

Jobs To Be Done A Roadmap For Customer Centered Innovation

The definitive story of American health care today—its causes, consequences, and confusions In March 2010, the Affordable Care Act was signed into law. It was the most extensive reform of America’s health care system since at least the creation of Medicare in 1965, and maybe ever. The ACA was controversial and highly political, and the law faced legal challenges reaching all the way to the Supreme Court; it even precipitated a government shutdown. It was a signature piece of legislation for President Obama’s first term, and also a ball and chain for his second. Ezekiel J. Emanuel, a professor of medical ethics and health policy at the University of Pennsylvania who also served as a special adviser to the White House on health care reform, has written a brilliant diagnostic explanation of why health care in America has become such a divisive social issue, how money and medicine have their own—quite distinct—American story, and why reform has bedeviled presidents of the left and right for more than one hundred years. Emanuel also explains exactly how the ACA reforms are reshaping the health care system now. He forecasts the future, identifying six mega trends in health that will determine the market for health care to 2020 and beyond. His predictions are bold, provocative, and uniquely well-informed. Health care—one of America’s largest employment sectors, with an economy the size of the GDP of France—has never had a more comprehensive or authoritative interpreter.

A new voice in comics is incisive, funny, and fiercely feminist. "The mental load. It's incessant, gnawing, exhausting, and disproportionately falls to women. You know the scene--you're making dinner, calling the plumber/doctor/mechanic, checking homework and answering work emails--at the same time. All the while, you are being peppered with questions by your nearest and dearest 'where are my shoes?', 'do we have any cheese?...' " --Australian Broadcasting Corp on Emma's comic In her first book of comic strips, Emma reflects on social and feminist issues by means of simple line drawings, dissecting the mental load, ie all that invisible and unpaid organizing, list-making and planning women do to manage their lives, and the lives of their family members. Most of us carry some form of mental load--about our work, household responsibilities, financial obligations and personal life; but what makes up that burden and how it's distributed within households and understood in offices is not always equal or fair. In her strips Emma deals with themes ranging from maternity leave (it is not a vacation!), domestic violence, the clitoris, the violence of the medical world on women during childbirth, and other feminist issues, and she does so in a straightforward way that is both hilarious and deadly serious.. If you're not laughing, you're probably crying in recognition. Emma's comics also address the everyday outrages and absurdities of immigrant rights, income equality, and police violence. Emma has over 300,000 followers on Facebook, her comics have been. shared 215,000 times, and have elicited comments from 21,000 internet users. An article about her in the French magazine L'Express drew 1.8 million views--a record since the site was created. And her comic has just been picked up by The Guardian. Many women will recognize themselves in THE MENTAL LOAD, which is sure to stir a wide ranging, important debate on what it really means to be a woman today.

This book represents the work of some of the contemporary world leaders in marketing. The contributors are authors of a set of path-breaking books on marketing. To ensure sufficient depth of coverage, the contributors have taken the essence of their earlier books and combined it with their latest understanding and cases. This has served to enhance the content and put it in the readers’ current context. It is common knowledge that keeping pace with the growing application of marketing requires a novel approach. With new ideas and nuances being discovered every day, it has become a real challenge for marketers and students of marketing to keep up to date on important contemporary marketing concepts. Given its unique approach and thoughtful curation, this book presents readers with diversity of perspectives along with a unique depth of thinking.

“Seldom does a sports biography—especially a page-turner—so comprehensively explain the forces that made an icon the way they are.” - Sports Illustrated From the author of The Last Hero: A Life of Henry Aaron comes the definitive biography of Hall of Famer Rickey Henderson, baseball’s epic leadoff hitter and base-stealer who also stole America’s heart over nearly five electric decades in the game. Few names in the history of baseball evoke the excellence and dynamism that Rickey Henderson’s does. He holds the record for the most stolen bases in a single game, and he’s scored more runs than any player ever. “If you cut Rickey Henderson in half, you’d have two Hall of Famers,” the baseball historian Bill James once said. But perhaps even more than his prowess on the field, Rickey Henderson’s is a story of Oakland, California, the town that gave rise to so many legendary athletes like him. And it’s a story of a sea change in sports, when athletes gained celebrity status and Black players finally earned equitable salaries. Henderson embraced this shift with his trademark style, playing for nine different teams throughout his decades-long career and sculpting a brash, larger-than-life persona that stole the nation’s heart. Now, in the hands of critically acclaimed sportswriter and culture critic Howard Bryant, one of baseball’s greatest and most original stars finally gets his due.

How to Make Better Learning Decisions Throughout Your Life
Innovate Smarter & Drive Deep Engagement with Design Techniques from Hit Games

The World Is Flat [Further Updated and Expanded; Release 3.0]

The Magical Language of Others: A Memoir

50+ Techniques for Predictable and Sustainable Organic Growth

The Secret Lives of Customers

Exam Core 1 220-1001 and Exam Core 2 220-1002

What Customers Want: Using Outcome-Driven Innovation to Create Breakthrough Products and Services

Jobs to Be DoneTheory to Practice

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.

Shinzo Abe entered politics burdened by high expectations: that he would change Japan. In 2007, seemingly overwhelmed, he resigned after only a year as prime minister. Yet, following five years of reinvention, he masterfully regained the premiership in 2012, and now dominates Japanese democracy as no leader has done before. Abe has inspired fierce loyalty among his followers, cowing Japan’s left with his ambitious economic program and support for the security and armed forces. He has staked a leadership role for Japan in a region being rapidly transformed by the rise of China and India, while carefully preserving an ironclad relationship with Trump’s America. The Iconoclast tells the story of Abe’s meteoric rise and stunning fall, his remarkable comeback, and his unlikely emergence as a global statesman laying the groundwork for Japan’s survival in a turbulent century.

More than half-a-million business leaders have discovered the power of the StoryBrand Framework, created by New York Times best-selling author and marketing expert Donald Miller. And they are making millions. If you use the wrong words to talk about your product, nobody will buy it. Marketers and business owners struggle to effectively connect with their customers, costing them and their companies millions in lost revenue. In a world filled with constant, on-demand distractions, it has become near-impossible for business owners to effectively cut through the noise to reach their customers, something Donald Miller knows first-hand. In this book, he shares the proven system he has created to help you engage and truly influence customers. The StoryBrand process is a proven solution to the struggle business leaders face when talking about their companies. Without a clear, distinct message, customers will not understand what you can do for them and are unwilling to engage, causing you to lose potential sales, opportunities for customer engagement, and much more. In Building a StoryBrand, Donald Miller teaches marketers and business owners to use the seven universal elements of powerful stories to dramatically improve how they connect with customers and grow their businesses. His proven process has helped thousands of companies engage with their existing customers, giving them the ultimate competitive advantage. Building a StoryBrand does this by teaching you: The seven universal story points all humans respond to; The real reason customers make purchases; How to simplify a brand message so people understand it; and How to create the most effective messaging for websites, brochures, and social media. Whether you are the marketing director of a multibillion-dollar company, the owner of a small business, a politician running for office, or the lead singer of a rock band, Building a StoryBrand will forever transform the way you talk about who you are, what you do, and the unique value you bring to your customers.

When New Technologies Cause Great Firms to Fail

Mapping Experiences

HBR’s 10 Must Reads on Innovation (with featured article ÒThe Discipline of Innovation,Ó by Peter F. Drucker)

Choosing College

Clarify Your Message So Customers Will Listen

Optimizing the User Experience

Value Proposition Design

NEW from the bestselling HBR’s 10 Must Reads series. To innovate profitably, you need more than just creativity. Do you have what it takes? If you read nothing else on inspiring and executing innovation, read these 10 articles. We’ve combed through hundreds of articles in the Harvard Business Review archive and selected the most important ones to help you innovate effectively. Leading experts such as Clayton Christensen, Peter Drucker, and Rosabeth Moss Kanter provide the insights and advice you need to:

- Decide which ideas are worth pursuing
- Innovate through the front lines—not just from the top
- Adapt innovations from the developing world to wealthier markets
- Tweak new ventures along the way using discovery-driven planning
- Tailor your efforts to meet customers’ most pressing needs
- Avoid classic pitfalls such as stifling innovation with rigid processes

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This new edition of Friedman’s landmark book explains the flattening of the world better than ever- and takes a new measure of the effects of this change on each of us.

Wow your customers . . . with "less." Cut costs-it’s a common corporate refrain. But if you constantly slash expenditures, what happens to innovation? How can you stay competitive and satisfy customers? Costovation solves the dilemma of how to spend less and innovate more. The book’s revolutionary approach broadens the definition of innovation beyond products to the business model itself. With costovation, you let go of assumptions, take a fresh look at the market, and relentlessly focus on what customers really want. Consider Planet Fitness-it grew to 7.3 million members by concentrating on casual exercisers. Those folks don’t care about frills. They want easy, low-cost access to good equipment. Although it’s inexpensive to run, Planet Fitness ranks highest in gym satisfaction. Gourmet grocer, Picard, sells only frozen food. With less perishable inventory, they compress costs while delighting a discerning but busy clientele. Packed with examples and interactive exercises, the book explores cost innovation strategies that work for big and small companies alike. From open innovation and cost-sharing to simplifying products and turning waste into new offerings-readers learn how rivals are carving out niches, protecting positions, and dominating industries. Innovation and cost-cutting are not opposites. Combined, they expose untapped opportunities to outsmart and underspend competitors.

During her time working on genre-defining games like The Sims, Rock Band, and Ultima Online, Amy Jo learned that customers stick with products that help them get better at something they care about, like playing an instrument or leading a team. Amy Jo has used her insights from gaming to help hundreds of companies like Netflix, Disney, The New York Times, Ubisoft and Happify innovate faster and smarter, and drive long-term engagement.

Theory to Practice

Marketing for Business Growth

Jobs to Be Done

Escaping the Build Trap

Become Great at Making Products People Will Buy

How Will You Measure Your Life? (Harvard Business Review Classics)

The Statue in the Stone

Demand-Side Sales 101

A world-renowned innovation guru explains practices that result in breakthrough innovations "Ulwick’s outcome-driven programs bring discipline and predictability to the often random process of innovation." -Clayton Christensen For years, companies have accepted the underlying principles that define the customer-driven paradigm--that is, using customer "requirements" to guide growth and innovation. But twenty years into this movement, breakthrough innovations are still rare, and most companies find that 50 to 90 percent of their innovation initiatives flop. The cost of these failures to U.S. companies alone is estimated to be well over \$100 billion annually. In a book that challenges everything you have learned about being customer driven, internationally acclaimed innovation leader Anthony Ulwick reveals the secret weapon behind some of the most successful companies of recent years. Known as "outcome-driven" innovation, this revolutionary approach to new product and service creation transforms innovation from a nebulous art into a rigorous science from which randomness and uncertainty are eliminated. Based on more than 200 studies spanning more than seventy companies and twenty-five industries, Ulwick contends that, when it comes to innovation, the traditional methods companies use to communicate with customers are the root cause of chronic waste and missed opportunity. In What Customers Want, Ulwick demonstrates that all popular qualitative research methods yield well-intentioned but unfitting and dreadfully misleading information that serves to derail the innovation process. Rather than accepting customer inputs such as "needs," "benefits," "specifications," and "solutions," Ulwick argues that researchers should silence the literal "voice of the customer" and focus on the "metrics that customers use to measure success when executing the jobs, tasks or activities they are trying to get done." Using these customer desired outcomes as inputs into the innovation process eliminates much of the chaos and variability that typically derails innovation initiatives. With the same profound insight, simplicity, and uncommon sense that propelled The Innovator’s Solution to worldwide acclaim, this paradigm-changing book details an eight-step approach that uses outcome-driven thinking to dramatically improve every aspect of the innovation process--from segmenting markets and identifying opportunities to creating, evaluating, and positioning breakthrough concepts. Using case studies from Microsoft, Johnson & Johnson, AIG, Pfizer, and other leading companies, What Customers Want shows companies how to: Obtain unique customer inputs that make predictable innovation possible Recognize opportunities for disruption, new market creation, and core market growth--well before competitors do Identify which ideas, technologies, and acquisitions have the greatest potential for creating customer value Systematically define breakthrough products and services concepts Innovation is fundamental to success and business growth. Offering a proven alternative to failed customer-driven thinking, this landmark book arms you with the tools to unleash innovation, lower costs, and reduce failure rates--and create the products and services customers really want.

How can you establish a customer-centric culture in an organization? This is the first comprehensive book on how to actually do service design to improve the quality and the interaction between service providers and customers. You’ll learn specific facilitation guidelines on how to run workshops, perform all of the main service design methods, implement concepts in reality, and embed service design successfully in an organization. Great customer experience needs a common language across disciplines to break down silos within an organization. This book provides a consistent model for accomplishing this and offers hands-on descriptions of every single step, tool, and method used. You’ll be able to focus on your customers and iteratively improve their experience. Move from theory to practice and build sustainable business success.

From the creator of the popular website Ask a Manager and New York’s work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There’s a reason Alison Green has been called “the Dear Abby of the work world.” Ten years as a workplace-advice columnist have taught her that people avoid awkward conversations in the office because they simply don’t know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You’ll learn what to say when • coworkers push their work on you—then take credit for it • you accidentally trash-talk someone in an email then hit “reply all” • you’re being micromanaged—or not being managed at all • you catch a colleague in a lie • your boss seems unhappy with your work • your cubemate’s loud speakerphone is making you homicidal • you got drunk at the holiday party Praise for Ask a Manager “A must-read for anyone who works . . . [Alison Green’s] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work.”—Booklist (starred review) “The author’s friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers’ lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience.”—Library Journal (starred review) “I am a huge fan of Alison Green’s Ask a Manager column. This book is even better. It teaches us how to deal with many of the most vexing big and little problems in our workplaces—and to do so with grace, confidence, and a sense of humor.”—Robert Sutton, Stanford professor and author of The No Asshole Rule and The Asshole Survival Guide “Ask a Manager is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way.”—Erin Lowry, author of Broke Millennial: Stop Scraping By and Get Your Financial Life Together

For a lot of us, selling feels icky. Our stomachs tighten at the thought of reciting features and benefits, or pressuring customers into purchasing. It’s really not our fault. We weren’t taught how to sell, plus we’ve been sold before, leaving us with a bitter taste. Here’s the truth: sales does not have to feel icky for you or your customers. In fact, with the right approach, sales can be an empowering experience for all. Bob Moesta, lifelong innovator and coarchitect of the “Jobs to Be Done” theory, shares his approach for flipping the lens on sales. Bob shifts the focus of sales from selling, to helping people buy and make progress in their lives-demand-side sales. 📖 Now, in Demand-Side Sales 101, you’ll learn to really see what your customers see, hear what they hear, and understand what they mean. You’ll not only be a more effective and innovative salesperson-you’ll want to help people make progress.

How to Create Products and Services Customers Want

The Innovator’s Guide to Growth

CompTIA A+ Complete Practice Tests

Ask a Manager

Marketing Wisdom

Decoding Customer Motivation with the 48 Laws of Jobs-to-be-Done Philosophy

Shinzo Abe and the New Japan

Align Your Markets, Organization, and Strategy Around Customer Needs

In a challenging economy filled with multiple competitors, no one can afford to stagnate. Yet, innovation is notoriously difficult. How do you pinpoint the winning ideas that customers will love? Sifting through purchasing data for clues about what might sell or haphazardly brainstorming ideas are typical strategies. However, innovation expert Stephen Wunker offers the effective Jobs method: determining the drivers of customer behavior--those functional and emotional goals that people want to achieve. This simple shift in perspective opens up new insights about your customers and a wealth of hidden opportunities. For example, social media newcomer Snapchat used the Jobs process to capture the millennial demographic. By reducing functionality, the company satisfied its users’ unmet need to document real life in the moment, without filters and “like” buttons. Packed with similar examples from every industry, this complete innovation guide explains both foundational concepts and a detailed action plan developed by Wunker and his team. In Jobs to Be Done, the groundbreaking Jobs Roadmap takes you step-by-step through the innovation process and reveals how to: Gather valuable customer insights Turn those insights into new product ideas Test and iterate until you find original profitable solutions And much more!

Jobs to Be Done gives you a clear-cut framework for thinking about your business, outlines a roadmap for discovering new markets, new products and services, and helps you generate creative opportunities to innovate your way to success.

Ben Horowitz, a leading venture capitalist, modern management expert, and New York Times bestselling author, combines lessons both from history and from modern organizational practice with practical and often surprising advice to help executives build cultures that can weather both good and bad times. Ben Horowitz has long been fascinated by history, and particularly by how people behave differently than you'd expect. The time and circumstances in which they were raised often shapes them—yet a few leaders have managed to shape their times. In *What You Do Is Who You Are*, he turns his attention to a question crucial to every organization: how do you create and sustain the culture you want? To Horowitz, culture is how a company makes decisions. It is the set of assumptions employees use to resolve everyday problems: should I stay at the Red Roof Inn, or the Four Seasons? Should we discuss the color of this product for five minutes or thirty hours? If culture is not purposeful, it will be an accident or a mistake. *What You Do Is Who You Are* explains how to make your culture purposeful by spotlighting four models of leadership and culture-building—the leader of the only successful slave revolt, Haiti's Toussaint Louverture; the Samurai, who ruled Japan for seven hundred years and shaped modern Japanese culture; Genghis Khan, who built the world's largest empire; and Shaka Senghor, a man convicted of murder who ran the most formidable prison gang in the yard and ultimately transformed prison culture. Horowitz connects these leadership examples to modern case-studies, including how Louverture's cultural techniques were applied (or should have been) by Reed Hastings at Netflix, Travis Kalanick at Uber, and Hillary Clinton, and how Genghis Khan's vision of cultural inclusiveness has parallels in the work of Don Thompson, the first African-American CEO of McDonalds, and of Maggie Wilderotter, the CEO who led Frontier Communications. Horowitz then offers guidance to help any company understand its own strategy and build a successful culture. *What You Do Is Who You Are* is a journey through culture, from ancient to modern. Along the way, it answers a question fundamental to any organization: who are we? How do people talk about us when we're not around? How do we treat our customers? Are we there for people in a pinch? Can we be trusted? Who you are is not the values you list on the wall. It's not what you say in company-wide meeting. It's not your marketing campaign. It's not even what you believe. Who you are is what you do. This book aims to help you do the things you need to become the kind of leader you want to be—and others want to follow.

A tale of deep bonds to family, place, language—of hard-won selfhood told by a singular, incandescent voice. The *Magical Language of Others* is a powerful and aching love story in letters, from mother to daughter. After living in America for over a decade, Eun Ji Koh's parents return to South Korea for work, leaving fifteen-year-old Eun Ji and her brother behind in California. Overnight, Eun Ji finds herself abandoned and adrift in a world made strange by her mother's absence. Her mother writes letters, in Korean, over the years seeking forgiveness and love—letters Eun Ji cannot fully understand until she finds them years later hidden in a box. As Eun Ji translates the letters, she looks to history—her grandmother Jun's years as a lovesick wife in Daejeon, the horrors her grandmother Kumiko witnessed during the Jeju Island Massacre—and to poetry, as well as her own lived experience to answer questions inside all of us. Where do the stories of our mothers and grandmothers end and ours begin? How do we find words—in Korean, Japanese, English, or any language—to articulate the profound ways that distance can shape love? Eun Ji Koh fearlessly grapples with forgiveness, reconciliation, legacy, and intergenerational trauma, arriving at insights that are essential reading for anyone who has ever had to balance love, longing, heartbreak, and joy. The *Magical Language of Others* weaves a profound tale of hard-won selfhood and our deep bonds to family, place, and language, introducing—in Eun Ji Koh—a singular, incandescent voice.

Why do some innovation projects succeed where others fail? The book reveals the business implications of Jobs Theory and explains how to put Jobs Theory into practice using Outcome-Driven Innovation.

Who Do You Want Your Customers to Become?

The Jobs To Be Done Playbook

The Innovator's Toolkit

Using Outcome-Driven Innovation to Create Breakthrough Products and Services

Designing Web Navigation

How Effective Product Management Creates Real Value

What You Do Is Who You Are

A Detective Story About Solving the Mystery of Customer Behavior

A Job to be Done is the process a consumer goes through whenever she aims to transform her existing life-situation into a preferred one, but cannot because there are constraints that stop her. When Coffee and Kale Compete by Alan Klement helps you become better at creating and selling products that people will buy. Your joy at work will grow. You will know how to help companies increase profits, reduce waste, and remain competitive. In doing so, you will help economies prosper, and help provide stable jobs for employees and the families that depend on them. Top entrepreneurs, business owners, and Alan himself share their experiences of how they used Job to be Done to help them create successful products. Alan not only relates success stories but also gives examples of products and companies that failed. The experiences of others will help you make the best choices for your own company or the company where you work. You will also learn how to analyze the competition and make customers notice your product. The knowledge in this book will help you boost growth for your product and business.

The goal of this book is to help business managers and academic researchers understand the means-end perspective and the methods by which it is used, and to demonstrate how to use the means-end approach to develop better marketing and advertising strategy. The authors discuss methodological issues regarding interviewing and coding, present applications of the means-end approach to marketing and advertising problems, and describe the conceptual foundations of the means-end approach. This book is of interest to academic researchers in marketing and related fields, graduate students in business, marketing research professionals, and business managers. It is intended as a reference book containing ideas about the means-end approach and its applications.

More than a decade ago, Clayton Christensen's breakthrough book The Innovator's Dilemma illustrated how disruptive innovations drive industry transformation and market creation. Christensen's research demonstrated how growth-seeking incumbents must develop the capability to deflect disruptive attacks and seize disruptive opportunities. In The Innovator's Guide to Growth, Scott Anthony, Mark Johnson, Joseph Sinfield, and Elizabeth Altman take the subject to the next level: implementation. The authors explain how to create this crucial capability for unlocking disruption's transformational power. With a foreword by Christensen, this book provides a set of market-proven tools and approaches to innovation that have been honed through fieldwork with innovative companies like Procter & Gamble, Johnson & Johnson, Pepsi, Intel, Motorola, SAP, and Cisco Systems. The book shows you how to: Follow a market-proven process -- so your company can reliably create blockbuster businesses Create structures, systems, and metrics -- so the disruptive innovations that will power your firm's future growth receive the funding and personnel needed to succeed Create a common language of disruptive innovation -- so managers can reach consensus around counterintuitive courses of action Incisive and practical, this book helps your company take the steps necessary to benefit from disruption -- instead of being eclipsed by it.

Test your knowledge and know what to expect on A+ exam day CompTIA A+ Complete Practice Tests, Second Edition enables you to hone your test-taking skills, focus on challenging areas, and be thoroughly prepared to ace the exam and earn your A+ certification. This essential component of your overall study plan presents nine unique practice tests—and two 90-question bonus tests—covering 100% of the objective domains for both the 220-1001 and 220-1002 exams. Comprehensive coverage of every essential exam topic ensures that you will know what to expect on exam day and maximize your chances for success. Over 1200 practice questions on topics including hardware, networking, mobile devices, operating systems and procedures, troubleshooting, and more, lets you assess your performance and gain the confidence you need to pass the exam with flying colors. This second edition has been fully updated to reflect the latest best practices and updated exam objectives you will see on the big day. A+ certification is a crucial step in your IT career. Many businesses require this accreditation when hiring computer technicians or validating the skills of current employees. This collection of practice tests allows you to: Access the test bank in the Sybex interactive learning environment Understand the subject matter through clear and accurate answers and explanations of exam objectives Evaluate your exam knowledge and concentrate on problem areas Integrate practice tests with other Sybex review and study guides, including the CompTIA A+ Complete Study Guide and the CompTIA A+ Complete Deluxe Study Guide Practice tests are an effective way to increase comprehension, strengthen retention, and measure overall knowledge. The CompTIA A+ Complete Practice Tests, Second Edition is an indispensable part of any study plan for A+ certification.

Building a StoryBrand

Jeff Bezos and the Age of Amazon

Costovation

A Brief History of the Twenty-first Century

Reinventing American Health Care

Innovation That Gives Your Customers Exactly What They Want--And Nothing More

The Jobs-To-be-Done Handbook

Practical Techniques for Improving Your Application of Jobs-To-be-Done

How do you go from an idea to a compelling product strategy? How do you translate a customer interview into marketing insight? In the Value Mix, Guerric de Ternay answers these important questions. Filled with innovation frameworks and examples, this practical book helps you solve the biggest challenge every business faces: how to create meaningful and successful products or services--something new that matters to your customers. The Value Mix is complementary to the lean startup methodology, the design thinking process, and customer development research. This is a must-read for anyone starting something new--whether you're a product manager, an entrepreneur, an innovation consultant, or a marketing or brand manager. You can create meaningful value propositions for your customers. The Value Mix tells you how. -- Guerric de Ternay is the founder of two sustainable fashion businesses: GoudronBlanc offers high-quality T-shirts for men and Blackwood creates accessories made of natural, eco-friendly materials. In parallel, Guerric also manages projects for ?What If! Innovation, a global consulting firm that works with Fortune 500 companies to use an experimentation-based approach to achieving growth.

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

THE STATUE IN THE STONE is a complete treatise on Jobs-to-be-Done philosophy. While many have contributed to the ideology, the founding fathers are (in alphabetical order): Lance Bettencourt, Clayton Christensen, Theodore Levitt, and Anthony Ulwick. Clayton Christensen taught that "A customer "hires" a product to accomplish a job." The customer's job is a goal, objective, or problem to be solved. Built upon this basic truth, jobs-to-be-done philosophy is the most powerful framework ever created to understand customer motivation. It turns out that customers do not care about brands, companies, products or technologies. However, they will reliably gravitate to the product that helps them to get their job done the best. This understanding will help marketers, innovators, business leaders, product managers and practitioners of all sorts to boldly create customer value.Though many are familiar with the phrase "jobs-to-be-done" (JTBD), few have significant experience in applying it to real markets. Even fewer have worked in enough diverse industries to understand the principles at play.This book presents the theories along with practical frameworks to apply jobs-thinking into any market. It's a complete resource, with all the "job-to-be-done" secrets that only the most experienced practitioners could know.

These days, consumers have real power: they can research companies, compare ratings, and find alternatives with a simple tap. Focusing on customer needs isn't a nice-to-have, it's a strategic imperative. The Jobs To Be Done Playbook (JTBD) helps organizations turn market insight into action. This book shows you techniques to make offerings people want, as well as make people want your offering.

Putting Disruptive Innovation to Work

A Feminist Comic

This Is Service Design Doing

Service Innovation: How to Go from Customer Needs to Breakthrough Services

The Life and Legend of an American Original

Stop Selling and Help Your Customers Make Progress

Applying Service Design Thinking in the Real World

Understanding Consumer Decision Making

Thoroughly rewritten for today's web environment, this bestselling book offers a fresh look at a fundamental topic of web site development: navigation design. Amid all the changes to the Web in the past decade, and all the hype about Web 2.0 and various "rich" interactive technologies, the basic problems of creating a good web navigation system remain. Designing Web Navigation demonstrates that good navigation is not about technology—it's about the ways people find information, and how you guide them. Ideal for beginning to intermediate web designers, managers, other non-designers, and web development pros looking for another perspective, Designing Web Navigation offers basic design principles, development techniques and practical advice, with real-world examples and essential concepts seamlessly folded in. How does your web site serve your business objectives? How does it meet a user's needs? You'll learn that navigation design touches most other aspects of web site development. This book: Provides the foundations of web navigation and offers a framework for navigation design Paints a broad picture of web navigation and basic human information behavior Demonstrates how navigation reflects brand and affects site credibility Helps you understand the problem you're trying to solve before you set out to design Thoroughly reviews the mechanisms and different types of navigation Explores "information scent" and "information shape" Explains "persuasive" architecture and other design concepts Covers special contexts, such as navigation design for web applications Includes an entire chapter on tagging While Designing Web Navigation focuses on creating navigation systems for large, information-rich sites serving a business purpose, the principles and techniques in the book also apply to small sites. Well researched and cited, this book serves as an excellent reference on the topic, as well as a superb teaching guide. Each chapter ends with suggested reading and a set of questions that offer exercises for experiencing the concepts in action.

Cut through the noise and make better college and career choices This book is about addressing the college-choosing problem. The rankings, metrics, analytics, college visits, and advice that we use today to help us make these decisions are out of step with the progress individual students are trying to make. They don't give students and families the information and context they need to make such a high-stakes decision about whether and where to get an education. Choosing College strips away the noise to help you understand why you're going to school. What's driving you? What are you trying to accomplish? Once you know why, the book will help you make better choices. The research in this book illustrates that choosing a school is complicated. By constructing more than 200 mini-documentaries of how students chose different postsecondary educational experiences, the authors explore the motivations for how and why people make the decisions that they do at a much deeper, causal level. By the end, you'll know why you're going and what you're really chasing. The book: Identifies the five different Jobs for which students hire postsecondary education Allows you to see your true options for what's next Offers guidance for how to successfully choose your pathway Illuminates how colleges and entrepreneurs can build better experiences for each Job The authors help readers understand not what job students want out of college, but what "Job" students are hiring college to do for them.

We've written this book for the Jobs-to-be-Done student and practitioner who has a basic grasp of JTBD concepts (Forces Diagram, JTBD Timeline, Interview Process) and wants to strengthen their technique and continue to get better results out of their application of Jobs-to-be-Done.How to Use This BookThe only person who knows what you'll hire this book for is you (but we have our theories). Consider: Cramming it to pull out anything you haven't seen before. Flipping through it a few minutes before you conduct an interview to review the basics. Using it to think through who to interview when starting a project. Handing it to a colleague to quickly bring them up-to-speed on JTBD so they can be your interview partner. Not Quite Ready?There are lots of resources available to help you get caught up on the Jobs-to-be-Done basics. Visit JobstobeDone.org and think about: Listening to the JTBD Radio podcast (especially the sample interviews). Taking the Online JTBD Course and learning on your own time. Attending a Switch Workshop and getting an immersive one-day crash course in Jobs-to-be-Done.

The authors of the international bestseller Business Model Generation explain how to create value propositions customers can't resist Value Proposition Design helps you tackle the core challenge of every business — creating compelling products and services customers want to buy. This highly practical book, paired with its online companion, will teach you the processes and tools you need to create products that sell. Using the same stunning visual format as the authors' global bestseller, Business Model Generation, this sequel explains how to use the "Value Proposition Canvas" to design, test, create, and manage products and services customers actually want. Value Proposition Design is for anyone who has been frustrated by new product meetings based on hunches and intuitions; it's for anyone who has watched an expensive new product launch fail in the market. The book will help you understand the patterns of great value propositions, get closer to customers, and avoid wasting time with ideas that won't work. You'll learn the simple process of designing and testing value propositions, that perfectly match customers' needs and desires. In addition the book gives you exclusive access to an online companion on Strategyzer.com. You will be able to assess your work, learn from peers, and download pdfs, checklists, and more. Value Proposition Design is an essential companion to the "Business Model Canvas" from Business Model Generation, a tool embraced globally by startups and large corporations such as MasterCard, 3M, Coca Cola, GE, Fujitsu, LEGO, Colgate-Palmolive, and many more. Value Proposition Design gives you a proven methodology for success, with value propositions that sell, embedded in profitable business models."

The Innovator's Dilemma

How to Create Your Business Culture

Create Meaningful Products and Services for Your Audience

The Iconoclast

How the Affordable Care Act will Improve our Terribly Complex, Blatantly Unjust, Outrageously Expensive, Grossly Inefficient, Error Prone System

The Value Mix

The Everything Store

When Coffee and Kale Compete

A "detective story" that delivers key insights for any businessperson asking the questions: who really are our customers, why do we lose them, how do we regain them? Customers can be a mystery. Despite the availability of more data than ever before, everyone, from the CEO to salespeople in the field, struggles to understand who their customers really are, what they want, why they lose them, and how to regain them. To crack the case, start thinking like a market detective. David Scott Duncan shows how in his entertaining story of Tazza, a fictional chain of cafes with declining sales and leaders urgently seeking to understand why. The vivid characters of Tazzal's market detective force come to their aha moment when they finally understand why their most loyal customers walked out the door!and how they can get them back. The core of the Tazza story is a simple, powerful idea that upends how most businesses view their customers. Customers have ljobs to be done.¶ They lhirel companies to solve a problem or fulfill a need and lhirel them when unhappy. Duncan's fresh way of thinking about how to understand your customers's secret lives provides an innovative path for solving whatever market mysteries you face.

In the spring of 2010, Harvard Business School's graduating class asked HBS professor Clay Christensen to address them!but not on how to apply his principles and thinking to their post-HBS careers. The students wanted to know how to apply his wisdom to their personal lives. He shared with them a set of guidelines that have helped him find meaning in his own life, which led to this now-classic article. Although Christensen's thinking is rooted in his deep religious faith, these are strategies anyone can use. Since 1922, Harvard Business Review has been a leading source of breakthrough ideas in management practice. The Harvard Business Review Classics series now offers you the opportunity to make these seminal pieces a part of your permanent management library. Each highly readable volume contains a groundbreaking idea that continues to shape best practices and inspire countless managers around the world.

The foremost authority on innovation and growth presents a path-breaking book every company needs to transform innovation from a game of chance to one in which they develop products and services customers not only want to buy, but are willing to pay premium prices for. How do companies know how to grow? How can they create products that they are sure customers want to buy? Can innovation be more than a game of hit and miss? Harvard Business School professor Clayton Christensen has the answer. A generation ago, Christensen revolutionized business with his groundbreaking theory of disruptive innovation. Now, he goes further, offering powerful new insights. After years of research, Christensen has come to one critical conclusion: our long held maxim!that understanding the customer is the crux of innovation!is wrong. Customers don't buy products or services; they "hire" them to do a job. Understanding customers does not drive innovation success, he argues. Understanding customer jobs does. The "Jobs to Be Done" approach can be seen in some of the world's most respected companies and fast-growing startups, including Amazon, Intuit, Uber, Airbnb, and Chobani yogurt, to name just a few. But this book is not about celebrating these successes!it's about predicting new ones. Christensen contends that by understanding what causes customers to "hire" a product or service, any business can improve its innovation track record, creating products that customers not only want to hire, but that they'll pay premium prices to bring into their lives. Jobs theory offers new hope for growth to companies frustrated by their hit and miss efforts. This book carefully lays down Christensen's provocative framework, providing a comprehensive explanation of the theory and why it is predictive, how to use it in the real world!and, most importantly, how not to squander the insights it provides.

This newly revised and updated companion for every innovator, innovation team leader, operations manager and corporate change agent presents, in an easy-to-use format, more than 50 tools and techniques for identifying innovation opportunities, generating new and unusual ideas and implementing new solutions.

The Mental Load

A Roadmap for Customer-Centered Innovation

The Story of Innovation and Customer Choice

How to Navigate Clueless Colleagues, Lunch-Stealing Bosses, and the Rest of Your Life at Work

The Means-end Approach To Marketing and Advertising Strategy

Game Thinking

Rickey

Competing Against Luck

Advance praise for Service Innovation: "To the CEOs of all service companies I deal with: READ THIS BOOK!" -- Dave Wascha, senior director, Bing Product Management, Microsoft Corporation "Lance Bettencourt deftly blends his academic and consulting experience to provide an example-rich, readable, practical, and innovative discussion of service innovation." -- Leonard Berry, coauthor of Management Lessons from Mayo Clinic "Provides the robust

framework to design services that unlock growth opportunities for every business." -- Lance Reschke, vice president, Ceridian Corporation "The tools and guidance in this book will inspire companies, small and large, to create effective and innovative services that are desperately needed." -- Mary Jo Bitner, Ph.D., W. P. Carey School of Business, Arizona State University, and coauthor of *Services Marketing: Integrating Customer Focus Across the Firm* "Cracks the code from the fuzzy front end through the complete life cycle of Service Innovation." -- Angelo Rago, division vice president, Global Customer Services, Abbott Medical Optics "Filled with rich examples of how firms can innovate service through helping customers get jobs done." -- Stephen W. Brown, Ph.D., W. P. Carey School of Business, Arizona State University "Any leader intent on providing distinctive value to customers must read *Service Innovation*." -- Michael Reynolds, staff vice president, Commercial Marketing, WellPoint, Inc. If there's one truism about the service sector, it's that businesses don't succeed by inventing a better mousetrap; they succeed by finding the best, most cost-effective way to get rid of their customers' mice. In industries ranging from heavy machinery to health care to financial services to consumer goods, service innovation is helping businesses find new revenue streams--and enhance existing ones--by satisfying their customer's need to get things done. Few understand this better than Lance Bettencourt, a strategy adviser at Strategyn and a leading educator in management innovation consulting. And in *Service Innovation*, Bettencourt gives a master's class on the art and science of creating breakthrough service products. True service innovation demands that you shift the focus away from the solution and back to the customer. To achieve this shift in your business--one that takes you from making educated guesses to building a clear model to guide service innovation--Bettencourt instructs on the finer points of how to rethink your approach to the customer's needs: how the customer defines value in a product or service. Bettencourt mines nearly 20 years' experience in teaching and advising clients with service- and product-dominant businesses to demonstrate proven ways you can build, streamline, and focus your company's service product innovation processes. Among the numerous key ideas and practices are: Insight on understanding the different types of clients you serve—and how your products deliver value to them Ways to design specific frameworks for discovering service innovation opportunities for new, improved, and supplementary service products Practical guidance on staying focused on the "fuzzy front end" of service innovation The fundamental elements of a winning service strategy Finding new ways to help people solve problems and get things done is why there are goods and services in the first place. And in *Service Innovation*, Lance Bettencourt fills a vital need by delivering the essential guide that can put your business on the latest frontier of value creation. Customers who have inconsistent experiences with products and services are understandably frustrated. But it's worse for organizations that can't pinpoint the causes of these problems because they're too focused on processes. This updated book shows your team how to use alignment diagrams to turn valuable customer observations into actionable insight. With this powerful technique, you can visually map existing customer experience and envision future solutions. Designers, product and brand managers, marketing specialists, and business owners will discover how experience diagramming helps you determine where business goals and customer perspectives intersect. Armed with this insight, you can provide the people you serve with real value. Mapping experiences isn't just about product and service design; it's about understanding the human condition. Emphasize recent changes in business using the latest mapping techniques Create diagrams that account for multichannel experiences as well as ecosystem design Understand how facilitation is increasingly becoming part of mapping efforts, shifting the focus from a deliverable to actionability Explore ways to apply mapping of all kinds to noncommercial settings, such as helping victims of domestic violence To stay competitive in today's market, organizations need to adopt a culture of customer-centric practices that focus on outcomes rather than outputs. Companies that live and die by outputs often fall into the "build trap," cranking out features to meet their schedule rather than the customer's needs. In this book, Melissa Perri explains how laying the foundation for great product management can help companies solve real customer problems while achieving business goals. By understanding how to communicate and collaborate within a company structure, you can create a product culture that benefits both the business and the customer. You'll learn product management principles that can be applied to any organization, big or small. In five parts, this book explores: Why organizations ship features rather than cultivate the value those features represent How to set up a product organization that scales How product strategy connects a company's vision and economic outcomes back to the product activities How to identify and pursue the right opportunities for producing value through an iterative product framework How to build a culture focused on successful outcomes over outputs