestselling author of Evolve! and When Giants Learn to Dance A practical guide to the new economy that is transforming the way we live, work, and play. Uber. Airbnb. Amazon. Apple. PayPal. All of these companies disrupted their markets when they launched. Today they are industry leaders. What's the secret to their success? These cutting-edge businesses are built on platforms: two-sided markets that are revolutionizing the way we do business. Written by three of the most sought-after experts on platform businesses, Platform Revolution is the first authoritative, fact-based book on platform models. Whether platforms are connecting sellers and buyers, hosts and visitors, or drivers with people who need a ride, Geoffrey G. Parker, Marshall W. Van Alstyne, and Sangeet Paul Choudary reveal the what, how, and why of this revolution and provide the first "owner's manual" for creating a successful platform business. Platform Revolution teaches newcomers how to start and run a successful platform business, explaining ways to identify prime markets and monetize networks. Addressing current business leaders, the authors reveal strategies behind some of today's up-and-coming platforms, such as Tinder and SkillShare, and explain how traditional companies can adapt in a changing marketplace. The authors also cover essential issues concerning security, regulation, and consumer trust, while examining markets that may be ripe for a platform revolution, including healthcare, education, and energy. As digital networks increase in ubiquity, businesses that do a better job of harnessing the power of the platform will win. An indispensable guide, Platform Revolution charts out the brilliant future of platforms and reveals how they will irrevocably alter the lives and careers of millions.

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 manger looking to replace wasteful big bets and "spaghetti-on-the-wall" approaches with more consistent, replicable, cost-effective, and data-driven results.

Telling a powerful story is one of the most important actions you can take in your business. Never before has storytelling been more needed. Even though we are more digitally connected than in any previous time in history, we are experiencing a pandemic of disconnection. Even though we have more virtual gatherings and communities, more people feel lonely and isolated than ever. While the world experiences multiple crises on a scale that has never been seen in -human -history - climate change, the global pandemic, leadership incompetence, -poverty, and social injustice - we need hope and meaning more than ever. And storytelling delivers just that. In this book you will discover that mastering storytelling is not confined to the lucky few. It is not dependent upon an innate skill set that you are either born with or not. It is not a cultural predisposition. It is not confined by racial or gender limitations. It is, in fact, achievable for all. It is a matter of -cultivating specific skills, awareness, and intention. The Story Advantage shows you how to: successfully navigate the dangerous waters of the modern era, create winning teams, and lead in a disruptive, unpredictable environment that requires innovation, creativity, and a different kind of presence thrive personally and professionally, creating phenomenal opportunities for yourself, your team, and your organization lead with the knowledge and confidence that nothing can unhinge, -unravel, or destroy your vision for a better world reap the benefits of knowing that you are creating a new world capture the most exciting ideas and innovations, create wealth and -sustainability, and drive

social change The Story Advantage helps you discover your innate storyteller, understand the power of story, and discover your core story. You will begin to tell and live the stories that will impact and inspire your professional and personal life.

Thomas J Watson Sr's motto for IBM was THINK, and for more than a century, that one little word worked overtime. In Making the World Work Better: The Ideas That Shaped a Century and a Company , journalists Kevin Maney, Steve Hamm, and Jeffrey M. O'Brien mark the Centennial of IBM's founding by examining how IBM has distinctly contributed to the evolution of technology and the modern corporation over the past 100 years. The authors offer a fresh analysis through interviews of many key figures, chronicling the Nobel Prize-winning work of the company's research laboratories and uncovering rich archival material, including hundreds of vintage photographs and drawings. The book recounts the company's missteps, as well as its successes. It captures moments of high drama – from the bet-the-business gamble on the legendary System/360 in the 1960s to the turnaround from the company's near-death experience in the early 1990s. The authors have shaped a narrative of discoveries, struggles, individual insights and lasting impact on technology, business and society. Taken together, their essays reveal a distinctive mindset and organizational culture, animated by a deeply held commitment to the hard work of progress. IBM engineers and scientists invented many of the building blocks of modern information technology, including the memory chip, the disk drive, the scanning tunneling microscope (essential to nanotechnology) and even new fields of mathematics. IBM brought the punch-card tabulator, the mainframe and the personal computer into the mainstream of business and modern life. IBM was the first large American company to pay all employees salaries rather than hourly wages, an early champion of hiring women and minorities and a pioneer of new approaches to doing business--with its model of the globally integrated enterprise. And it has had a lasting impact on the course of society from enabling the US Social Security System, to the space program, to airline reservations, modern banking and retail, to many of the ways our world today works. The lessons for all businesses – indeed, all institutions – are powerful: To survive and succeed over a long period, you have to anticipate change and to be willing and able to continually transform. But while change happens, progress is deliberate. IBM – deliberately led by a pioneering culture and grounded in a set of core ideas – came into being, grew, thrived, nearly died, transformed itself… and is now charting a new path forward for its second century toward a perhaps surprising future on a planetary scale.

The inspiring, unlikely, laugh-out-loud story of how one woman learned to lead–and how she ultimately succeeded, not despite her many mistakes, but because of them. This is the story of how Kristen Hadeed built Student Maid, a cleaning company where people are happy, loyal, productive, and empowered, even while they're mopping floors and scrubbing toilets. It's the story of how she went from being an almost comically inept leader to a sought-after CEO who teaches others how to lead. Hadeed unintentionally launched Student Maid while attending college ten years ago. Since then, Student Maid has employed hundreds of students and is widely recognized for its industry-leading retention rate and its culture of trust and accountability. But Kristen and her company were no overnight sensation. In fact, they were almost nothing at all. Along the way, Kristen got it wrong almost as often as she got it right. Giving out hugs instead of feedback, fixing errors instead of enforcing accountability, and hosting parties instead of cultivating meaningful relationships were just a few of her many mistakes. But Kristen's willingness to admit and learn from those mistakes helped her give her people the chance to learn from their own screwups too. Permission to Screw Up dismisses the idea that leaders and organizations should try to be perfect. It encourages people of all ages to go for it and learn to lead by acting, rather than waiting or thinking. Through a brutally honest and often hilarious account of her own struggles, Kristen encourages us to embrace our failures and proves that we'll be better leaders when we do.

NATIONAL BESTSELLER NAMED ONE OF THE MOST INSPIRING BOOKS OF 2018 BY INC. NAMED ONE OF THE BEST STARTUP BOOKS OF ALL TIME BY BOOKAUTHORITY The Messy Middle is the indispensable guide to navigating the volatility of new ventures and leading bold creative projects by Scott Belsky, bestselling author, entrepreneur, Chief Product Officer at Adobe, and product advisor to many of today's top start-ups. Creating something from nothing is an unpredictable journey. The first mile births a new idea into existence, and the final mile is all about letting go. We love talking about starts and finishes, even though the middle stretch is the most important and often the most ignored and misunderstood. Broken into three sections with 100+ lessons, this no-nonsense book will help you: • Endure the roller coaster of successes and failures by strengthening your resolve, embracing the long-game, and short-circuiting your reward system to get to the finish line. • Optimize what's working so you can improve the way you hire, better manage your team, and meet your customers' needs. • Finish strong and avoid the pitfalls many entrepreneurs make, so you can overcome resistance, exit gracefully, and continue onto your next creative endeavor with ease. With insightful interviews from today's leading entrepreneurs, artists, writers, and executives, as well as Belsky's own experience working with companies like Airbnb, Pinterest, Uber, and sweetgreen, The Messy Middle will outfit you to find your way through the hardest parts of any bold project or new venture.

Traction. Startups Need It. Learn How To Get It. Vision, groundbreaking ideas, total commitment, and boundless enthusiasm characterize most startups, but they require capital to go from promising product to scalable business. More than 80 percent of all early-stage startups fail. Most of them can build a product, but the vast majority stumble when it comes time to take those products to market due to poor "market engineering" skills. Traversing the Traction Gap exposes the reasons behind that scary failure rate and provides a prescriptive how-to guide, focused specifically on market engineering techniques, so startups can succeed. The go-to-market hurdle is insurmountable to many startups. Just when they most need to establish a foothold in the market, they run short on time and money. This is the Traction Gap, that period of time introducing a new product into the marketplace and being able to scale it during a rapidly closing window of opportunity. Traversing the Traction Gap is a practical guidebook for navigating the tumultuous early life of a startup. Based on real-life examples, the advice from Cleveland and the members of the Wildcat Venture Partners team provides a roadmap and metrics for succeeding where others have failed.

How do markets evolve? Why are some innovations picked up straightaway whilst others take years to be commercialized? Are there first-mover advantages? Why do we behave with 'irrational exuberance' in the early evolution of markets as was the case with the dot.com boom?Paul Geroski is a leading economist who has taught economics to business school students, managers, and executives at the London Business School. In this book he explains in a refreshingly clear style how markets develop. In particular he stresses how the early evolution of markets can significantly shape their later development and structure. His purpose is to show how a good grasp of economics can improve managers' business and investment decisions. Whilst using the development of theInternet as a case in point, Geroski also refers to other sectors and products, for example cars, television,

mobile phones, and personal computers.This short book is an ideal introduction for managers, MBA students, and the general reader wanting to understand how markets evolve.

Lessons from HubSpot, Salesforce, Gainsight and Other Iconic Brands "The Uber of this" "The Salesforce of that" "It's like Instagram, but for..." There is no such thing as an original idea anymore – right? Actually, it turns out that the world's most innovative companies have created so much more than just brand new products and technology. They've created entirely new market categories. The challenge is that successfully building new categories requires a perfect storm of luck and timing. Or does it? Category Creation is the first and only book on the topic written by executives and marketers actively building new categories. It explains how category creation has become the Holy Grail of marketing, and more importantly, how it can be planned and orchestrated. It's not about luck. You can use the same tactics that other category-defining companies have used to delight customers, employees, and investors. There's no better strategy that results in faster growth and higher valuations for the company on top. Author Anthony Kennada, former Chief Marketing Officer at Gainsight, explains how he led Gainsight in creating the "customer success" category, and shares success stories from fellow category-creators like Salesforce, HubSpot and others. It requires much more than just having the best product. You have to start and grow a conversation that doesn't yet exist, positioning a newly discovered problem in addition to your company and product offerings. The book explains the 7 key principles of category creation, including the importance of creating a community of early adopters who will rally around the problem they all share—especially if someone will lead them. · Identify the "go" and "no go" signals for category creation in your business · Activate customers and influencers as brand ambassadors · Grow a community by investing in live events and experiences · Prove the impact of category creation investments on growth, customer success, and company culture Written for entrepreneurs, marketers, and executives from startups to large enterprises, Category Creation is the exclusive playbook for building a category defining brand in the modern economy.

Pork dorks. Craftsters. American Girl fans. Despite their different tastes, these eclectic diehards have a lot in common: they're obsessed about a specific brand, product, or category. They pursue their passions with fervor, and they're extremely knowledgeable about the things they love. They aren't average consumers—they're superconsumers. Although small in number, superconsumers can have an outsized impact on a company's bottom line. Representing 10% of total consumers, they can drive between 30% to 70% of sales, and they're usually willing to spend considerably more than the average consumer. And because they're so engaged and passionate, they can offer invaluable advice to managers looking to improve their products, change their business models, energize their cultures, and attract new customers. In Superconsumers, growth strategy expert Eddie Yoon lays out a simple but extremely effective framework that has helped companies of all types and sizes achieve more sustainable growth: he'll show you how to find, listen to, and engage with your most passionate and profitable consumers, and then tailor your decisions to meet their wants and needs. Along the way, he'll let you into the minds and homes of superconsumers of all kinds, revealing what makes them tick and why they're willing to spend so much more than other consumers. Rich with data and case studies of companies that have implemented superconsumer strategies with great success, Superconsumers is a fun, practical, and inspiring guide for anyone interested in making their best customers even better.

What does it take to succeed today both personally and professionally? In looking for answers, one obvious place to start would be to talk to self-made men and women who themselves are successful. That's exactly what Michael W. Sonnenfeldt—an accomplished entrepreneur—has done here in this ground-breaking book. Drawing on the wisdom, insight and experience of members of TIGER 21 (The Investment Group for Enhanced Results in the 21st Century), and supplementing that with additional research and interviews, Sonnenfeldt offers real-world guidance and often counter-intuitive advice and conclusions. Among the things you'll learn are: Why grit and focus trump intelligence just about every time. Why having—and listening to— a wise mentor will create shortcuts to getting more done. What you need to do to avoid getting in your own way. And why. 'Shirtsleeves to shirtsleeves in three generations' can be avoided by taking some simple, commonsense steps. Think BIGGER will inspire you, no matter where you are in your business career. It will also show you that the skills you use to grow wealth can be applied to making the world a better place. Your success can benefit others. Michael W. Sonnenfeldt is the founder and chairman of TIGER 21, the premier peer-to-peer learning network for high-net-worth first generation wealth creators in North America and London. He is an accomplished serial entrepreneur, philanthropist and most excited that all of his proceeds from this book will support the TIGER 21 Foundation for young entrepreneurs.

Become a millionaire by learning from millionaires An Eventual Millionaire is someone who knows they will be a millionaire, eventually. But they want to do it on their own terms—with an enjoyable life and an enjoyable business. Eventual Millionaires are everywhere, from the airplane pilot looking to start his own business for more freedom and money to a student looking to start her life on the right foot to a successful business owner needing inspiration and wondering how to take her business to the next level. There are many ways to become a millionaire, but research has often shown that creating your own business is one of the best ways to build wealth. The Eventual Millionaire will lay the foundation for those looking to start their own business and work their way toward financial independence and a fulfilled life. Contains the insights of more than 100 millionaires and their various experiences Written by Jaime Tardy, founder of eventualmillionaire.com and a business coach for entrepreneurs A companion website includes an "Eventual Millionaire Starter Kit" with worksheets, business plan documents, and much more We all want to be successful and enjoy financial security, but we might not know how or don't think we can do it. The Eventual Millionaire will show you what it takes.

The Persuasion Code Capture, convince, and close—scientifically Most of your attempts to persuade are doomed to fail because the brains of your audience automatically reject messages that disrupt their attention. This book makes the complex science of persuasion simple. Learn to develop better marketing and sales messages based on a scientific model; NeuroMap™. Regardless of your level of expertise in marketing, neuromarketing, neuroscience or psychology: The Persuasion Code: How Neuromarketing Can Help You Persuade Anyone, Anywhere, Anytime will make your personal and business lives more successful by unveiling a credible and practical approach towards creating a breakthrough persuasion strategy. This book will satisfy your interest in neuromarketing, scientific persuasion, sales, advertising effectiveness, website conversion, marketing strategy and sales presentations. It'll teach you the value of the award-winning persuasion model NeuroMapTM : the only model based on the science of how your customers use their brain to make any decision including a buying decision. You will appreciate why this scientific approach has helped hundreds of

companies and thousands of executives achieve remarkable results. Written by the founders of SalesBrain who pioneered the field of neuromarketing SalesBrain has trained more than 100,000 executives worldwide including over 15,000 CEO Includes guidance for creating your own neuromarketing plan Advance your business or career by creating persuasive messages based on the working principle of the brain.

From the marketing strategist who helped Steve Jobs launch the original Apple Macintosh comes a groundbreaking guide to positioning any company for industry dominance Andy Cunningham has been at the forefront of tech and innovation since day one, and she's been helping companies create new product categories ever since. Now she reveals the winning framework she uses to transform markets and industries. Get to Aha! shows how to establish the kind of foundation world-class brands are built on. Too many business leaders fail to ask the most basic questions about their company—Who are we? And why do we matter?—before they leap right into branding. Big mistake. A company must first know itself (establish its position) before it can express its identity (execute its branding). There are three types of companies in the world, each with its own DNA: Mothers are customer-oriented, Mechanics are product-oriented, and Missionaries are concept-oriented?and it's absolutely critical for business leaders to know which type their company is to create an authentic and ultimately "sticky" position in the market. A company's DNA is the key to achieving this and with it, a competitive advantage. Why? Because if a Mechanic creates a marketing campaign based on its belief that it is a Missionary, the underlying positioning will not ring true and the company won't gain a foothold in the market. But if a company positions itself in alignment with its DNA, it will resonate authentically and establish its role and relevance even in the face of a major competitor. Get to Aha! presents a clear step-by-step framework that will help you determine your company's precise position in the marketing landscape, using Andy's DNA-based methodology. It takes you through the process of performing "genetic testing" on your company, examining the market through the six Cs of positioning, and developing your positioning statement—a rational, factual statement about your company's role and relevance. Then and only then can you create a branding and marketing strategy that will build market momentum and crush the competition. Trust Andy. Steve Jobs did.

Surprising rules for successful monetization Innovation is the most important driver of growth. Today, more than ever, companies need to innovate to survive. But successful innovation—measured in dollars and cents—is a very hard target to hit. Companies obsess over being creative and innovative and spend significant time and expense in designing and building products, yet struggle to monetize them: 72% of innovations fail to meet their financial targets—or fail entirely. Many companies have come to accept that a high failure rate, and the billions of dollars lost annually, is just the cost of doing business. Monetizing Innovations argues that this is tragic, wasteful, and wrong. Radically improving the odds that your innovation will succeed is just a matter of removing the guesswork. That happens when you put customer demand and willingness to pay in the driver seat—when you design the product around the price. It's a new paradigm, and that opens the door to true game change: You can stop hoping to monetize, and start knowing that you will. The authors at Simon Kucher know what they're talking about. As the world's premier pricing and monetization consulting services company, with 800 professionals in 30 cities around the globe, they have helped clients ranging from massive pharmaceuticals to fast-growing startups find success. In Monetizing Innovation, they distil the lessons of thirty years and over 10,000 projects into a practical, nine-step approach. Whether you are a CEO, executive leadership, or part of the team responsible for innovation and new product development, this book is for you, with special sections and checklist-driven summaries to make monetizing innovation part of your company's DNA. Illustrative case studies show how some of the world's best innovative companies like LinkedIn, Uber, Porsche, Optimizely, Draeger, Swarovski and big pharmaceutical companies have used principles outlined in this book. A direct challenge to the status quo "spray and pray" style of innovation, Monetizing Innovation presents a practical approach that can be adopted by any organization, in any industry. Most monetizing innovation failure point home. Now more than ever, companies must rethink the practices that have lost countless billions of dollars. Monetizing Innovation presents a new way forward, and a clear promise: Go from hope to certainty.

The bible for bringing cutting-edge products to larger markets—now revised and updated with new insights into the realities of high-tech marketing In Crossing the Chasm, Geoffrey A. Moore shows that in the Technology Adoption Life Cycle—which begins with innovators and moves to early adopters, early majority, late majority, and laggards—there is a vast chasm between the early adopters and the early majority. While early adopters are willing to sacrifice for the advantage of being first, the early majority waits until they know that the technology actually offers improvements in productivity. The challenge for innovators and marketers is to narrow this chasm and ultimately accelerate adoption across every segment. This third edition brings Moore's classic work up to date with dozens of new examples of successes and failures, new strategies for marketing in the digital world, and Moore's most current insights and findings. He also includes two new appendices, the first connecting the ideas in Crossing the Chasm to work subsequently published in his Inside the Tornado, and the second presenting his recent groundbreaking work for technology adoption models for high-tech consumer markets.

When Wally and the puppy pirates receive a cry for help from fellow sailors, they rush to help them--even though it means going into the Bermuda Triangle.

Brian Kurtz is the bridge connecting the bedrock fundamentals of direct response marketing to the state-of-the-art strategies, tactics, and channels of today. Overdeliver distills his expertise from working in the trenches over almost four decades to help readers build a business that maximizes both revenue and relationships. Marketing isn't everything, according to Brian Kurtz. It's the only thing. If you have a vision or a mission in life, why not share it with millions instead of dozens? And while you are sharing it with as many people as possible and creating maximum impact, why not measure everything and make all of your marketing accountable? That's what this book is all about. In the world of direct

marketing, Brian Kurtz has seen it all and done it all over almost four decades. And he lives by the philosophy, "Those who did it have a responsibility to teach it." Here's a small sample of what you'll learn: * The 4 Pillars of Being Extraordinary * The 5 Principles of why "Original Source" matters * The 7 Characteristics that are present in every world class copywriter * Multiple ways to track the metrics that matter in every campaign and every medium, online and offline * Why customer service and fulfillment are marketing functions * That the most important capital you own has nothing to do with money * And much more Whether you're new to marketing or a seasoned pro, this book gives you a crystal-clear road map to grow your business, make more money, maximize your impact in your market, and love what you're doing while you're doing it. Kurtz takes you inside the craft to help you use all the tools at your disposal--from the intricate relationship between lists, offers, and copy, to continuity and creating lifetime value, to the critical importance of multichannel marketing and more--so you can succeed wildly, exceed all your expectations, and overdeliver every time. Explores the science behind the brain's ability to act like a predictive machine, describing how today's computers and businesses are being developed with the same predictive capacities in order to better anticipate customer needs and prevent potential problems.

The founders of a respected Silicon Valley advisory firm study legendary category-creating companies and reveal a groundbreaking discipline called category design. Winning today isn't about beating the competition at the old game. It's about inventing a whole new game—defining a new market category, developing it, and dominating it over time. You can't build a legendary company without building a legendary category. If you think that having the best product is all it takes to win, you're going to lose. In this farsighted, pioneering guide, the founders of Silicon Valley advisory firm Play Bigger rely on data analysis and interviews to understand the inner workings of "category kings"— companies such as Amazon, Salesforce, Uber, and IKEA—that give us new ways of living, thinking or doing business, often solving problems we didn't know we had. In Play Bigger, the authors assemble their findings to introduce the new discipline of category design. By applying category design, companies can create new demand where none existed, conditioning customers' brains so they change their expectations and buying habits. While this discipline defines the tech industry, it applies to every kind of industry and even to personal careers. Crossing the Chasm revolutionized how we think about new products in an existing market. The Innovator's Dilemma taught us about disrupting an aging market. Now, Play Bigger is transforming business once again, showing us how to create the market itself.

From the cofounder of Square, an inspiring and entertaining account of what it means to be a true entrepreneur and what it takes to build a resilient, world-changing company In 2009, a St. Louis glassblowing artist and recovering computer scientist named Jim McKelvey lost a sale because he couldn't accept American Express cards. Frustrated by the high costs and difficulty of accepting credit card payments, McKelvey joined his friend Jack Dorsey (the cofounder of Twitter) to launch Square, a startup that would enable small merchants to accept credit card payments on their mobile phones. With no expertise or experience in the world of payments, they approached the problem of credit cards with a new perspective, questioning the industry's assumptions, experimenting and innovating their way through early challenges, and achieving widespread adoption from merchants small and large. But just as Square was taking off, Amazon launched a similar product, marketed it aggressively, and undercut Square on price. For most ordinary startups, this would have spelled the end. Instead, less than a year later, Amazon was in retreat and soon discontinued its service. How did Square beat the most dangerous company on the planet? Was it just luck? These questions motivated McKelvey to study what Square had done differently from all the other companies Amazon had killed. He eventually found the key: a strategy he calls the Innovation Stack. McKelvey's fascinating and humorous stories of Square's early days are blended with historical examples of other world-changing companies built on the Innovation Stack to reveal a pattern of ground-breaking, competition-proof entrepreneurship that is rare but repeatable. The Innovation Stack is a thrilling business narrative that's much bigger than the story of Square. It is an irreverent first-person look inside the world of entrepreneurship, and a call to action for all of us to find the entrepreneur within ourselves and identify and fix unsolved problems--one crazy idea at a time.

Named by The Washington Post as one of the 11 Leadership Books to Read in 2018 When it comes to recruiting, motivating, and creating great teams, Patty McCord says most companies have it all wrong. McCord helped create the unique and high-performing culture at Netflix, where she was chief talent officer. In her new book, Powerful: Building a Culture of Freedom and Responsibility, she shares what she learned there and elsewhere in Silicon Valley. McCord advocates practicing radical honesty in the workplace, saying good-bye to employees who don't fit the company's emerging needs, and motivating with challenging work, not promises, perks, and bonus plans. McCord argues that the old standbys of corporate HR—annual performance reviews, retention plans, employee empowerment and engagement programs—often end up being a colossal waste of time and resources. Her road-tested advice, offered with humor and irreverence, provides readers a different path for creating a culture of high performance and profitability. Powerful will change how you think about work and the way a business should be run.

Even among the most elite performers, certain athletes stand out as a cut above the rest, able to outperform in clutch, game-deciding moments. These athletes prove that raw athletic ability doesn't necessarily translate to a superior on-field experience—its the mental game that matters most. Sports participation—from the recreational to the collegiate Division I level—is at an all-time high. While the caliber of their games may differ, athletes at every level have one thing in common: the desire to excel. In The Champion's Mind, sports psychologist Jim Afremow, PhD, offers the same advice he uses with Olympians, Heisman Trophy winners, and professional athletes, including: • How to get in a "zone," thrive on a team, and stay humble • How to progress within a sport and sustain long-term excellence • Customizable pre-performance routines to hit full power when the gun goes off or the puck is dropped With hundreds of useful tips, breakthrough science, and cutting-edge workouts from the world's top trainers, The Champion's Mind will help you shape your body to ensure a longer, healthier, happier lifetime.

We've outsourced too much of our thinking. How do we get it back? Have you ever followed your GPS device to a deserted parking lot? Or unquestioningly followed the advice of an expert—perhaps a doctor or financial adviser—only to learn later that your

own thoughts and doubts were correct? And what about the stories we've all heard over the years about sick patients—whether infected with Ebola or COVID-19—who were sent home or allowed to travel because busy staff people were following a protocol to the letter rather than using common sense? Why and how do these kinds of things happen? As Harvard lecturer and global trend watcher Vikram Mansharamani shows in this eye-opening and perspective-shifting book, our complex, data-flooded world has made us ever more reliant on experts, protocols, and technology. Too often, we've stopped thinking for ourselves. With stark and compelling examples drawn from business, sports, and everyday life, Mansharamani illustrates how in a very real sense we have outsourced our thinking to a troubling degree, relinquishing our autonomy. Of course, experts, protocols, and computer-based systems are essential to helping us make informed decisions. What we need is a new approach for integrating these information sources more effectively, harnessing the value they provide without undermining our ability to think for ourselves. The author provides principles and techniques for doing just that, empowering readers with a more critical and nuanced approach to making decisions. Think for Yourself is an indispensable guide for those looking to restore self-reliant thinking in a data-driven and technology-dependent yet overwhelmingly uncertain world.

In today's world, it's no longer enough to create great new products; rather companies now must create whole new categories that destroy old ones. Uber created a new personal transportation category and destroyed taxis and limos. Salesforce.com created a new category of cloud-base sales automation, dethroning the old CRM industry. Airbnb, Workday, Tesla and Netflix are all winning by creating entirely new business categories that destabilise old ones. The category is the new strategy. The conclusion: If you want to build a legendary company, you need to design and build a legendary category at the same time, and dominate it over time. Your company needs to be a Category King. And if you don't design a Category King, you're creating a failure. Drawing on examples from within and beyond our own practice, CATEGORY KINGS shows both entrepreneurs and established enterprises how to define, develop and rule a category over time.

The world is changing and so is the marketing profession. CMOs and the next generation of marketing leaders need to read this book to develop a strategy for ensuring operational excellence to achieve their goals. This book will provide a best practices approach for forming your marketing goals, creating a strategy, building a plan, crafting impactful campaigns, optimizing budgetary spending, and measuring true ROI. This book provides models, practical approaches, and templates to help the reader structure their own marketing strategy.

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Supported by extensive research and field-testing, Design-Centered Entrepreneurship presents a concise, problem-solving approach to developing a unique business concept. Step-by-step guidelines provide insight into exploring market problem spaces, uncovering overlooked opportunities, reframing customer problems, and creating business solutions. Basadur and Goldsby present students with a creative and practical approach to problem finding, perception, organizational culture, and ethics in the entrepreneurial field. Plenty of useful diagrams help to organize key concepts, making them easily accessible to readers. Drawing on methodologies from the design field, the book will help students of entrepreneurship fill in the missing piece that transforms opportunity recognition into a viable business concept. Additional support for students and instructors, including a virtual Creative Problem Solving Profile, can be found at www.basadurprofile.com/.

"Product-Led Growth is about helping your customers experience the ongoing value your product provides. It is a critical step in successful product design and this book shows you how it's done." - Nir Eyal, Wall Street Journal Bestselling Author of "Hooked" This thrilling sequel to Traveler doles out adventure and heartbreak in equal measure as it takes readers through a kaleidoscope of intricately crafted worlds of wonder, discovery, and danger. You're still you no matter where you go. Jessa has learned the hard way that traveling to alternate dimensions isn't all delicious, glittering desserts and fancy parties: it also means accidentally running into people she thought she'd never see again. Still mourning a devastating loss, Jessa isn't really prepared for the arrival of a reckless version of someone she once loved who is now bent on revenge. Add an increasingly complicated relationship with her best friend Ben, the reappearance of an old enemy, and the threat of the multiverse collapsing, and Jessa's got a lot on her plate. She may be destined to help save an infinite multitude of worlds... but in the end, all Jessa really wants to do is save her friends. In Dreamer, the young adult fantasy follow up to Traveler, author L. E. DeLano delivers a gripping, emotional story that will leave readers on the edge of their seat. Praise for Traveler: "Featuring skillful world-building and carefully plotted suspense, this novel will leave readers eagerly awaiting the sequel." —School Library Journal "DeLano's debut novel is full of mystery, action, and romance. Her masterful storyline will keep readers guessing until the very last sentence." —VOYA "Spicy, electric and unputdownable. LOVED IT." —sfinnamore, reader on SwoonReads.com

A bold new approach to performance by one of the top coaches in the country. In trying to improve-on the playing field, in the office, or even at home-most people seek out new information to get to the next level. They read a book, attend a class, or hire an expert to give them an edge. But Alan Fine, an accomplished tennis, golf, and executive coach and a renowned authority on peak performance, believes that this "outside-in" method is precisely what's holding you back from doing your best work. He's found the biggest obstacle to improved performance isn't not knowing what to do; it's not doing what you already know. Ironically, the quest for information and instructions designed to help you get ahead can often interfere with your ability to focus on doing something. Fine reveals his simple and proven approach to achieving breakthrough performance. It starts with reducing the interference that blocks your potential through an amazing process called G.R.O.W. (Goal, Reality, Options, Way Forward). No matter who you are or what you do, You Already Know How to Be Great will help you eliminate what is standing in the way of your goals.

Play BiggerHow Pirates, Dreamers, and Innovators Create and Dominate MarketsHarperCollins

A Fresh and Important New Way to Understand Why We Buy Why did the RAZR ultimately ruin Motorola? Why does Wal-Mart dominate rural and suburban areas but falter in large cities? Why did Starbucks stumble just when it seemed unstoppable? The answer lies in the ever-present tension between fidelity (the quality of a consumer's experience) and convenience (the ease of getting and paying for a product). In Trade-Off, Kevin Maney shows how these conflicting forces determine the success, or failure, of new products and services in the

marketplace. He shows that almost every decision we make as consumers involves a trade-off between fidelity and convenience–between the products we love and the products we need. Rock stars sell out concerts because the experience is high in fidelity-–it can't be replicated in any other way, and because of that, we are willing to suffer inconvenience for the experience. In contrast, a downloaded MP3 of a song is low in fidelity, but consumers buy music online because it's superconvenient. Products that are at one extreme or the other–those that are high in fidelity or high in convenience-–tend to be successful. The things that fall into the middle-–products or services that have moderate fidelity and convenience-–fail to win an enthusiastic audience. Using examples from Amazon and Disney to People Express and the invention of the ATM, Maney demonstrates that the most successful companies skew their offerings to either one extreme or the other-–fidelity or convenience-–in shaping products and building brands.

The story of legendary the Bill Walsh--the thoughtful, articulate coach who led the San Francisco 49ers to three Super Bowl wins and was voted coach of the decade in the 80s--portrays the growth of his team and their incredible 1992 season.

A simple, powerful idea that's reinventing the way smart, adaptive companies do business. Most businesses follow the same basic formula: create a product or service, sell it, and collect money. What Lisa Gansky calls "Mesh" businesses throw this model out the window. Instead, these companies use social media, wireless networks, and data crunched from every available source to provide people with goods and services at the exact moment they need them, without the burden and expense of owning them outright. The Mesh gives companies a better understanding of what customers really want. Already, hundreds of successful Mesh companies are redefining how we interact with the people, goods, and services in our lives. These businesses are easier to start and spreading like wildfire, from bike sharing and home exchanges to peer-to-peer lending, energy cooperatives, and open source design. Consider: • ZipCar profits from streamlined car sharing • Kickstarter connects artists with funding from enthusiastic supporters • Music Gym makes finding a recording studio as easy as joining a gym The Mesh reveals the next wave of information-enabled commerce, showing readers how to plug in and profit.

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