

## Decoding The New Consumer Mind: How And Why We Shop And Buy

The Branded Mind is about how people think, and particularly how people think about brands. It explores what we know about the structure of the brain, explains how the different parts of the brain interact, and then demonstrates how this relates to current marketing theories on consumer behaviour. It investigates developments in neuroscience and neuromarketing, and how brain science can contribute to marketing and brand building strategies. Including research by Millward Brown, one of the World's top market research companies, it touches on key topics such as the nature of feelings, emotions and moods, personality, measuring the brain, consumer behaviour and decision making and market segmentation.

Decoding the Irrational Consumer was written to help marketing practitioners demystify neuromarketing, a relatively new field of marketing research used to understand consumer response to marketing stimuli. This book presents in plain terms the key theoretical tools required to implement neuromarketing studies and achieve desired research outcomes. Marketers and researchers will learn how to effectively and confidently brief data processors, and confer with neuroscientists and technicians. They will gain keen understanding of recent developments in behavioural science and data-processing technology, as well as sophisticated neuromarketing tools used to understand subconscious responses including behavioural economics, eye-tracking, implicit response measures, and facial coding. The author discusses when to apply these techniques and others, how to combine them effectively and how to correctly interpret resulting data to generate valuable insights that aid in decision making. About the series: The Marketing Science series makes difficult topics accessible to marketing students and practitioners by grounding them in business reality. Each book is written by an expert in the field and includes case studies and illustrations enabling marketers to gain confidence in applying the tools and techniques and in commissioning external research.

Du Plessis draws on information about the working of the human brain from psychologists, neurologists, and artificial intelligence specialists to suggest why "ad-liking" is such an important factor in advertisement and how it predisposes consumers to buy the brand that is being advertised. The first book to use the unexpected discoveries of neuroscience to help us make the best decisions Since Plato, philosophers have described the decision-making process as either rational or emotional: we carefully deliberate, or we “blink” and go with our gut. But as scientists break open the mind’s black box with the latest tools of neuroscience, they’re discovering that this is not how the mind works. Our best decisions are a finely tuned blend of both feeling and reason—and the precise mix depends on the situation. When buying a house, for example, it’s best to let our unconscious mull over the many variables. But when we’re picking a stock, intuition often leads us astray. The trick is to determine when to use the different parts of the brain, and to do this, we need to think harder (and smarter) about how we think. Jonah Lehrer arms us with the tools we need, drawing on cutting-edge research as well as the real-world experiences of a wide range of “deciders”—from airplane pilots and hedge fund investors to serial killers and poker players. Lehrer shows how people are taking advantage of the new science to make better television shows, win more football games, and improve military intelligence. His goal is to answer two questions that are of interest to just about anyone, from CEOs to firefighters: How does the human mind make decisions? And how can we make those decisions better?

The Race to Decode the Rosetta Stone

The Psychology of Emotional Influence in Advertising

The Consumer Mind

Decoding the Irrational Consumer

The Branded Mind

How We Decide

Decoding the Patterns of Human Connection

**A revised edition of a best-selling work on America's consumer culture makes observations about the retail practices of other cultures, describes the latest trends in online retail, and makes recommendations for how major companies can dramatically improve customer service practices. Original.**

**NEW YORK TIMES BESTSELLER • “A fascinating look at how consumers perceive logos, ads, commercials, brands, and products.”—Time How much do we know about why we buy? What truly influences our decisions in today’s message-cluttered world? In Buyology, Martin Lindstrom presents the astonishing findings from his groundbreaking three-year, seven-million-dollar neuromarketing study—a cutting-edge experiment that peered inside the brains of 2,000 volunteers from all around the world as they encountered various ads, logos, commercials, brands, and products. His startling results shatter much of what we have long believed about what captures our interest—and drives us to buy. Among the questions he explores: • Does sex actually sell? • Does subliminal advertising still surround us? • Can “cool” brands trigger our mating instincts? • Can our other senses—smell, touch, and sound—be aroused when we see a product? Buyology is a fascinating and shocking journey into the mind of today’s consumer that will captivate anyone who’s been seduced—or turned off—by marketers’ relentless attempts to win our loyalty, our money, and our minds.**

**Our relationship with ads: it's complicated A must-read for anyone intrigued by the role and influence of the ad world, Seducing the Subconscious explores the complexities of our relationship to advertising. Robert Heath uses approaches from experimental psychology and cognitive neuroscience to outline his theory of the subconscious influence of advertising in its audience’s lives. In addition to looking at ads’ influence on consumers, Heath also addresses how advertising is evolving, noting especially the ethical implications of its development. Supported by current research, Seducing the Subconscious shows us just how strange and complicated our relationship is with the ads we see every day.**

**A behind the scenes look at the music that is currently the soundtrack of the globe, reported on and written by Leila Cobo, Billboard's VP of Latin Music and the world's ultimate authority on popular Latin music. Decoding "Despacito" tracks the stories behind the biggest Latin hits of the past fifty years. From the salsa born and bred in the streets of New York City, to Puerto Rican reggaetón and bilingual chart-toppers, this rich oral history is a veritable treasure trove of never-before heard anecdotes and insight from a who's who of Latin music artists, executives, observers, and players. Their stories, told in their own words, take you inside the hits, to the inner sanctum of the creative minds behind the tracks that have defined eras and become hallmarks of history. FEATURING THE STORIES BEHIND SONGS BY: José Feliciano • Los Tigres Del Norte • Julio Iglesias • Gloria Estefan and Miami Sound Machine • Willie Colón • Juan Luis Guerra • Selena • Los Del Río • Carlos Vives • Elvis Crespo • Ricky Martin • Santana • Shakira • Daddy Yankee • Marc Anthony • Enrique Iglesias with Descemer Bueno and Gente De Zona • Luis Fonsi with Daddy Yankee • J Balvin with Willy William • Rosalía**

**Secrets for Selling to the Subconscious Mind**

**Ground-breaking Insights Into how Our Brains Respond to Advertising**

**Why customers now run companies and how to profit from it**

**The Secrets of Emotionally Effective Advertising**

**Why it Sells**

**The Science of Why**

**About Face**

Most anti-smoking campaigns inadvertently encourage people to smoke. The scent of melons helps sell electronic products. Subliminal advertising may have been banned, but it's being used all the time. Product placement in films rarely works. Many multi-million pound advertising campaigns are a complete waste of time. These are just a few of the findings of Martin Lindstrom’s groundbreaking study of what really makes consumers tick. Convinced that there is a gulf between what we believe influences us and what actually does, he set up a highly ambitious research project that employed the very latest in brain-scanning technology and called on the services of some 2000 volunteers. Buyology shares the fruits of this research, revealing for the first time what actually goes on inside our heads when we see an advertisement, hear a marketing slogan, taste two rival brands of drink, or watch a programme sponsored by a major company. The conclusions are both startling and groundbreaking, showing the extent to which we deceive ourselves when we think we are making considered decisions, and revealing factors as varied as childhood memories and religious belief that come together to influence our decisions and shape our tastes.

Describes how patterns of information, knowledge, and cultural production are changing. The author shows that the way information and knowledge are made available can either limit or enlarge the ways people create and express themselves. He describes the range of legal and policy choices that confront.

Because of the Internet and globalization, the fast moving consumer goods market has been turned on its head and made more competitive than ever. This book synthesizes emerging marketing thinking in the consumer domain with practical advice on how to profit from changes. It illustrates the key issues facing the fast moving consumer goods industry and provides an analysis of cutting-edge management research and academic insight.

“One of the most interesting and useful books ever written on networking.”—Adam Grant Social Chemistry will utterly transform the way you think about “networking.” Understanding the contours of your social network can dramatically enhance personal relationships, work life, and even your global impact. Are you an Expansionist, a Broker, or a Convener? The answer matters more than you think. . . . Yale professor Marissa King shows how anyone can build more meaningful and productive relationships based on insights from neuroscience, psychology, and network analytics. Conventional wisdom says it’s the size of your network that matters, but social science research has proven there is more to it. King explains that the quality and structure of our relationships has the greatest impact on our personal and professional lives. As she illustrates, there are three basic types of networks, so readers can see the role they are already playing: Expansionist, Broker, or Convener. This network decoder enables readers to own their network style and modify it for better alignment with their life plans and values. High-quality connections in your social network strongly predict cognitive functioning, emotional resilience, and satisfaction at work. A well-structured network is likely to boost the quality of your ideas, as well as your pay. Beyond the office, social connections are the lifeblood of our health and happiness. The compiled results from dozens of previous studies found that our social relationships have an effect on our likelihood of dying prematurely—equivalent to obesity or smoking. Rich stories of Expansionists like Vernon Jordan, Brokers like Yo-Yo Ma, and Conveners like Anna Wintour, as well as personal experiences from King’s own world of connections, inform this warm, engaging, revelatory investigation into some of the most consequential decisions we can make about the trajectory of our lives.

The Cool Sell of Guerrilla Marketing

The Psychology Behind Consumer Behaviour

The Science Behind Why We Buy

How Social Production Transforms Markets and Freedom

Buyology

Decoded

Gen BuY

How to Use Price to Increase Demand, Profit and Customer Satisfaction HOW SMART IS YOUR PRICING? For any business, deciding how much to charge for a product or service is crucial. By gaining an insight into the way consumers think and purchase, you can generate more demand, more customer value □ and more profit. MAXIMISE REVENUE □ How do unwanted products Influence what customers expect to pay? □ How does offering extras for free dramatically increases Perceived Value? □ Why does changing the timing of a payment make people pay 50% More? TRIED AND TESTED TECHNIQUES Written by the founder of Inon, a leading pricing consultancy, whose clients range from the BBC and Grant’s Whisky to Alzheimer’s Disease International and HM Treasury, The Psychology of Price provides an insight into the strategies used by multinational corporations. Leigh Caldwell is a pricing expert and leading researcher in behavioural economics, writing the UK’s most popular behavioural blog (www.knowingandmaking.com) and appearing as a frequent guest on BBC News.

By background a mathematician and economist, he is the founder and chief executive of Inon, the UK’s leading pricing consultancy.

In this groundbreaking book Phil Barden reveals what decision science explains about people’s purchase behaviour, and specifically demonstrates its value to marketing. He shares the latest research on the motivations behind consumers’ choices and what happens in the human brain as buyers make their decisions. He deciphers the ‘secret codes’ of products, services and brands to explain why people buy them. And finally he shows how to apply this knowledge in day to day marketing to great effect by dramatically improving key factors such as relevance, differentiation and credibility. Shows how the latest insights from the fields of Behavioural Economics, psychology and neuro-economics explain why we buy what we buy Offers a pragmatic framework and guidelines for day-to-day marketing practice on how to employ this knowledge for more effective brand management - from strategy to implementation and NPd. The first book to apply Daniel Kahneman’s Nobel Prize-winning work to marketing and advertising Packed with case studies, this is a must-read for marketers, advertising professionals, web designers, R&D managers, industrial designers, graphic designers in fact anyone whose role or interest focuses on the ‘why’ behind consumer behaviour. Foreword by Rory Sutherland, Executive Creative Director and Vice-Chairman, OgilvyOne London and Vice-Chairman,Ogilvy Group UK Full colour throughout

If You Understand Brain Basics, You’ll Sell More As much as 95% of our decisions are made by the subconscious mind. As a result, the world’s largest and most sophisticated companies are applying the latest advances in neuroscience to create brands, products, package designs, marketing campaigns, store environments, and much more, that are designed to appeal directly and powerfully to our brains. The Buying Brain offers an in-depth exploration of how cutting-edge neuroscience is having an impact on how we make, buy, sell, and enjoy everything, and also probes deeper questions on how this new knowledge can enhance customers’ lives. The Buying Brain gives you the key to □ Brain-friendly product concepts, design, prototypes, and formulation □ Highly effective packaging, pricing, advertising, and in-store marketing □ Building stronger brands that attract deeper consumer loyalty A highly readable guide to some of today’s most amazing scientific findings, The Buying Brain is your guide to the ultimate business frontier - the human brain.

The author of Why We Buy reports on the growing importance of women in everybody’s marketplace--what makes a package, product, space, or service “female friendly.” He offers a tour of the world’s marketplace--with shrewd observations and practical applications to help everybody adapt to the new realities. Underhill examines how a woman’s role as homemaker has evolved into homeowner; how the home gym and home office are linked to the women’s health movement and home-based businesses; why the refrigerator has trumped the stove as the crucial appliance; why some malls are succeeding while others fail. “The point is,” writes Underhill, “while men were busy doing other things, women were becoming a major social, cultural, and economic force.” And, as he warns, no business can afford to ignore their power and presence--From publisher description.

How Tweens, Teens and Twenty-Somethings Are Revolutionizing Retail

The Coddling of the American Mind

How and Why We Shop and Buy

An Ingenious Way to Understand why People Around the World Buy and Live as They Do

Why We Buy

The Brand Flip

Managing a Living Demand System

**Marcel Danesi is an entertaining and insightful tour guide to decoding the messages woven into the advertisements, commercials, brand names, and logos we see on a daily basis. Guiding readers through the basics of how to interpret ads, Danesi explores everything from product and package design to jingles, cyberadvertising, ad campaigns, global impacts, culture jamming, and advertising effects. Why It Sells will fascinate and inform all readers interested in how ads, marketing, and branding take hold in the consumer psyche.**

The Consumer Mind explores the relationship between consumers and brands, analysing the types of communication and their perception of brands. Based on research from Millward Brown, one of the world's leading research agencies, it provides expert advice for marketing practitioners on how brands, products, services and communications reach the mind of the consumer. With insights based on the latest advances in neuroscience and psychology, it analyses the daily mental functions of consumers, in relation to others and their environment, and the implications for brands. The Consumer Mind encourages marketers to think about people and their everyday lives, enabling them to influence the way that their brands are perceived and to encourage trial and repeat purchases.

**Use the Science of Behavioral Economics to Understand Why People Buy “The most important business book to come out in years.”—Michael F. Schein, author and columnist for Forbes, Inc, and Psychology Today #1 New Release in Business Encyclopedias, Marketing Research, and Customer Relations What Your Customer Wants (And Can’t Tell You) explains the neuroscience of consumer behavior. Learn exactly why people buy—and how to use that knowledge to improve pricing, increase sales, create better “brain-friendly” brand messaging, and be a more effective leader. Behavioral economics is the marketing research future of brands and business. What Your Customer Wants (And Can’t Tell You) goes beyond an academic understanding of behavioral economics and into practical applications. Learn how real businesses and business professionals can use science to make their companies better. In this book, business owner, consultant, and behavioral economics expert Melina Palmer helps leaders like you use the psychology of the consumer, innovation, and truly impactful branding to achieve real, bottom-line benefits. Discover information and tools you can actually use to influence consumers. Go beyond data science for business and apply behavioral economics. Learn how the consumer brain works. Become a better leader and creatively and effectively market your brand by understanding the true needs of your customers. Dramatically improve your effectiveness as a leader and marketer with the practical tools in this book, including: • Real-world examples that bring a concept to life and make it stick • Ideas to help you with problem solving for your business • Ways to hack your brain into coming up with innovative programs, products, and initiatives If you liked marketing and business books like Nudge by Richard Thaler and Cass Sunstein, Predictably Irrational by Dan Ariely, or This is Marketing by Seth Godin, you’ll love What Your Customer Wants (And Can’t Tell You).**

**New York Times Bestseller • Finalist for the 2018 National Book Critics Circle Award in Nonfiction • A New York Times Notable Book • Bloomberg Best Book of 2018 “Their distinctive contribution to the higher-education debate is to meet safetyism on its own, psychological turf. . . . Lukianoff and Haidt tell us that safetyism undermines the freedom of inquiry and speech that are indispensable to universities.” —Jonathan Marks, Commentary “The remedies the book outlines should be considered on college campuses, among parents of current and future students, and by anyone longing for a more sane society.” —Pittsburgh Post-Gazette Something has been going wrong on many college campuses in the last few years. Speakers are shouted down. Students and professors say they are walking on eggshells and are afraid to speak honestly. Rates of anxiety, depression, and suicide are rising—on campus as well as nationally. How did this happen? First Amendment expert Greg Lukianoff and social psychologist Jonathan Haidt show how the new problems on campus have their origins in three terrible ideas that have become increasingly woven into American childhood and education: What doesn’t kill you makes you weaker; always trust your feelings; and life is a battle between good people and evil people. These three Great Untruths contradict basic psychological principles about well-being and ancient wisdom from many cultures. Embracing these untruths—and the resulting culture of safetyism—interferes with young people’s social, emotional, and intellectual development. It makes it harder for them to become autonomous adults who are able to navigate the bumpy road of life. Lukianoff and Haidt investigate the many social trends that have intersected to promote the spread of these untruths. They explore changes in childhood such as the rise of fearful parenting, the decline of unsupervised, child-directed play, and the new world of social media that has engulfed teenagers in the last decade. They examine changes on campus, including the corporatization of universities and the emergence of new ideas about identity and justice. They situate the conflicts on campus within the context of America’s rapidly rising political polarization and dysfunction. This is a book for anyone who is confused by what is happening on college campuses today, or has children, or is concerned about the growing inability of Americans to live, work, and cooperate across party lines.**

The Wealth of Networks

Handbook of Research Methods in Consumer Psychology

Understanding Consumer Behaviour

Neuromarketing For Dummies

The Science of Female Shopping

The Writing of the Gods

Who Do You Want Your Customers to Become?

An internationally revered cultural anthropologist and marketing expert reveals techniques, perfected over three decades of working with Fortune 100 companies, that can help companies decode the most powerful symbols within a culture, and understand why each culture behaves the way they do. Reprint. 25,000 first printing.

Learn how to use neuromarketing and understand the sciencebehind it Neuromarketing is a controversial new field whereresearchers study consumers’ brain responses toadvertising and media. Neuromarketing and the brain sciencesbehind it provide new ways to look at the age-oldquestion: why do consumers buy? NeuromarketingFor Dummies goes beyond the hype to explain thelatest findings in this growing and oftenmisunderstood field, and shows business owners andmarketers how neuromarketing really works and how theycan use it to their advantage. You’ll get a firm grasp onneuromarketing theory and how it is impactingresearchin advertising, in-store and online shopping,product and package design, and much more. Topicsinclude: How neuromarketing works Insights from the latest neuromarketing research How to apply neuromarketing strategies to any level ofadvertising or marketing, on any budget Practical techniques to help your customers develop bonds withyour products and services The ethics of neuromarketing Neuromarketing for Dummies demystifies the topic forbusiness owners, students, and marketers and offers practical waysit can be incorporated into your existing marketing plans.

Marketers have long debated on what governs buying decisions of digital consumers. Are these decisions rational or are they driven by whims and fancies? Human decisions are controlled more by the reptilian brain led by fear and the mammalian brain governed by emotions, rather than the neo cortex that works on rationale. Is it then possible for marketers to decode buying decisions of digital consumers and market their wares strategically in a highly competitive marketplace? How People Buy Online proves it is possible. Not only does it break the myths about online shopping behaviour, but it also reveals some deep marketing insights for consumer engagement by delving into consumer psychology and behavioural economics. This unique intersection of marketing with psychology makes this book an absorbing read, especially for management professionals. Watch the book discussion here”

This wide-ranging yet focused text provides an informative introduction to consumer behavior supported by in-depth, scientifically grounded coverage of key principles and applications. CONSUMER BEHAVIOR, Second Edition, devotes ample attention to classic consumer behavior topics, including consumer information processing, consumer decision making, persuasion, social media and the role of culture and society on consumer behavior. In addition, this innovative text explores important current topics and trends relevant to modern consumer behavior, such as international and ethical perspectives, an examination of contemporary media, and a discussion of online tactics and branding strategies. This versatile text strikes an ideal balance among theoretical concepts, cutting-edge research findings, and applied real-world examples that illustrate how successful businesses apply consumer behavior to develop better products and services, market them more effectively, and achieve a sustainable competitive advantage. With its strong consumer-focused, strategy-oriented approach, CONSUMER BEHAVIOR, Second Edition, will serve you well in the classroom and help you develop the knowledge and skills to succeed in the dynamic world of modern business. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

What Your Customer Wants and Can’t Tell You

Social Chemistry

Exploring the Brain of the Consumer

Decoding the Meanings of Brand Names, Logos, Ads, and Other Marketing and Advertising Ploys

Your Ad Here

The Buying Brain

Planet Palm

*2015 Susanne K. Langer Award for Outstanding Scholarship, Media Ecology Association 2013 Book of the Year, Visual Communication Division, National Communication Association Amidst the profound upheavals in technology, economics, and culture that mark the contemporary moment, marketing strategies have multiplied, as brand messages creep ever deeper into our private lives. In Your Ad Here, an engaging and timely new book, Michael Serazio investigates the rise of "guerrilla marketing" as a way of understanding increasingly covert and interactive flows of commercial persuasion. Digging through a decade of trade press coverage and interviewing dozens of agency CEOs, brand managers, and creative directors, Serazio illuminates a diverse and fascinating set of campaign examples: from the America's Army video game to Pabst Blue Ribbon's "hipster hijack," from buzz agent bloggers and tweeters to The Dark Knight's "Why So Serious?" social labyrinth. Blending rigorous analysis with eye-opening reporting and lively prose, Your Ad Here reveals the changing ways that commercial culture is produced today. Serazio goes behind-the-scenes with symbolic creators to appreciate the professional logic informing their work, while giving readers a glimpse into this new breed of "hidden persuaders" optimized for 21st-century media content, social patterns, and digital platforms. Ultimately, this new form of marketing adds up to a subtle, sophisticated orchestration of consumer conduct and heralds a world of advertising that pretends to have nothing to sell.*

*In the tradition of Eric Schlosser's Fast Food Nation, a groundbreaking global investigation into the industry ravaging the environment and global health—from the James Beard Award–winning journalist Over the past few decades, palm oil has seeped into every corner of our lives. Worldwide, palm oil production has nearly doubled in just the last decade: oil-palm plantations now cover an area nearly the size of New Zealand, and some form of the commodity lurks in half the products on U.S. grocery shelves. But the palm oil revolution has been built on stolen land and slave labor; it's swept away cultures and so devastated the landscapes of Southeast Asia that iconic animals now teeter on the brink of extinction. Fires lit to clear the way for plantations spew carbon emissions to rival those of industrialized nations. James Beard Award–winning journalist Jocelyn C. Zuckerman spent years traveling the globe, from Liberia to Indonesia, India to Brazil, reporting on the human and environmental impacts of this poorly understood plant. The result is Planet Palm, a riveting account blending history, science, politics, and food as seen through the people whose lives have been upended by this hidden ingredient. This groundbreaking work of first-rate journalism compels us to examine the connections between the choices we make at the grocery store and a planet under siege.*

*What impact can various research methods have on consumer psychology? How can they help us understand the workings of the consumer mind? And how can the field of consumer psychology best utilize these methods? In the Handbook of Research Methods in Consumer Psychology, leading consumer psychologists summarize key aspects of the research process and explain how different methods enrich understanding of how consumers process information to form judgments and opinions and to make consumption-related decisions. Kardes, Herr, and Schwarz provide an in-depth analysis of the scientific research methods needed to understand consumption-related judgments and decisions. The book is split into five parts, demonstrating the breadth of the volume: classic approaches, contemporary approaches, online research methods, data analysis, and philosophy of science. A variety of leading researchers give insight into a wide range of topics, reflecting both long-standing debate and more recent developments in the field to encourage discussion and the advancement of consumer research. The Handbook of Research Methods in Consumer Psychology is essential reading for researchers, students, and professionals interested in consumer psychology and behavior.*

*In this groundbreaking book, author David Forbes explains human motivation and provides ways that marketers can effectively reach the consumer. The book uses decades of psychology research and the author's own tool, the Forbes Matrix that identifies, organizes, and explains the nine core motivations.*

*Decoding "Despacito"*

*Seducing the Subconscious*

*The Psychology of Price*

*An Oral History of Latin Music*

*How and why We Shop and Buy*

*The Two Halves of the Brain*

*How to Commission, Run and Generate Insights from Neuromarketing Research*

This volume provides a comprehensive view of the latest research in brain asymmetry, offering not only recent empirical and clinical findings but also a coherent theoretical approach to the subject.

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

The surprising and compelling story of two rival geniuses in an all-out race to decode one of the world's most famous documents—the Rosetta Stone—and their twenty-year-long battle to solve the mystery of ancient Egypt's hieroglyphs. The Rosetta Stone is one of the most famous objects in the world, attracting millions of visitors to the British museum ever year, and yet most people don't really know what it is. Discovered in a pile of rubble in 1799, this slab of stone proved to be the key to unlocking a lost language that baffled scholars for centuries. Carved in ancient Egypt, the Rosetta Stone carried the same message in different languages—in Greek using Greek letters, and in Egyptian using picture-writing called hieroglyphs. Until its discovery, no one in the world knew how to read the hieroglyphs that covered every temple and text and statue in Egypt. Dominating the world for thirty centuries, ancient Egypt was the mightiest empire the world had ever known, yet everything about it—the pyramids, mummies, the Sphinx—was shrouded in mystery. Whoever was able to decipher the Rosetta Stone, and learn how to read hieroglyphs, would solve that mystery and fling open a door that had been locked for two thousand years. Two brilliant rivals set out to win that prize. One was English, the other French, at a time when England and France were enemies and the world's two great superpowers. The Writing of the Gods chronicles this high-stakes intellectual race in which the winner would win glory for both himself and his nation. A riveting portrait of empires both ancient and modern, this is an unparalleled look at the culture and history of ancient Egypt and a fascinating, fast-paced story of human folly and discovery unlike any other.

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

Brand Perception and the Implications for Marketers

The Science of Shopping

What Women Want

The Advertised Mind

The Science of Shopping--Updated and Revised for the Internet, the Global Consumer, and Beyond

Decoding Human Motivation and Transforming Marketing Strategy

Consumer Behavior

An expert on shopping behavior and motivation offers an analysis of consumers' tastes and habits, discussing why point-of-sale purchases are still the most significant, and why Internet shopping will not replace the mall.

The Craft and Science of Coffee follows the coffee plant from its origins in East Africa to its current role as a global product that influences millions of lives through sustainable development, economics, and consumer desire. For most, coffee is a beloved beverage. However, for some it is also an object of scientific study, and for others it is approached as a craft, both building on skills and experience. By combining the research and insights of the scientific community and expertise of the crafts people, this unique book brings readers into a sustained and inclusive conversation, one where academic and industrial thought leaders, coffee farmers, and baristas are quoted, each informing and enriching each other. This unusual approach guides the reader on a journey from coffee farmer to roaster, market analyst to barista, in a style that is both rigorous and experience based, universally relevant and personally engaging. From on-farming processes to consumer benefits, the reader is given a deeper appreciation and understanding of coffee's complexity and is invited to form their own educated opinions on the ever changing situation, including potential routes to further shape the coffee future in a responsible manner. Presents a novel synthesis of coffee research and real-world experience that aids understanding, appreciation, and potential action. Includes contributions from a multitude of experts who address complex subjects with a conversational approach. Provides expert discourse on the coffee value chain, from agricultural and production practices, sustainability, post-harvest processing, and quality aspects to the economic analysis of the consumer value proposition. Engages with the key challenges of future coffee production and potential solutions.

Discover the forces driving the decisions of today's most sought after consumers According to recent statistics, members of Generation Y shop 25 percent to 40 percent more than the average consumer. In Gen BuY, Yarrow and O'Donnell argue that these voracious and fearless consumers have revolutionized the way Americans shop by turning traditional sales and marketing strategies upside down. Based on solid research, the book offers an in-depth look at what motivates these young people to buy certain products and reject others. The authors reveal what makes these consumers tick-how they define power, why they loath manipulation, and why they rely on technology-and show marketers how they can tap into the buying power of this burgeoning group of consumers. Shows what it takes to successfully woo and win young consumers with purchasing power Filled with surprising insights into the psyche of Gen Y buyers Written by an expert in consumer research and a well-connected media consumer author Gen Buy is a must-have resource for marketers, advertisers, retailers, and manufacturers who want to understand the new generation of consumers.

This is a perfect guide to understanding the core principles of qualitative marketing research. It presents qualitative marketing research in the broader context of marketing and managerial decisions, consumer psychology and contemporary knowledge about unconscious and automatic processes. Different types of qualitative marketing research methods are examined, from the classic focus group interview (FGI) and individual in-depth interview (IDI), to more cutting-edge methods such as ethnography or bulletin boards, which enable marketing researchers to discover and understand real consumer motivations, needs, values, and attitudes. With numerous international case studies, including PepsiCo, Unilever, Danone, Nestle, Aviva and Citibank, the book is uniquely practical in its approach. It is vital reading for advanced undergraduate and postgraduate students of marketing research, consumer behaviour and consumer psychology.

How Palm Oil Ended Up in Everything—and Endangered the World

Unlocking Consumer Decisions with the Science of Behavioral Economics

How Good Intentions and Bad Ideas Are Setting Up a Generation for Failure

New Consumer Marketing

The Culture Code

Neuromarketing

Qualitative Marketing Research

Most businesspeople are well aware that marketing has changed dramatically in recent years. For many, this shift is mainly about different ways to market--through social media, online engagement, and so on. But beyond the new tools available to businesses today, there have also been sweeping changes to how consumers behave in the retail environment, and what underlies our decisions as consumers. How can marketers understand--and profit from--these shifts in how we buy? DECODING THE CONSUMER MIND provides retail marketers with an action plan based on new psychological insights about how, when and why today's radically different consumer shops and buys. A trifecta of socio-cultural trends has forever altered the psyche of the American consumer--and understanding these 3 significant shifts is critical for any marketer to understand. Based on her extensive research, consumer expert Kit Yarrow classifies the changes as follow: ANXIETY: Diagnosed anxiety disorders have increased 1,200% since 1980. A 1994 survey of randomly selected households found 15% of American had experienced elevated anxiety the previous year. In 2009 that number rose to 49.5%. This has numerous implications for how consumers buy, explaining our love of the ratings and reviews of other shoppers; the mental relief and distraction of online shopping, and why people are more responsive to brands that demonstrate emotional benefits than those who tout product characteristics. "THE NEW INDIVIDUALISM": A more "me"-oriented society increasingly uses brands, retailers, and shopping strategies as a way to connect with others. Awash with choices and unfettered by the social rules that provided guard rails in previous decades, today's consumers are more individualistic and more likely to use what they buy and how they shop as a way to communicate and bond with others. This trend explains why "Pick Your Favorite" campaigns on Facebook have an astonishing 27% response rate, why Etsy is so successful, and much more. REWIRED BRAINS: Because of our rampant technology use, we literally think differently now, a shift that has broad implications for retail. As a society that "views" more than it reads, we want everything faster, get bored more easily and gravitate more toward the quick takeaways of symbolic communication. For example, on eBay, merchandise displayed on red backgrounds receives higher bids than similar merchandise shown on blue backgrounds; and trends have given way to "trending." Grounded in Yarrow's award-winning research on consumer psychology, DECODING THE CONSUMER MIND provides rich examples of these shifts in action in the marketing strategies and consumer behavior seen by major firms and brands, many of whom are Yarrow's clients, including: Kleenex, Desigual, Kraft Foods, eBay, Hershey's, and many more. For any marketer hoping to profit from the transformed consumer brain, DECODING THE CONSUMER MIND is essential reading.

Over the last 10 years advances in the new field of neuromarketing have yielded a host of findings which defy common stereotypes about consumer behavior. Reason and emotions do not necessarily appear as opposing forces. Rather, they complement one another. Hence, it reveals that consumers utilize mental accounting processes different from those assumed in marketers' logical inferences when it comes to time, problems with rating and choosing, and in post-purchase evaluation. People are often guided by illusions not only when they perceive the outside world but also when planning their actions - and consumer behavior is no exception. Strengthening the control over their own desires and the ability to navigate the maze of data are crucial skills consumers can gain to benefit themselves, marketers and the public. Understanding the mind of the consumer is the hardest task faced by business researchers. This book presents the first analytical perspective on the brain - and biometric studies which open a new frontier in market research.

Once advertising was all about being 'on-message' and getting talking points right. But breakthroughs in brain science have confirmed what we all know but don't often admit to in business: people are primarily emotional decision-makers. From podcasting, blogs and forums to interactive ads in stations, the heart of the matter is now the consumer's experience as opposed to the company's marketing message. About Face shows how 21st century advertising can realize success by being 'on-emotion' first and foremost. Using data from eye tracking and facial coding to analyse consumer responses, About Face demonstrates exactly which advertising strategies are successful and why. Moving beyond the old Ps of product, price, place and promotion, Dan Hill outlines ten rules for emotionally effective advertising including simplicity, familiarity, relevancy and believability. Emotions rule decision making. About Face shows you that by focussing on the three new Ps of passion, purpose and personality, your campaigns can become more effective and emotionally engaging, taking you closer to the consumer.

What Neuroscience Really Tells Us About the Puzzle of the Brain and the Brand

Information Processing in the Cerebral Hemispheres

Decoding the New Consumer Mind

Truth and Lies About Why We Buy

How People Buy Online

The Craft and Science of Coffee

How Everything We Believe About Why We Buy is Wrong