

The Effortless Experience Conquering The New

The Effortless ExperienceSummary of Matthew Dixon’s The Effortless Experience by Milkyway MediaThe Effortless ExperienceTransform: A rebels guide for digital transformationThe JOLT EffectThe Business of ChoiceLeading LoyaltyThe Convenience RevolutionThe Sales Innovation ParadoxThink HumanMore Is MoreE–Commerce Growth StrategyInfluence Is Your SuperpowerTalk TriggersNew Routes to Library Success: 100+ Ideas from Outside the StacksStellar Customer ServiceHuman–Computer InteractionMojo In A Mango TreeLeading the Customer ExperienceKizzi Talks about Behavioural Science in Marketing Matthew Dixon Milkyway Media Matthew Dixon Gerry McGovern Matthew Dixon Matthew Willcox Sandy Rogers Shep Hyken Howard Dover Olivier Duha Blake Morgan Kunle Campbell Zoe Chance Jay Baer Elisabeth Doucett Mou Chakraborty Masaaki Kurosu VIKRAM COTAH Brad Cleveland Kizzi Nkwocha

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a new breakthrough idea about how to win customer loyalty from matthew dixon the bestselling author of the challenger sale everyone knows that the best way to create customer loyalty is with service so good so over the top that it surprises and delights but what if everyone is wrong in their acclaimed bestseller the challenger sale matthew dixon and his colleagues at ceb busted longstanding myths about sales now they ve turned to a new vital business subject customer loyalty with a book that turns conventional wisdom on its head companies devote untold time and resources trying to dazzle customers yet ceb s careful research proves that is wildly overrated loyalty has a lot more to do with how well companies deliver on their basic promises than on how dazzling the service experience might be forget bells and whistles and just solve your customer s problems the effortless experience lays out the four pillars of a low effort customer experience with robust data insights and profiles here are tools and templates you can start applying right away to improve

service reduce costs and ultimately generate the elusive loyalty that the dazzle factor fails to deliver the rewards are there for the taking and the pathway to achieving them is now clearly marked a business detective story in which cherished truths are systematically investigated and frequently debunked dan heath coauthor of decisive switch and made to stick matt dixon is executive director of the sales service practice at ceb he is a frequent contributor to the harvard business review and his previous book the challenger sale was a wall street journal bestseller nick toman is senior director of research for ceb s sales services practice and is a frequent contributor to the harvard business review rick delisi is senior director of advisory services for ceb s sales service practice and a noted public speaker and facilitator

the effortless experience conquering the new battleground for customer loyalty 2013 examines how businesses can retain old customers and gain new ones by decreasing the amount of effort consumers must expend to resolve problems authors matthew dixon nick toman and rick delisi use data collected from thousands of customers to determine which practices drive customers away and which strategies cement their trust in both business to business and business to consumer companies purchase this in depth summary to learn more

everyone knows that the best way to create customer loyalty is with service so good so over the top that it surprises and delights but what if everyone is wrong in their acclaimed bestseller the challenger sale matthew dixon and his colleagues at ceb busted many longstanding myths about sales now they ve turned their research and analysis to a new vital business subject customer loyalty with a new book that turns the conventional wisdom on its head the idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it they devote untold time energy and resources to trying to dazzle people and inspire their undying loyalty yet ceb s careful research over five years and tens of thousands of respondents proves that the dazzle factor is wildly overrated it simply doesn t predict repeat sales share of wallet or positive word of mouth the reality loyalty is driven by how well a company delivers on its basic promises and solves day to day problems not on how spectacular its service experience might be most customers don t want to be wowed they want an effortless experience and they are far more likely to punish you for bad service than to reward you for good service if you put on your customer hat rather than your manager or marketer hat this makes a lot of sense what do you really want from your cable company a free month of hbo when it screws up or a fast painless restoration of your connection what about your bank do you want free cookies and a cheerful smile even a personal relationship with your teller or just a quick in and out transaction and an easy way to get a refund when it accidentally overcharges on fees the effortless experience takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal and disloyal the authors lay out the four key pillars of a low effort customer experience along the way

delivering robust data shocking insights and profiles of companies that are already using the principles revealed by cebs research with great results and they include many tools and templates you can start applying right away to improve service reduce costs decrease customer churn and ultimately generate the elusive loyalty that the dazzle factor fails to deliver the rewards are there for the taking and the pathway to achieving them is now clearly marked

are you an optimist are you a rebel do you think that because of digital technology power is shifting away from organizations towards citizens and customers are you a digital change agent do you want to transform your organization then this book is here to help you back cover

from the bestselling co author of the challenger sale a paradigm shattering approach to overcoming customer indecision and closing more sales in sales the worst thing you can hear from a customer isn't no it's i need to think about it when this happens deeply entrenched business advice says to double down on your efforts to sell a buyer on all the ways they might win by choosing you and your business but this approach backfires dramatically why because it completely gets wrong the primary driver behind purchasing decision making once purchase intent is established customers no longer care about succeeding what they really care about is not failing for years sales expert matthew dixon has been busting longstanding business myths now in the jolt effect he and co author ted mckenna turn their trademark analysis and latest research to the vital and growing problem of customer indecision and offer a shocking new approach that turns conventional wisdom on its head drawing on a brand new first of its kind study of more than two and a half million sales conversations from across industry they reveal the surprising truth that high performing sales reps grasp and their average performing peers don't only by addressing the customer's fear of failure can you get indecisive buyers to go from verbally committing to actually pulling the trigger packed with robust data counterintuitive insights and practical guidance the jolt effect is the playbook for any salesperson or sales leader who wants to close the gap between customer intent and action and close more sales

winner of the 2016 berry ama book prize for best book in marketing from the american marketing association named marketing book of the year for 2016 by marketing sales books reshape consumer behavior by making your brand the instinctive intuitive easy choice discover powerful new ways to simplify and guide consumer decisions gain actionable insights into social influence how people plan and how they interpret the past leverage surprising advances in neuroscience evolutionary biology and the behavioral and social sciences whatever your marketing or behavioral objective you'll be far more successful if you know how humans choose human intuitions and cognitive mechanisms have evolved over millions of years but only now are marketers beginning to understand their impact on people's decisions the business of choice helps you apply new scientific insights to make your brand or target behavior the easiest most instinctive choice matthew willcox integrates the latest research

advances with his own extensive enterprise marketing experience at fcb's institute of decision making willcox explains why we humans often seem so irrational how marketers can leverage the same evolutionary factors that helped humans prosper as a species how to make decisions simpler for your consumers and how to make them feel good about their choices so they keep coming back for more

in business it's not enough for people to like you they need to love you learn how building loyalty and modeling great customer service behavior to develop frontline teams is the key to building raving fans to thrive in today's economy it's not enough for customers to merely like you they have to love you win their hearts and they will not only purchase more they'll talk you up to everyone they know but what turns casual customers into passionate promoters and lifelong buyers loyalty experts at franklincovey set out to unlock the mysteries of gaining the customer's loyalty in an extensive study that involved 1,100 stores and thousands of people they isolated examples that stood out in terms of revenues and profitability they found that these campfire stores burned brighter than the rest thanks to fiercely loyal customers and the employees who delight in making their customers' lives easier full of eye-opening examples and practical tools leading loyalty helps you infuse empathy responsibility and generosity into every interaction and make warm authentic connections ask the right questions and listen to learn discover the real job to be done take ownership of the customer's issue follow up and strengthen the relationship share insights openly and kindly surprise people with unexpected extras model teach and reinforce these essential behaviors through weekly team huddles it's time to invest in building loyalty leading loyalty reveals the principles and practices of everyday service heroes the customer-facing employees who cultivate bonds and lift revenues through the roof

convenience is king when you make it easier for customers to do business with you they will reward you with their money their loyalty and their referrals there's a reason they call it a convenience store because it's convenient when you have to pick up a gallon of milk would you rather stop by a large supermarket or a 7-eleven customers who shop at convenience stores know the selection is smaller and the prices are often higher yet they still come in droves because of the ease of purchase what about the minibar in your hotel room that's convenient too but the convenience comes at a cost did you ever stop to think that the same \$5.00 can of coca-cola in the hotel's mini-fridge can be bought down the hall from the vending machine for just \$1.25 yet even with that can of coke being four times more expensive hotels are restocking minibars every day customers will pay for convenience and they'll choose to do more business over time with the people and companies that make their lives more convenient whether you're trying to out-service a competitor or disrupt an entire industry creating less friction and being more convenient for your customers should be your strategy when you raise the convenience bar you create the next level of amazing customer experience this book shows you how to leverage convenience as a powerful way to differentiate yourself from your

competition you'll learn six compelling strategies supported by numerous examples and case studies that will fuel your plan to create a focus on convenience for your customers the value proposition is both simple and profound when you reduce friction and make it easier for customers to do business with you they'll reward you with their money their loyalty and their referrals that's the advantage of being a part of the convenience revolution

why can't sales seem to catch up with innovation in the sales innovation paradox howard dover uses his decade of experience as a sales technologist and professor to answer the question why has investment in salesperson training and a huge transformation of available technology in the last decade not resulted in more efficacy in the modern sales world for most companies in addressing this paradox dover discusses how to develop modern sales methods to become a sales disruptor how digital marketplaces have shaken up the classic sales machine how customer behaviors have changed as a result of technology innovations how organizational and environmental obstacles keep the field in the state of paradox if you're an executive who is feeling that your efforts are decreasing in efficacy and that your investment in technology isn't paying off this book will help you identify the cycles and trends that keep you from achieving your team's full potential it's time to end the sales innovation paradox for you and your team

in an increasingly competitive and digitalized world where experience reigns supreme olivier duha highlights the radical evolution of customer relations and outlines six golden rules to maximize customer satisfaction advocating for the importance of the human factor assisted by technology in the digital age of customer relations this book explores the impact of the digital revolution on brands their shift from being product focused to customer focused and provides strategies for how brands can succeed in the battle for the customer by developing customer relations teams that value the role of the human being augmented by technology you can put technology at the service of humans and take control to create valuable customer experiences drawing on over two decades of experience developing webhelp into a leading global provider of game-changing customer journeys duha shows you how to develop your customer relations team into a key strategic resource for growth

less is more may be good advice for many efforts but it is terrible advice when it comes to customer experience brands that want to stay relevant must apply more energy focus and resources to creating knock your socks off customer experiences than they ever did before companies that embrace a more is more philosophy work harder and go further to ensure that their customers have a positive experience they do this through customer focused strategies and leadership via operations policies and procedures that consider how the customer will fare in every scenario customer experience guru blake morgan walks you through the *do more* concepts that set businesses up for success by emphasizing the importance of relationships companies that do more design something special offer a strong employee experience modernize with technology obsess over the customer

reward responsibility and accountability embrace disruption and innovation more is more offers practical advice for building or improving customer experience that you can apply immediately at your own organization time is of the essence your customers are not willing to wait for you to get the customer experience right outlining the key areas you need to address immediately more is more will help you weather external changes remain relevant and thrive in today's ever changing business landscape

increase visibility customer engagement and conversion rates with the ultimate blueprint for e-commerce growth e-commerce growth strategy shares valuable insights and practical strategies to help businesses thrive in the rapidly accelerating e-commerce landscape by connecting e-commerce tools and metrics to broader brand building and marketing strategies this book guides readers through essential areas such as customer centricity cross functional collaboration consumer data and behaviour acquisition and retention strategies community building search engine marketing paid social advertising product development alternative growth routes and tracking success written by an experienced e-commerce growth advisor and operator e-commerce growth strategy features bullet pointed chapter summaries interviews with industry leaders case studies and online toolkits e-commerce growth strategy is a vital resource for brands seeking to methodically plan execute and manage their e-commerce growth plans

national bestseller rediscover the superpower that makes good things happen from the professor behind yale school of management's most popular class the new rules of persuasion for a better world charles duhigg author of the bestsellers the power of habit and smarter faster better you were born influential but then you were taught to suppress that power to follow the rules to wait your turn to not make waves award winning yale professor zoe chance will show you how to rediscover the superpower that brings great ideas to life influence doesn't work the way you think because you don't think the way you think move past common misconceptions such as the idea that asking for more will make people dislike you and understand why your go to negotiation strategies are probably making you less influential discover the one thing that influences behavior more than anything else learn to cultivate charisma negotiate comfortably and creatively and spot manipulators before it's too late along the way you'll meet alligators skydivers a mind reader in a gorilla costume jennifer lawrence genghis khan and the man who saved the world by saying no influence is your superpower will teach you how to transform your life your organization and perhaps even the course of history it's an ethical approach to influence that will make life better for everyone starting with you

talk triggers is the definitive practical guide on how to use bold operational differentiators to create customer conversations written by best selling authors and marketing experts jay baer and daniel lemin word of mouth is directly responsible for 19 of all purchases and influences as much as 90 every human on earth relies on word of mouth to make buying decisions yet even today fewer than 1

of companies have an actual strategy for generating these crucial customer conversations talk triggers provides that strategy in a compelling relevant timely book that can be put into practice immediately by any business the key to activating customer chatter is the realization that same is lame nobody says let me tell you about this perfectly adequate experience i had last night the strategic operational differentiator is what gives customers something to tell a story about companies including the 30 profiled in talk triggers must dare to be different and exceed expectations in one or more palpable ways that s when word of mouth becomes involuntary the customers of these businesses simply must tell someone else talk triggers contains proprietary research into why and how customers talk more than 30 detailed case studies of extraordinary results from doubletree hotels by hilton and their warm cookie upon arrival the cheesecake factory and their giant menu five guys burgers and their extra fries in the bag penn teller and their nightly meet and greet sessions and a host of delightful small businesses the 4 5 6 learning system the 4 requirements for a differentiator to be a talk trigger the 5 types of talk triggers and the 6 step process for creating talk triggers surprises in the text that are of course word of mouth propellants consumers are wired to discuss what is different and ignore what is average talk triggers not only dares the reader to differentiate it includes the precise formula for doing it combining compelling stories inspirational examples and practical how to talk triggers is the first indispensable book about word of mouth it s a book that will create conversation about the power of conversation

today s library leaders face a world in which the only constant is change seeking out innovative ways to meet the evolving needs of their communities has become a critical part of their responsibilities in this book doucett mines new territory in this ongoing effort by exploring how successful organizations outside the stacks conduct their business she interviews leaders of advertising online commerce fundraising retailing crowdsourcing and other organizations including kickstarter l l bean down east magazine and tom s of maine among others learning what they do exceptionally well from this research she presents more than 100 examples of game changing ideas ready for application in libraries and most importantly she articulates a simple process that readers can use to pursue the same path of exploration at their own institutions including the actual questions used during her interviews an exciting survey of creativity in action doucett s book will encourage public library directors managers trustees and staff to cross pollinate their own expertise with innovative ideas from outside the stacks

from librarians to volunteer workers staff to student workers all library personnel need to deliver great customer service this book presents innovative instructional methods that will inspire you to take a fresh approach to customer service training customer service is one of the most critical staff development training areas in the library world every member of a library s staff who interacts with the public needs the specialized skills and tools to work with a diverse clientele this book addresses

the need for staff training for various kinds of libraries covering public and academic libraries of various sizes medical libraries law libraries and state organization and joint use libraries each chapter of stellar customer service training library staff to exceed provides practical advice and creative solutions for showing staff how to handle customer service issues the book identifies the essential skills and tools staff at all levels from librarians and staff to student workers and volunteers must have to contribute to your library's success readers will learn innovative training methods see how a wide range of libraries have approached this perennial staff issue and get excited about approaching their own customer service training in fresh new ways

the four volume set Incs 14011 14012 14013 and 14014 constitutes the refereed proceedings of the human computer interaction thematic area of the 25th international conference on human computer interaction hci 2023 which took place in copenhagen denmark in july 2023 a total of 1578 papers and 396 posters have been accepted for publication in the hci 2023 proceedings from a total of 7472 submissions the papers included in the hci 2023 volume set were organized in topical sections as follows part i design and evaluation methods techniques and tools interaction methods and techniques part ii children computer interaction emotions in hci and understanding the user experience part iii human robot interaction chatbots and voice based interaction interacting in the metaverse part iv supporting health quality of life and everyday activities hci for learning culture creativity and societal impact

why are a few leaders more successful than others books on leadership are often either theoretical or conceptual but leading is action oriented using knacks to enthuse people to get stellar results a widely acclaimed hospitality thought leader and a chief executive officer vikram cotah lets you into his life with simple leadership lessons which made many hospitality establishments successful e x t r a quotient is the factor in leadership which transforms customer service into emotional hospitality the book has impactful lessons from cotah's decades in hospitality and shows how one can be an effective and emotional leader and thrive in the service business whether you are a student a corporate manager or an entrepreneur looking for insights into emotional service leadership the cotah quotes cotah codes and coach cotah tips will teach you to touch lives and live an enriching leader life

distinguished favorite nyc big book award 2021 marketing pr many organizations and leaders struggle to respond effectively to fast evolving customer expectations driven by innovations in products services and technologies such as ai and mobile failing to build the necessary strategy culture and processes they suffer from high costs dissatisfied customers and brand damage the mandate to get customer experience right is real and urgent leading the customer experience is a guide to shaping experiences that win loyalty and deliver outstanding business results it provides a bold step by step approach that will get you and your team pointed in the right direction and equipped to make sound decisions along the way leading the customer experience is easy to understand and imminently

practical it is based on the author's extensive experience both as a founding partner of one of the world's most influential customer management organizations and his work with b2b and b2c organizations in the private and public sectors the author's down to earth explanations cut through jargon and clutter while stories and examples bring important principles to life leading the customer experience is relatable to anyone leading managing or aspiring to better understand customer experience

kizzi talks about behavioural science in marketing is a groundbreaking book that empowers marketing professionals to harness the power of behavioural science and revolutionize their marketing strategies in this highly informative and inspiring guide kizzi creator business game changer magazine explores the vast potential of incorporating behavioural science principles into the realm of marketing written in a clear and accessible style this book is tailored specifically for marketing professionals who are seeking to enhance their understanding of human behavior and leverage it to drive impactful marketing campaigns unlike other technical texts kizzi talks about behavioural science in marketing presents complex concepts without unnecessary jargon making it a valuable resource for marketers at any level of expertise with an unwavering focus on practical application the book delves into the core scientific principles that underpin behavioural science providing concrete examples from the business world readers will gain insights into key concepts such as social proof cognitive biases decision making processes and emotional triggers and how these principles can be integrated seamlessly into marketing strategies through captivating stories relatable anecdotes and real world case studies kizzi illuminates the transformative potential of behavioural science in marketing readers will learn how to craft compelling narratives design persuasive messaging optimize customer experiences and drive consumer behavior in ways that resonate deeply with their target audience

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