
The Entrepreneurs Guide To Customer Development A Cheat Sheet Four Steps Epiphany Brant Cooper

Getting the books **The Entrepreneurs Guide To Customer Development A Cheat Sheet Four Steps Epiphany Brant Cooper** now is not type of inspiring means. You could not only going taking into account book hoard or library or borrowing from your associates to right to use them. This is an unquestionably easy means to specifically acquire guide by on-line. This online broadcast **The Entrepreneurs Guide To Customer Development A Cheat Sheet Four Steps Epiphany Brant Cooper** can be one of the options to accompany you in the same way as having other time.

It will not waste your time. understand me, the e-book will totally declare you other thing to read. Just invest tiny times to door this on-line message **The Entrepreneurs Guide To Customer**

Development A Cheat Sheet Four Steps Epiphany Brant Cooper as competently as evaluation them wherever you are now.



The Entrepreneur's Guide to Law and Strategy John Wiley & Sons
Business Insider calls The ENTREPRENEUR'S GUIDE "perhaps the most useful business book you

can ever read" and lists it among twenty-five must-read books for entrepreneurs. THE ENTREPRENEUR'S GUIDE TO LAW AND STRATEGY, 5E examines stages of starting a business -- from start-up and growth to public offering, while highlighting legal preparations and pitfalls. Cutting-edge examples show how legally astute

entrepreneurs can strategically increase realizable value, deploy resources, and manage risk. The book discusses leaving a job, hiring former coworkers, competing with a former employer, workplace legislation, product liability, and bankruptcy. You examine current issues including today's workforce in the "gig" economy, "crowdsourcing" capital

and social media, computer hacking and identity theft. Legal discussion integrates with core strategic concepts, such as Porter's Five Forces, the resource-based view of the firm, the value proposition, activities in the value chain and more. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The Entrepreneur's Guide to

Customer Development É tienneso we can build products they will actually use. Customer development and Lean Startup methodology have become quite popular with entrepreneurs. I wrote this book to be a supplement to books like The Lean Startup and The Startup Owner's Manual. Without rehashing too much of what they've taught, this is a tactical guide to practicing customer development. Many entrepreneurs and corporate innovators know they need to be practicing customer development, but don't know how to do it in a way that will help them build awesome

Garbugli
Customer development is a process for discovering and validating market demand for a business idea and determining the right product features to meet customer needs. Customer development is used to help build products that customers want and avoid spending time and money on products customers don't want. It can be used to identify problems and new startup ideas, to test ideas, and to optimize ideas and existing products. Customer development helps us learn about our potential customers

products. Topics include: How to Get Startup Ideas Through Customer Development How to Test a Startup Idea's Viability Before Building a Product How to Find Customers to Interview How to Ask for and Get Customer Interviews How to Gain Customer Insights to Build Products People Want The Best and Worst Customer Development Questions How to Optimize Ideas and Existing Products Common Mistakes to Avoid When I first learned about Lean methodology and customer development it was mind-blowing. I've been thinking of and evaluating startup ideas for

as long as remember. It helped me to focus my ideas, and helped me avoid wasting a lot of time and money and products that no one actually wants. This book is a compilation of everything I've learned through study and practice.

Entrepreneurial Marketing S Curve Publishing It doesn't matter how old you are or where you're from; you can start a profitable business. The Young Entrepreneur's Guide to Starting and Running a Business will show you how. Through stories of young entrepreneurs who have

started businesses, this book illustrates how to turn hobbies, skills, and interests into profit-making ventures. Mariotti describes the characteristics of the successful entrepreneur and covers the nuts and bolts of getting a business up, running and successful. How Constant Innovation Creates Radically Successful Businesses Robfitz Ltd Award-winning speaker and business consultant Joey Coleman teaches audiences and companies all over the world how to turn a one-time purchaser into a lifelong

customer. Coleman's theory of building customer loyalty isn't about focusing on marketing or closing the sale: It's about the First 100 Days® after the sale and the interactions the customer experiences. While new customers experience joy, euphoria, and excitement, these feelings quickly shift to fear, doubt, and uncertainty as buyer's remorse sets in. Across all industries, somewhere between 20%-70% of newly acquired customers will stop doing business with a company with the first 100 days of being a new customer because they feel neglected in the early stages of customer onboarding. In *Never Lose a Customer Again*, Coleman offers a philosophy and methodology for dramatically increasing customer retention and as a result, the bottom line. He identifies eight distinct emotional phases customers go through in the 100 days following a purchase. From an impulse buy at Starbucks to the thoughtful purchase of a first house, all customers have the potential to experience the eight phases of the customer journey. If you can understand and anticipate the customers' emotions, you can apply a myriad of tools and techniques -- in-person, email, phone, mail, video, and presents -- to cement a long and valuable relationship. Coleman's system is presented through research and case studies showing how best-in-class companies create remarkable customer experiences at each step in the customer lifecycle. In the "Acclimate" stage,

customers need you to hold their hand and over-explain how to use your product or service. They're often too embarrassed to admit they're confused. Take a cue from Canadian software company PolicyMedical and their challenge of getting non-technical users to undergo a complex installation and implementation process. They turned a series of project spreadsheets and installation manuals into a beautiful puzzle customers could assemble after completing each milestone.

In the "Adopt" stage, customers should be welcomed to the highest tier of tribal membership with both public and private recognitions. For instance, Sephora's VIB Rogue member welcome gift provides a metallic membership card (private recognition) and a members-only shade of lipstick (for public display). In the final stage, "Advocate," loyal customers and raving fans are primed to provide powerful referrals. That's how elite entrepreneurial

event MastermindTalks continues to sell-out their conference year after year - with zero dollars spent on marketing. By surprising their loyal fans with amazing referral bonuses (an all-expenses paid safari?!) they guarantee their community will keep providing perfect referrals. Drawing on nearly two decades of consulting and keynoting, Coleman provides strategies and systems to increase customer loyalty. Applicable to companies in any industry and of any size (whether

measured in employee count, revenue, or total number of customers), implementing his methods regularly leads to an increase in profits of 25-100%. Working with well-known clients like Hyatt Hotels, Zappos, and NASA, as well as mom-and-pop shops and solo entrepreneurs around the world, Coleman's customer retention system has produced incredible results in dozens of industries. His approach to creating remarkable customer experiences requires minimal financial investment and will be fun for owners, employees, and teams to implement. This book is required reading for business owners, CEOs, and managers - as well as sales and marketing teams, account managers, and customer service representatives looking for easy to implement action steps that result in lasting change, increased profits, and lifelong customer retention. *The Entrepreneur's Guide to Customer Development* Penguin #1 NEW YORK TIMES BESTSELLER If you want to build a better future, you must believe in secrets. The great secret of our time is that there are still uncharted frontiers to explore and new inventions to create. In *Zero to One*, legendary entrepreneur and investor Peter Thiel shows how we can find singular ways to create those new things. Thiel begins with the contrarian premise that we live in an age of technological stagnation, even if we're too distracted by shiny mobile devices to notice. Information

technology has improved rapidly, but there is no reason why progress should be limited to computers or Silicon Valley. Progress can be achieved in any industry or area of business. It comes from the most important skill that every leader must master: learning to think for yourself. Doing what someone else already knows how to do takes the world from 1 to n, adding more of something familiar. But when you do something new, you go from 0 to 1. The next Bill Gates will not build an operating system. The next Larry Page or Sergey Brin won't make a search engine. Tomorrow's champions will not win by competing ruthlessly in today's marketplace. They will escape competition altogether, because their businesses will be unique. Zero to One presents at once an optimistic view of the future of progress in America and a new way of thinking about innovation: it starts by learning to ask the questions that lead you to find value in unexpected places.

24 Steps to a Successful Startup

John Wiley & Sons

The world's most powerful brands are no longer being developed on Madison Avenue. They are methodically crafted by startups using a revolutionary new framework. Businesses are now able to validate their branding in the market, steering clear from meaningless questions like "If you were a dog, what kind of dog would you be?" and turning subjective opinion into fact. This is not new jargon for old thinking, but a fundamental shift in how brand development

works. Unfortunately, many large companies haven't learned the new way. The cost? Millions of dollars in lost sales, and countless unsatisfied customers. The Lean Brand offers you the blueprint for creating passionate customers who love and support your business. Distilling over 16 years of experience in branding and the lean startup movement, Jeremiah Gardner teams up with New York Times bestselling author Brant Cooper to reveal:- The new definition of brand- How you can emulate successful lean brands like Buffer and SoulPancake to

build a loyal customer base- How customers and brands really interact through The Lean Brand Framework- How to use Viability Experiments to test and iterate your brand, and find Product-Market-Brand fit- A set of tools including the Persona Grid, the MVB Canvas, the Experiment Map and the Value Stream Matrix that will help you develop your brand properly Great brands must do more than just satisfy customers; they must create passionate ones. The Lean Brand shows you how to develop meaningful relationships with your

audience, based on a shared journey of value creation. [Teaching Your Business to Market Itself](#) 5D Vision Publishing
The bestselling classic that launched 10,000 startups and new corporate ventures - The Four Steps to the Epiphany is one of the most influential and practical business books of all time. The Four Steps to the Epiphany launched the Lean Startup approach to new ventures. It was the first book to offer that startups are not smaller versions of large companies and that new ventures are different than existing ones. Startups search for business models while existing companies execute them. The book offers the

practical and proven four-step Customer Development process for search and offers insight into what makes some startups successful and leaves others selling off their furniture. Rather than blindly execute a plan, The Four Steps helps uncover flaws in product and business plans and correct them before they become costly. Rapid iteration, customer feedback, testing your assumptions are all explained in this book. Packed with concrete examples of what to do, how to do it and when to do it, the book will leave you with new skills to organize sales, marketing and your business for success. If your organization is starting a new venture, and you're thinking how

to successfully organize sales, marketing and business development you need The Four Steps to the Epiphany. Essential reading for anyone starting something new. The Four Steps to the Epiphany was originally published by K&S Ranch Publishing Inc. and is now available from Wiley. The cover, design, and content are the same as the prior release and should not be considered a new or updated product.

[Design a Better Business](#)
Independently Published
You are not a Visionary... yet. The Lean Entrepreneur shows you how to become one. Most of us believe

entrepreneurial visionaries are born, not made. Our media glorify business outliers like Bezos, Branson, Gates, and Jobs as heroes with X-ray vision who can look to the future, see clearly what will be, imagine a fully formed product or experience and then, simply make the vision real. Many in our entrepreneur community still believe that to be visionary, we must merely execute on a seemingly good idea and ignore all doubt. With this mindset, companies build doomed products in a

vacuum; enterprises make ill-fated innovation investment decisions; and employees and shareholders come along for an uncomfortable ride. Falling prey to the Myth of the Visionary confuses talented entrepreneurs, product managers, innovators and investors. It leads us to heartbreaking, costly and preventable failures in new product and venture development. The Lean Entrepreneur moves us beyond this myth. It combines powerful customer experimentation and easily actionable data from the Lean Startup methodology to empower individuals, companies, and entire teams to evolve their vision, solve problems, and create value at the speed of the Internet. Anyone can be visionary. The Lean Entrepreneur shows you how to: Apply actionable tips, tricks and hacks from successful lean entrepreneurs. Leverage the Innovation Spectrum to disrupt existing markets and create new ones. Drive strategies for efficient market testing with Minimal Viable Products. Engage customers with Viability Testing and radically reduce time and budget for product development. Rapidly create cross-functional innovation teams that devour roadblocks and set new benchmarks. Bring your organization critical focus on the power of loyal customers and valuable products you can build to serve them. Leverage instructive tools, skill-building exercises, and worksheets along with bonus online videos.

How Today's Entrepreneurs Use Continuous Innovation to Create Radically Successful Businesses

Routledge

Why do most new businesses fail, yet a few entrepreneurs have a habit of winning over and over again? The shocking discovery of years of research and trial is that most startups fail by doing the "right things," but doing them out of order. In other words, human nature combined with our entrepreneurial drive puts us

on autopilot to become part of the 70% to 90% of ventures that fail. From Thomas Edison to Steve Jobs, the Nail It Then Scale It method is based on pattern recognition of the timeless principles and key practices used by successful entrepreneurs to repeatedly innovate.

Never Lose a Customer Again

Nisi Institute

More than 100,000 entrepreneurs rely on this book for detailed, step-by-step instructions on building successful, scalable, profitable startups. The National Science Foundation pays hundreds of

startup teams each year to follow the process outlined in the book, and it's taught at Stanford, Berkeley, Columbia and more than 100 other leading universities worldwide. Why? The Startup Owner's Manual guides you, step-by-step, as you put the Customer Development process to work. This method was created by renowned Silicon Valley startup expert Steve Blank, co-creator with Eric Ries of the "Lean Startup" movement and tested and refined by him for more than a decade. This 608-page how-to guide includes over 100 charts, graphs, and diagrams, plus 77 valuable checklists that guide you as you drive your company toward profitability. It will help you: •

Avoid the 9 deadly sins that destroy startups' chances for success • Use the Customer Development method to bring your business idea to life • Incorporate the Business Model Canvas as the organizing principle for startup hypotheses • Identify your customers and determine how to "get, keep and grow" customers profitably • Compute how you'll drive your startup to repeatable, scalable profits. The Startup Owner's Manual was originally published by K&S Ranch Publishing Inc. and is now available from Wiley. The cover, design, and content are the same as the prior release and should not be considered a new or updated product.

The Book in a Box Method: The New Way to Quickly and Easily Write Your Book (Even If You're Not a Writer)
"O'Reilly Media, Inc."
Goodbye, old-school branding. Hello, innovation. As much as traditional branding may flinch at the idea, the great brands emerging today are no longer being developed by a "brand genius" on the 40th floor of a Madison Avenue high rise. Today, great brand development isn't about genius, it's about the discovery of value. The Lean Brand is the first book to apply lean principles to the marketing

black box of branding empowering innovators to experiment often, iterate quickly, and discover the winning relationship with their audience. Just as with "lean startup," where you are attempting to eliminate the waste in building products no one wants, "lean branding" is about eliminating the waste of building a brand no one wants a relationship with. The cost of failing to innovate with your brand? Millions of dollars in lost sales, missed opportunities for growth, and countless unsatisfied customers. This is not new jargon for old thinking,

but a fundamental shift in how brand development works. The Lean Brand is the new blueprint for building value-based relationships with passionate customers. Distilling years of experience on the front lines of startup marketing and the lean startup movement, Jeremiah Gardner teams up with New York Times bestselling author Brant Cooper to reveal: How to implement Lean Brand Innovation To Discover, Create & Deliver New Value New startup marketing techniques for Parallel Innovation between product management, brand strategy, and business

culture
How to optimize your branding strategy to discover, develop and build passionate customers
How startups can eliminate waste in their customer development and brand strategy using The Lean Brand Framework
How to use lean startup Viability Experiments to test and iterate your brand for high growth
A set of practical tools called the Lean Brand Stack to help you iterate quickly, learn as much as you can, and build passionate relationships with your audience
Great brands must do more than just satisfy customers; they must create

passionate ones. The Lean Brand shows you how to develop meaningful relationships with your audience, based on a shared journey of value creation. Whether incrementally improving an existing brand, re-branding your enterprise, or building the next great startup, the winning relationship with your audience will come from a process of discovery. This book lays out a brand innovation framework for you to study, practice and iterate on, and eventually make your own.
77 Ways To Get More Customers - The Essential

Guide for Entrepreneurs To Grow Your Business and Increase Your Profits

Createspace Independent Publishing Platform

« This is a must read for every B2B entrepreneur, SaaS creator or consultant and business school student. It's the kind of book you don't read once, you go back to it on a regular basis. » - Carmen Gereia, CEO & Co-founder, UsabilityChefs Lean B2B helps entrepreneurs and innovators quickly find traction in the enterprise. Packed with more than 20 case studies and used by thousands around the

world, Lean B2B consolidates the best thinking around Business- to-Business (B2B) customer development to help entrepreneurs and innovators focus on the right things each step of the way, leaving as little as possible to luck. The book helps: • Assess the market potential of opportunities to find the right opportunity for your team • Find early adopters, quickly establish credibility and convince business stakeholders to work with you • Find and prioritize business problems in corporations and identify the stakeholders with the power to

influence a purchase decision • Create a minimum viable product and a compelling offer, validate a solution and evaluate whether your team has found product-market fit • Identify and avoid common challenges faced by entrepreneurs and learn ninja techniques to speed up product-market validation « The book will pay itself off in the first couple of pages! » - Ben Sardella, Co-Founder, Datanyze ????? 86% of Readers Rated it 5-Stars ????? « Treat this book like a map to show you where you are and a compass to show you the direction. I wish I could have

read it 2 or 3 years ago. » – Jonathan Gebauer, Founder, exploreB2B « Lean B2B is filled with rock-solid advice for technology entrepreneurs who want a rapid-growth trajectory. Read it to increase your certainty and your success rate. » - Jill Konrath, Author of AGILE SELLING and Selling to Big Companies « Probably the most slept on book in the Lean startup market right now.... There is no sugarcoating here. Garbugli tells you exactly what needs to happen and how to make it happen... literally holds your hand and spells it out. I was really impressed with the overall depth and advice presented. » - AJ, B2B Entrepreneur « The book I read of which I have learned the most. » - Etienne Thouin, Founder and CTO, SQLNext Software « This book is essential reading for would-be entrepreneurs who face the daunting task of entering B2B markets. » – Paul Gillin, Co-Author, Social Marketing to the Business Customer *The Referral Engine* Three Rivers Press "This is a must read for all startups and stakeholders." - Steve Blank, author of *The 4 Steps to the Epiphany*, creator of Customer Development methodology "The Entrepreneur's Guide is an easy read. It is written in a conversational tone, doesn't take itself too seriously, and avoids extraneous fluff." - Eric Ries, Author & Creator of the Lean Startup methodology "Get the CustDev book to dive deep into customer interviews and understand how your product can be developed to meet your customers' needs." - Dan Martell, Founder of Flowtown, angel investor Customer Development is a

four-step framework for helping startups discover and validate their customers, product, and go-to-market strategy, developed by Steve Blank and an integral part of Eric Ries' Lean Startup methodology. Focused on the Customer Discovery step, The Entrepreneur's Guide to Customer Development is an easy to follow guide for finding early adopters, building a Minimum Viable Product, finding Product-Market fit, and establishing a sales and marketing roadmap. Deemed a "must-read" by Steve Blank and Eric Ries, inside you will find detailed customer development and lean startup concept definitions, a step-by-step approach to best practices, a business model analysis guide, case studies, rich graphics, as well as worksheets and exercises. No matter the stage of your business, you will return often to this guide to learn how to build a product people want;"get out of the building;" foster strong customer relationships; test business model risk; reach out to early adopters; conduct startup marketing; create a customer funnel based on buyers' process; and prepare your startup to scale up. The Entrepreneur's Guide to Customer Development: A Cheat Sheet to The Four Steps to the Epiphany, affectionately known as the "CustDev book," serves as course text for classes at Stanford University, University of Chicago, Boston University, DePaul University, University of Minnesota and University of Norway. "Our UCL

(University College London) and highly actionable for lean business book for startups students love The Entrepreneur's Guide to Customer Development. Thanks to Brant & Patrick for writing this helpful book. " - Dave Chapman, Deputy Head of the Department of Management Science and Innovation at UCL (University College London) "Love it! Required reading for all NYU entrepreneurs." - Frank Rimalovski, Managing Director of NYU Innovation Venture Fund This book is both an introduction for those unfamiliar with lean concepts and highly actionable for lean practitioners. It is a user friendly guide, written to be accessible to marketing professionals, Engineers startup founders and entrepreneurs, VCs, angels, and anyone else involved in building scalable startups. Existing companies will benefit to from applying Customer Development principles described in detail herein: for example, startups struggling to achieve market traction, or well established companies seeking to spark new innovation. This is a like no other. No fluff, but rather sound principles and concrete steps to take to build your business. Get up to speed on Customer Development now. [How to Run Your Business Without Letting It Run You](#) John Wiley & Sons As soon as the Web became viable for entrepreneur marketers in the early 2000's, John Carlton surfaced as the go-to teacher for writing everything required to find prospects and persuade them to become eager customers..... as well as being The Dude for solving almost any biz problem holding things up. For decades,

he was a notoriously-successful freelance direct-response copywriter with a global reputation for creating ads that brought home the bacon in almost every possible media (particularly direct mail, magazines and newspapers). And his street-savvy, close-the-deal style of salesmanship has now helped mobs of new entrepreneurs dominate niches online. This book is a collection of his best (and most recent) lesson-dense private articles to insider colleagues. What you're about to discover is the timeless advice and first-choice strategies that can help rookie entrepreneurs murder their competition, and veteran marketers re-establish dominance

in their niche. No theory here. Every lesson is from the front trenches of the business world, where fortunes are won or lost through your ability to craft superior marketing in crowded business environments... and produce jaw-dropping results regardless of the economy, the competition, or any problem currently holding you up. If you have a great product or service, then shame on you if you don't learn and use the reality-tested, results-proven toolkit of advice and tactics packed into this sizzling tome. It's your best First Step to becoming an awesome entrepreneur, no matter where you are now or what your experience is or how

broke/disadvantaged/clueless you are. You start here, and the greatest adventure of your life can finally begin in earnest. About the author: John Carlton's notorious 30-year career has become something of a legend among modern marketers. Just some of the highlights: He started out as the "bad boy" freelance copywriter snuck through the back doors of Los Angeles advertising agencies to do the hard-core sales jobs their staff writers couldn't pull off (because they didn't understand street-level salesmanship)... He penned game-changing packages for the largest direct response mailers in the world (like Rodale Press)... while single-handedly also completely transforming the

way print ads worked in a number of markets (through sizzling long-copy ads the magazine owners hated, but which worked like crazy)... And he pioneered the now-common use of killer "old school" persuasive ad-writing models for online markets when the Web finally became a viable vehicle for entrepreneurs. John's been called "the most respected and ripped-off copywriting wizard alive", because so many of his ads are still used as templates by other marketers. (Yes, even the ads written before the Web became a viable marketing medium.) And for over a decade now, John has been the "go-to-teacher" for helping entrepreneurs learn how to craft ads that get results. His

first book, "Kick-Ass Copywriting Secrets of a Marketing Rebel", is still cited as a primary resource by the best writers working today.

Entrepreneur's Guide to the Lean Brand Currency

Learn how to stay sane and ensure both you and your business thrive for years.

You run a business. And running a business is hard. It can ruin your health. It can ruin your relationships. It can ruin your life. But only if you don't equip yourself for the journey. The responsibility, stress and loneliness of being an

entrepreneur are a far cry from your friends who work salaried jobs. The path of least resistance is to let the stress and isolation of starting, running and growing a business infiltrate most aspects of your life. Over and over we've watched our fellow entrepreneurs succumb to the mental toll and chaos of running a business. We've also experienced it firsthand as we've launched and grown our own businesses. Odds are good that you've been overwhelmed at some point.

Maybe you've read self help books only to find that books about stress management typically don't take into account the unique experience of entrepreneurs. Or they're 'lifehacks' written by a blogger with no formal training, offering advice based on anecdotes. Why do I need this book? You want to invest in yourself (and consequently, your business). You want to learn proven strategies, tactics and techniques to overcome the challenges that cause you heartburn and headaches.

You want to get off the treadmill of stress, anxiety and isolation that entrepreneurship brings. You want to prevent burnout, depression, isolation, and the emergence of damaging coping strategies and self-sabotaging choices. Every aspect of this book is a pairing of psychological expertise with decades of entrepreneurial experience. Author, Seth Godin calls it, "A personal, generous and incredibly useful guide to staying sane and changing the world at the same time.

Read it before you think you need it." Here are just a few things you will take away: New ways to deal with the responsibility and fear that go along with being an entrepreneur Why knowing yourself and where you came from is crucial to your success How to succeed as an entrepreneur no matter your personality type How to keep stress from ruining your relationships Dealing with depression, anxiety, burnout, ADHD and other common psychological burdens How to get more things done - and

faster - by dealing with procrastination, distraction and muddled priorities How to deal with overwhelming (seemingly) massive failures How to find personal calm in the midst of chaos And much more... Love the book? Read a review! And join the conversation by joining our Facebook Group: www.facebook.com/groups/zenfounder/
Getting to Plan B Penguin
How to use this book: 8 Chapters; 48 Case studies; 20 Tools; 7 Core skills; 29 Designers; 36 Hacks; >150 Visuals.

Turn Your Ideas into Money!

Currency
You have a new venture in mind. And you've crafted a business plan so detailed it's a work of art. Don't get too attached to it. As John Mullins and Randy Komisar explain in *Getting to Plan B*, new businesses are fraught with uncertainty. To succeed, you must change the plan in real time as the inevitable challenges arise. In fact, studies show that entrepreneurs who stick slavishly to their Plan A stand a greater chance of failing-and that many successful businesses barely resemble their founders' original idea. The authors provide a rigorous process for stress testing your Plan A and determining how

to alter it so your business makes money, solves customers' needs, and endures. You'll discover strategies for: -Identifying the leap-of-faith assumptions hidden in your plan -Testing those assumptions and unearthing why the plan might not work -Reconfiguring the five components of your business model-revenue model, gross margin model, operating model, working capital model, and investment model-to create a sounder Plan B. Filled with success stories and cautionary tales, this book offers real cases illustrating the authors' unique process. Whether your idea is for a start-up or a new business unit within your organization, *Getting*

to Plan B contains the road map you need to reach success.

How to Create Tech Products Customers Love

Market by Numbers

Business is booming in Second Life, and many residents are earning big bucks in-world—and so can you. This unique guide walks you through what it takes to launch and run a successful Second Life business. Packed with insider tips from some of the metaverse's best-known entrepreneurs, it delivers the lowdown on SL business

basics and shows you step by step how to succeed in popular business niches, from real estate and construction to fashion, gadgets, toys, entertainment, music, blogging and more.

INSPIRED The Entrepreneur's Guide to Customer DevelopmentA "cheat Sheet" to the Four Steps to the Epiphany

How do today's most successful tech companies—Amazon, Google, Facebook, Netflix, Tesla—design, develop, and deploy the products that have earned the love of literally

billions of people around the world? Perhaps surprisingly, they do it very differently than the vast majority of tech companies. In *INSPIRED*, technology product management thought leader Marty Cagan provides readers with a master class in how to structure and staff a vibrant and successful product organization, and how to discover and deliver technology products that your customers will love—and that will work for your business. With sections on assembling the right people and skillsets, discovering the right product, embracing an effective

yet lightweight process, and creating a strong product culture, readers can take the information they learn and immediately leverage it within their own organizations—dramatically improving their own product efforts. Whether you're an early stage startup working to get to product/market fit, or a growth-stage company working to scale your product organization, or a large, long-established company trying to regain your ability to consistently deliver new value for your customers, **INSPIRED** will take you and your product

organization to a new level of customer engagement, consistent innovation, and business success. Filled with the author's own personal stories—and profiles of some of today's most-successful product managers and technology-powered product companies, including Adobe, Apple, BBC, Google, Microsoft, and Netflix—**INSPIRED** will show you how to turn up the dial of your own product efforts, creating technology products your customers love. The first edition of **INSPIRED**, published ten years ago,

established itself as the primary reference for technology product managers, and can be found on the shelves of nearly every successful technology product company worldwide. This thoroughly updated second edition shares the same objective of being the most valuable resource for technology product managers, yet it is completely new—sharing the latest practices and techniques of today's most-successful tech product companies, and the men and women behind every great product.

The Entrepreneur's Guide

to Risk and Decisions Cengage Learning
The small business guru behind Duct Tape Marketing shares his most valuable lesson: how to get your customers to do your best marketing for you. The power of glitzy advertising and elaborate marketing campaigns is on the wane; word-of-mouth referrals are what drive business today. People trust the recommendation of a friend, family member, colleague, or even stranger with similar tastes over anything thrust at them by a faceless company. Most business owners believe

that whether customers refer them is entirely out of their hands. But science shows that people can't help recommending products and services to their friends-it's an instinct wired deep in the brain. And smart businesses can tap into that hardwired desire. Marketing expert John Jantsch offers practical techniques for harnessing the power of referrals to ensure a steady flow of new customers. Keep those customers happy, and they will refer your business to even more customers. Some of Jantsch's strategies include:
-Talk with your customers, not

at them. Thanks to social networking sites, companies of any size have the opportunity to engage with their customers on their home turf as never before-but the key is listening. -The sales team is the most important part of your marketing team. Salespeople are the company's main link to customers, who are the main source of referrals. Getting them on board with your referral strategy is critical. -Educate your customers. Referrals are only helpful if they're given to the right people. Educate your customers about whom they should be talking to. The secret to

generating referrals lies in understanding the "Customer Referral Cycle"-the way customers refer others to your company who, in turn, generate even more referrals. Businesses can ensure a healthy referral cycle by moving customers and prospects along the path of Know, Like, Trust, Try, Buy, Repeat, and Refer. If everyone in an organization keeps this sequence in mind, Jantsch argues, your business will generate referrals like a well-oiled machine. This practical, smart, and original guide is essential reading for any company looking to grow without a fat marketing budget.