

The Referral Engine Review

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Wait Attention! This Book Will Make You Money
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The New Relationship Marketing

Effective creative strategies and campaigns for business owners or marketers
Whether it's on the Web, in a book, or live in-person, the most effective solutions are those that unexpectedly grab our attention.
David Langton and Anita Campbell identify eye-catching and thought-provoking marketing and PR tips, ideas, and creative "stunts." This compendium of winning ideas will inspire small business leaders, creative professionals, and students.
Award-winning visual communication designer David Langton has worked for a range of businesses from Fortune 500 leaders to small businesses. Anita Campbell, an internationally known small business expert, reaches over 2 million small business owners and stakeholders annually. Through case studies, photos, and illustrations, Visual Marketing displays creative marketing campaigns that brought attention to small businesses in unique, compelling, and unexpected ways. Online visual marketing solutions may include apps, interactive games tools and modules; infographics; HTML emails / e-newsletters; widgets; YouTube videos; flash animation; social networking campaigns; websites, weblets, mini-sites; blogs; podcasts / MP3s; projected signage; PowerPoint / keynote presentations
In print solutions may include brochures, flyers; annual reports; books; direct mail, post cards; newsletters; invitations; letters; press releases; infographics
On-site, giveaways, exhibit, and trade show solutions may include live events and performances; signs; billboards; exhibits; banners; tent cards; posters; plasma screens; kiosks; giveaways: t-shirts, tote bags, etc.; floor graphics/vinyl graphic wraps
With Visual Marketing, you'll discover 99 powerful strategies for capturing the attention of your potential customers.

The Self-Reliant Entrepreneur

Demonstrates how the competition to solve pressing energy problems has become an engine of political and economic change, and shares inside stories of current

and developing energy sources from different world regions.

Beyond Referrals: How to Use the Perpetual Revenue System to Convert Referrals into High-Value Clients

While many have decried that email is dead, a handful of marketers have quietly been using little-known email marketing techniques to generate massive results. According to the Direct Marketers Association, a business will earn an average of \$43 in new revenue for every \$1 invested in email marketing. In *Email Marketing Demystified*, digital marketing expert Matthew Paulson reveals the strategies and techniques that top email marketers use to build large mailing lists, to write compelling copy that converts and to generate substantially more sales using nothing but their email list. Inside the book, you'll learn how to: Build a massive mailing list using 15 different proven list building techniques. Write compelling copy that engages your readers and drives them to take action. Optimize every step of your email marketing funnel to skyrocket your sales. Grow a highly-engaged and hungry fan-base that will devour your content. Create six new revenue streams for your business using email marketing. Keep your messages out of the spam folder by following our best practices. Matthew Paulson has organically grown an email list of more than 250,000 investors and generates more than \$1 million per year in revenue using the strategies outlined in *Email Marketing Demystified*. Regardless of what kind of business you are building, email marketing can serve as the rocket fuel that that will skyrocket your business.

The Indie Game Developer Handbook

Over the past four decades, a series of PR campaigns have helped to shape popular culture and influence public opinion. *Campaigns that Shook the World* provides the inside story on the pivotal PR campaigns of the past four decades, following and celebrating the maturation and expansion of the PR industry towards today's practice. It examines ten of these campaigns in detail from the 1970s to the present day, explaining their strategy and tactics, looking at the imagery and icons they created and interviewing the powerful, flamboyant personalities who crafted and executed these seminal projects. Each chapter is built around extended case studies including Thatcherism (1979), New Labour, The Royal Family, The Rolling Stones (1981), David Beckham, London 2012, Product [RED], The Obama Campaign (2008) and Dove Real Beauty. Featuring campaigns by Saatchi & Saatchi, Bell Pottinger, Ogilvy, Freuds, Pitch and other well-known agencies, *Campaigns that Shook the World* grapples with PR's uneasy place at the nexus of politics and celebrity, holding the best campaigns up to scrutiny and showcasing just how powerful PR can be as an instrument of change, for the good, and at times for the less than good. It contains insights from Alastair Campbell, Lord Tim Bell, Alan Edwards, Paddy Harverson, Matthew Freud and many others.

Youtility

Argues that word-of-mouth recommendations are more effective than traditional market campaigns, counseling professionals on how to promote positive referrals from one's customers by following three strategic principles. By the author of *Duct*

Tape Marketing.

Duct Tape Marketing Revised and Updated

The bestselling author of Duct Tape Marketing shows how to get your customers to do your best marketing for you. Word-of-mouth referrals are more important than ever. People trust the recommendation of a friend, colleague, or even a stranger with similar tastes over anything thrust at them by a faceless company. Marketing expert John Jantsch offers practical techniques for harnessing the power of referrals to ensure a steady flow of new customers. The key lies in understanding the 'Customer Referral Cycle' - the way customers refer others to your company who, in turn, generate even more referrals. If everyone in the organization keeps this in mind, Jantsch argues, your business will generate referrals like a well-oiled machine. 'A swift, appealing read and a thorough primer on the power of letting your products and customers peak for themselves.' Publishers Weekly 'Frankly, I had no idea how John was going to top Duct Tape Marketing. . . But with The Referral Engine, John puts you in the driver's seat and shows you the steps to achieving marketing success without a huge budget.' Chris Brogan, coauthor of Trust Agents and The Impact Equation 'This book will show you how to give people something to talk about.' Tony Hsieh, CEO of Zappos.com, author of Delivering Happiness 'Who knew that there's a science to referrals? Not I - but now that I know, I want you to benefit from John's expertise. In a sense, a jacket blurb is the ultimate referral, and I'm here to blurb this book because it will help you succeed in business.' Guy Kawasaki, cofounder of Alltop, author of Enchantment

SEO for Growth

From the bestselling author of Love's Executioner and When Nietzsche Wept comes a provocative exploration of the unusual relationships three therapists form with their patients. Seymour is a therapist of the old school who blurs the boundary of sexual propriety with one of his clients. Marshal, who is haunted by his own obsessive-compulsive behaviors, is troubled by the role money plays in his dealings with his patients. Finally, there is Ernest Lash. Driven by his sincere desire to help and his faith in psychoanalysis, he invents a radically new approach to therapy -- a totally open and honest relationship with a patient that threatens to have devastating results. Exposing the many lies that are told on and off the psychoanalyst's couch, Lying on the Couch gives readers a tantalizing, almost illicit, glimpse at what their therapists might really be thinking during their sessions. Fascinating, engrossing and relentlessly intelligent, it ultimately moves readers with a denouement of surprising humanity and redemptive faith.

Psyche on the Skin

More Introductions! More Appointments! More Clients! You face four hurdles to gaining new clients: finding enough of the right prospects, getting their attention, making the sale, and multiplying your clients through referrals. While referrals are important, they're not the endgame. Beyond Referrals helps you turn referrals into introductions, appointments, and sales--showing you how to turn referrals into introductions to the prospects who are eager to hear from you. Then, you'll learn

proven ways to convert a high percentage of prospects into high-value clients. "Bill's referral system is being used throughout our company because the results are undeniable. He has truly revolutionized the way our advisors are acquiring new clients through referrals. This book will turbocharge your client acquisition!" -- JOE JORDAN, Senior Vice President, MetLife "Beyond Referrals is a gold mine of value-based, profit-creating information. Utilizing Bill's Perpetual Revenue System, we learn that obtaining the referral is only the first step in an ongoing and very profitable cycle." -- BOB BURG, coauthor of The Go-Giver and author of Endless Referrals "Beyond Referrals explains how to avoid leaving money on the table from what I call the 'second sale.' You can read this book and double your business, or you can merely work twice as hard. That's not much of a choice." -- ALAN WEISS, PhD, author of Million Dollar Consulting and Million Dollar Referrals This is the ultimate blueprint for converting referrals into clients." -- Ivan Misner, PhD, New York Times bestselling author and founder of BNI

Campaigns that Shook the World

From the creator of the number one business blog comes a powerful exploration of how, and why, businesses had better be blogging: Naked Conversations. According to experts Robert Scoble and Shel Israel, blogs offer businesses something that has long been lacking in their communication with customers -- meaningful dialogue. Devoid of corporate-speak and empty promises, business blogs can humanize communication, bringing companies and their constituencies together in a way that improves both image and bottom line. The authors use more than 50 case histories to explain why blogging is an efficient and credible method of business communication. You'll find yourself excited about the possibilities blogs present after reading just a few pages. Discover how: Prominent business leaders, including Mark Cuban of the Dallas Mavericks, Bob Lutz from General Motors, and Jonathan Schwartz of Sun Microsystems, are beginning to use blogs to connect with their customers in new ways. Blogging has changed the rules of communication and competition. You can launch an effective blogging strategy and the reasons why you should. Featuring a foreword by Tom Peters, this is a resource you and your business can't do without.

Visual Marketing

Use Your Contacts as the Building Blocks to Success "The 'Golden Rules' for developing a continuous chain of high-quality referrals for any product in any business." —Brian Tracy, bestselling author of The Psychology of Selling "This easy-to-use, practical guide will dramatically increase your referral stream." —Jon Voegelé, Regional Vice President of Agency, COUNTRY Financial "Matt Anderson has written an indispensable manual to doing business in our networked age where ideas and business opportunities travel virally." —Magnus Lindkvist, trendspotter and author of Everything We Know Is Wrong and The Attack of the Unexpected When you ask a successful salesperson how he or she gets so much business, the answer is always the same: "Word of mouth." A quality referral is vastly more valuable than any other form of marketing. But how much time and effort do you actually spend harvesting those referrals? Fearless Referrals shows how to secure consistently higher quality referrals the right way. This groundbreaking guide provides a toolbox of wording that works, powerful fear-killing techniques, and

proven referral-gathering methods that will completely transform your business. Learn how to: Overcome the fears of rejection and appearing too needy Develop a six-step system where others are comfortable opening doors for you Create relationships that foster future referrals Ask the right people, the right way, at the right time for a referral You can build a world-class business simply by leveraging your most valuable asset—your network. As you become increasingly fearless about referrals, word-of-mouth is money in the bank.

The Quest

Written for anyone who owns or manages a small business or non-profit, this practical guide, filled with proven advice and the author's vast experience, shows readers how to attract new prospects and generate repeat sales through existing customers and social networks.

Stop Asking for Referrals: A Revolutionary New Strategy for Building a Financial Service Business that Sells Itself

FACT: NOTHING IS COSTLIER OR MORE DIFFICULT THAN GETTING A NEW CUSTOMER. Business owners agree. The referred customer is far superior to the one brought in by 'cold' advertising. Yet most business owners will invest more money to find new customers than getting referrals from current, happy customers. Millionaire maker Dan S. Kennedy and customer retention expert Shaun Buck dare you to stop chasing new customers and keep an iron cage around the ones you already have. Kennedy and Buck present a systematic approach to help you keep, cultivate, and multiply customers so that your entire business grows more valuable and sustainable, and you replace income uncertainty with reliable income through retention and referrals. Learn how to:

- Apply the #1 best retention strategy (hint: it's exclusive)
- Catch customers before they leave you
- Grow each customer's value (and have more power in the marketplace)
- Implement the three-step customer retention formula
- Use other people's events to get more referrals
- Create your own Customer Multiplier System
- Calculate the math and cost behind customer retention

Discover the referral-getting, sales-increasing, battle-tested tactics designed to help you build a thriving business for the long-term.

The Referral of a Lifetime

"Search Engine Optimization, also known as SEO, is how people search and find your website on the Internet. SEO is a key growth channel for your business, but the rules of SEO have changed dramatically in recent years. To grow your business in today's economy, you need a strong online presence. But what does that entail exactly? Marketing is no longer about mass-market advertising and outbound sales; it's about capturing demand -- grabbing the attention of people already looking to make a purchase or acquire specific knowledge. To do that, your content needs to be at the top of Internet search results"--Amazon.com.

The Game of Networking

Through 8 years of research, advice from the top worldwide influencers & 500 books studied Rob has the formula to successful networking. This formula has 3 1/2 Laws that will enhance your network skills to increase sales, revolutionize your relationships & build a referral engine.

The Referral Engine

Is Your Marketing as Simple, Effective, and Affordable as Duct Tape? Let's face it, as a small business owner, you are really in the business of marketing. The problem for most small business owners is that they suffer from "marketing idea of the week" syndrome instead of implementing a systematic approach to the problem of small business marketing. In Duct Tape Marketing, renowned Small Business Marketing guru John Jantsch shows you how to develop and execute a marketing plan that will give your business the life and longevity you knew you could have when you made that decision to go out on your own. CAREFUL! Duct tape is a serious tool it sticks where you put it. So are the ideas in this book. If you're ready to make a commitment and are willing to make something happen, John's book is a great place to start. ?Seth Godin, author of Purple Cow For all those who wonder why John Jantsch has become the leading advisor and coach to small businesses everywhere, Duct Tape Marketing is the answer. I have never read a business book that is as packed with hands-on, actionable information as this one. There are takeaways in every paragraph, and the success of John's blog is living proof that they work. Duct Tape Marketing should be required reading for anyone who is building a business, or thinking about it. ?Bo Burlingham, editor-at-large, Inc. magazine, and author of Small Giants: Companies That Choose To Be Great Instead of Big Duct Tape Marketing is a worthy addition to the growing library of how-to books on small business marketing?concise, clear, practical, and packed with great ideas to boost your bottom line. ?Bob Bly, author of The White Paper Handbook With the world suffering from depleted reserves of trust, a business that sells plenty of it every day tends to create the most value. The great thing about trust as a product feature is that it delivers exceptional returns. With this book, John Jantsch has zeroed in on exactly what small businesses need to sell every day, every hour. ?Ben McConnell, co-author of Creating Customer Evangelists: How Loyal Customers Become a Volunteer Sales Force John Jantsch has provided small businesses with the perfect perspective for maximizing all marketing activities - offline and on. Jantsch has the plan to help you thrive in the world of business today. Read it, all your competitors will. ?John Battelle, cofounding editor of Wired and author of The Search: How Google and Its Rivals Rewrote the Rules of Business and Transformed Our Culture Duct Tape Marketing is a great read for anyone in business. It has fresh ideas laid out in a practical and useable way. I highly recommend this book for growing any business. ?Dr. Ivan Misner, Founder of BNI and Co-author of the New York Times bestseller, Masters of Networking

Email Marketing Demystified

Four acknowledged experts in search engine optimization share guidelines and innovative techniques that will help you plan and execute a comprehensive SEO strategy. This second edition brings you up to date on recent changes in search engine behavior—such as new ranking methods involving user engagement and

social media—with an array of effective tactics, from basic to advanced. Comprehend SEO's many intricacies and complexities Explore the underlying theory and inner workings of search engines Understand the role of social media, user data, and links Discover tools to track results and measure success Recognize how changes to your site can confuse search engines Learn to build a competent SEO team with defined roles Glimpse the future of search and the SEO industry Visit www.artofseobook.com for late-breaking updates, checklists, worksheets, templates, and guides. "SEO expertise is a core need for today's online businesses. Written by some of the top SEO practitioners out there, this book can teach you what you need to know for your online business." —Tony Hsieh, CEO of Zappos.com, Inc., author of New York Times bestseller *Delivering Happiness*

Product Management in Practice

Many of the areas that salespeople struggle with these days have long been the domain of marketers, according to bestselling author John Jantsch. The traditional business model dictates that marketers own the message while sellers own the relationships. But now, Jantsch flips the usual sales approach on its head. It's no longer enough to view a salesperson's job as closing. Today's superstars must attract, teach, convert, serve, and measure while developing a personal brand that stands for trust and expertise. In *Duct Tape Selling*, Jantsch shows how to tackle a changing sales environment, whether you're an individual or charged with leading a sales team. You will learn to think like a marketer as you: Create an expert platform Become an authority in your field Mine networks to create critical relationships within your company and among your clients Build and utilize your Sales Hourglass Finish the sale and stay connected Make referrals an automatic part of your process As Jantsch writes: "Most people already know that the days of knocking on doors and hard-selling are over. But as I travel around the world speaking to groups of business owners, marketers, and sales professionals, the number one question I'm asked is, 'What do we do now?' "I've written this book specifically to answer that question. At the heart of it, marketing and sales have become activities that no longer simply support each other so much as feed off of each other's activity. Sales professionals must think and act like marketers in order to completely reframe their role in the mind of the customer."

Marketing Rebellion

The #1 way to start getting referrals? STOP ASKING In all his years of helping financial professionals build and grow their businesses, Stephen Wershing has learned that the number one way to make sure you don't get a referral is by asking for it. Why? Because studies prove that clients refer you not to benefit you but to benefit themselves. So you have to approach the challenge from a completely new angle. *Stop Asking for Referrals* helps you do exactly that. Inside, Wershing provides the tools you need to get more referrals than ever by designing your practice in a way that gets clients to mention you to friends when the opportunity arises. He calls it "the new referral conversation," and it works. Define your target market with accuracy and precision Communicate your value clearly and effectively Create your company's unique "brand" Harness the natural, normal social interactions of your clients to serve your marketing efforts You'll also learn how to use client feedback to benefit your business, create your service package,

and bring in new business. "The way you have been told to attract referrals is based on an assumption that's wrong," Wershing writes. "And it is undermining your business and your relationships." You will come away with a deep understanding of why and where referrals actually come from, how to tailor your own practice to get people talking about you, and ways to develop a communication plan to project your reputation. So stop asking for referrals--and start attracting more new clients than you ever thought possible. Praise for Stop Asking for Referrals "Steve Wershing helps you unlock the untapped referral potential you have in your business today with an approach that is as comfortable as it is effective." -- JULIE LITTLECHILD, founder and president of Advisor Impact "The most comprehensive, practical, and engaging guide I know of for strengthening existing client connections and cultivating new ones in a way that is experience-based, respectful, and long-lasting." -- OLIVIA MELLAN, psychotherapist, money coach, author of The Client Connection, and columnist for Investment Advisor "Reading this book will revolutionize how you think about growing your business." -- MICHAEL E. KITCES, MSFS, MTAX, CFP, partner, Pinnacle Advisory Group, and blogger, Nerd's Eye View "This book will help you overcome . . . discomfort and show you how to engage your clients so that they will proudly help you build your business. Kudos for this powerful, one-stop marketing resource!" -- SHERYL GARRETT, CFP, AIF, award-winning author, advisor, and founder of the Garrett Planning Network "Stop Asking for Referrals is on my Top Ten list of books that I believe offer the most meaningful strategies for advisors. . . . Steve's ideas for referral marketing are brilliant and just plain common sense. Advisors will embrace his book as the new referral bible. -- SYDNEY LEBLANC, founding editor of Registered Rep magazine; partner of LeBlanc and Company "Embrace Steve's advice if you'd like to see your practice growth become effortless, boundless, and fun!" -- MARIE SWIFT, CEO, Impact Communications, columnist for Financial Planning magazine, and author of Become a Media Magnet

Lying On The Couch

Why are some companies able to generate committed, long-term customers while others struggle to stay afloat? Why do the employees of some organizations fully dedicate themselves while others punch the clock without enthusiasm? By studying the ins and outs of companies that enjoy extraordinary loyalty from customers and employees, John Jantsch reveals the systematic path to discovering and generating genuine commitment. Jantsch's approach is built on three foundational planks, which he calls the clarity path, the culture patron, and the customer promise. He draws on his own experiences and shares true stories from businesses like Threadless, Evernote, and Warby Parker. His strategies include these: Build your company around a purpose. People commit to companies and stories that have a simple, straightforward purpose. Understand that culture equals brand. Build your business as a brand that employees and customers will support. Lead by telling great stories. You can't attract the right people or get them to commit without telling a story about why you do what you do. Treat your staff as your customer. A healthy customer community is the natural result of a healthy internal culture. Serve customers you respect. It's hard to have an authentic relationship with people you don't know, like, or trust. As Jantsch says, "Have you ever encountered a business where everything felt effortless? The experience was perfect, and the products, people, and brand worked together gracefully. You

made an odd request; it was greeted with a smile. You went to try a new feature; it was right where it should be. You walked in, sat down, and felt right at home. . . . Businesses that run so smoothly as to seem self-managed aren't normal. In fact, they are terribly counterintuitive, but terribly simple as it turns out." As a follow-up to *The Referral Engine*, this is about more than just establishing leads- it's about building a fully alive business that attracts customers for life.

The Conversion Code

With straightforward advice and humour, word of mouth expert Andy Sernovitz will show you how the world's most respected and profitable companies get their best customers for free through the power of word of mouth. Learn the five essential steps that make word of mouth work and everything you need to get started. Understand how easy it is to work with social media, viral marketing, evangelists, and buzz. Start using simple techniques that start conversations: 3 Reasons People Talk About You; 4 Rules of Word of Mouth Marketing; 5 Ts of Word of Mouth Marketing; 6 Big Ideas: Deep Stuff That Changes Marketing Forever. Find out what sparks the irrepressible enthusiasm of Apple and TiVo fans. Understand why everyone is talking about a certain restaurant, car, band, or dry cleaner -- and why other businesses and products are ignored. Discover why some products become huge successes without a penny of promotion -- and why some multi-million-dollar advertising campaigns fail to get noticed. Open your eyes to a new way of doing business: Honest marketing makes more money, because customers who trust you will talk about you. Learn how to be the remarkable company that people want to share with their friends.

Unstoppable Referrals

Provides a framework to help you stay ahead of the curve by re-imagining marketing in a world where hyper-empowered consumers drive the business results

1001 Advertising Tips

Argues that the key to business success is to use one's knowledge, network, and compassion to support colleagues and encourage their growth, offering tips on using books to learn as much as possible, developing a meaningful network of contacts, and becoming a more loving, compassionate, and fulfilled individual. Reprint. 50,000 first printing.

Generating Business Referrals Without Asking

Your Best Prospects Are Referred Prospects! Nobody likes cold calls. And nobody really needs to make them. *The Referral of a Lifetime* teaches a step-by-step system that will allow anyone to generate a steady stream of new business through consistent, qualified referrals while retaining and maximizing business with existing customers. Tim Templeton emphasizes the importance of applying the golden rule in business—putting the relationship with your customer first, rather than just making the sale. This second edition adds a technique for creating

a profile of your ideal customer and explains how to reach the tipping point on online reviews and testimonials so you can expand your business 24/7. Your customers, colleagues, and friends already know every new contact you will ever need to succeed. When you apply Tim Templeton's system, they will naturally refer those potential new customers to you.

Fearless Referrals: Boost Your Confidence, Break Down Doors, and Build a Powerful Client List

Every business needs referrals from satisfied clients. A good referral can lead to a closed sale faster and easier than any other lead. But let's face it. Asking for referrals can be awkward. And asking is often ineffective. That's why Stacey Brown Randall developed a method of getting referrals – without asking. In her book *Generating Business Referrals Without Asking*, she shares her system for revolutionizing any business. Her structured approach reduces the hustle and increases productivity and profit. With Randall's system, you can stop wasting time and money marketing to cold leads and stalking would-be clients on social media. And you can start doing what you love most – providing the excellent service that made you go into business in the first place. In *Generating Business Referrals Without Asking*, you'll get Randall's five steps to steady business growth, case studies from business professionals, and a step-by-step roadmap that even the busiest business owner can implement.

The Art of SEO

As one of today's most influential business thinkers, Seth Godin helps his army of fans stay focused, stay connected, and stay dissatisfied with the status quo, the ordinary, the boring. His books, blog posts, magazine articles, and speeches have inspired countless entrepreneurs, marketing people, innovators, and managers around the world. Now, for the first time, Godin has collected the most provocative short pieces from his pioneering blog—ranked #70 by Feedster (out of millions published) in worldwide readership. This book also includes his most popular columns from *Fast Company* magazine, and several of the short e-books he has written in the last few years. A sample: • *Bon Jovi And The Pirates* • *Christmas Card Spam* • *Clinging To Your Job Title?* • *How Much Would You Pay to Be on Oprah's Show?* • *The Persistence of Really Bad Ideas* • *The Seduction of "Good Enough"* • *What Happens When It's All on Tape?* • *Would You Buy Life Insurance at a Rock Concert?* *Small is the New Big* is a huge bowl of inspiration that you can gobble in one sitting or dip into at any time. As Godin writes in his introduction: "I guarantee that you'll find some ideas that don't work for you. But I'm certain that you're smart enough to see the stuff you've always wanted to do, buried deep inside one of these riffs. And I'm betting that once inspired, you'll actually make something happen."

Love is the Killer App

Engagement Marketing

The difference between helping and selling is just two letters. If you're wondering how to make your products seem more exciting online, you're asking the wrong question. You're not competing for attention only against other similar products. You're competing against your customers' friends and family and viral videos and cute puppies. To win attention these days you must ask a different question: "How can we help?" Jay Baer's *Youtility* offers a new approach that cuts through the clutter: marketing that is truly, inherently useful. If you sell something, you make a customer today, but if you genuinely help someone, you create a customer for life. From the Hardcover edition.

No B.S. Guide to Maximum Referrals and Customer Retention

Drive Web traffic and take your business into the future. In today's social Web marketplace, attention equals revenue. When you direct more attention online to your brand or business, you drive more long-term revenue. Regardless of who you are or how small your business is, you can have a huge impact using free Internet tools provided you understand and correctly apply the latest techniques. *Attention!* gives you an educational and motivational guide to using social media to market your brand or business online. In three parts, you'll discover everything you need to know to get off the ground and thrive in the social mediasphere, including The tools, techniques and tricks to get attention online and turn that attention into profit. The theory behind the importance of making your mark on the Internet. How other businesses and individuals made money from online marketing. Whether you're just starting your business, just moving it online, or already established and looking to take your business to the next level, *Attention!* is the key to success.

Wait

The indie game developer's complete guide to running a studio. The climate for the games industry has never been hotter, and this is only set to continue as the marketplace for tablets, consoles and phones grows. Seemingly every day there is a story of how a successful app or game has earned thousands of downloads and revenue. As the market size increases, so does the number of people developing and looking to develop their own app or game to publish. *The Indie Game Developer Handbook* covers every aspect of running a game development studio—from the initial creation of the game through to completion, release and beyond. Accessible and complete guide to many aspects of running a game development studio from funding and development through QA, publishing, marketing, and more. Provides a useful knowledge base and help to support the learning process of running an indie development studio in an honest, approachable and easy to understand way. Case studies, interviews from other studios and industry professionals grant a first-hand look into the world of indie game development.

Attention! This Book Will Make You Money

A top social media guru shares the secrets to expanding your business through relationships. People have always done business with people they know, like, and trust. That's the essence of "relationship marketing." Today, the popularity of

online social networking has caused a paradigm shift in relationship marketing. This book helps businesspeople and marketers master this crucial new skill set. Social marketing expert Mari Smith outlines a step-by-step plan for building a sizable, loyal network comprised of quality relationships that garner leads, publicity, sales,, and more. If you're a businessman or businesswoman feeling the pressure to shift your approach to using social media marketing, to better understand the new soft skills required for success on the social web, and to improve your own leadership and relationship skills through emotional and social intelligence, this book is for you. Outlines how to become a significant "center of influence" for your customers and prospects Explains the unspoken rules of online etiquette—and the common "turnoffs" that drive customers and potential partners away Details the unique cultures of Facebook, Twitter, and other popular online platforms Shows exactly what to automate and delegate to build your social media persona, yet still retain the personal touch Even if you currently have zero presence online, this book will help you see measurable results in a short time.

The Referral Engine

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.

Word of Mouth Marketing

Take Command of Your Referrals Marketing strategist Steve Gordon dares you to

re-evaluate your approach to attracting referrals and shows you a contrarian approach to referrals that will have you kicking yourself for not reading this book sooner. Gordon doesn't offer stale advice like "ask more often" or "improve customer service" or "use this script!" He gives you a paradigm shifting approach to getting loads more referrals, while spending less time, effort and energy. You'll finally see a path to attracting a predictable stream of referrals to your business without ever "begging" for a referral again! Discover: The three ways to increase your referrability The trick to getting 5-10 referrals in your very next client meeting Why "asking more" rarely leads to more referrals The secret reason you're not getting more referrals Why chasing "referral partners" is a waste of time

The Commitment Engine

Product management has become a critical connective role for modern organizations, from small technology startups to global corporate enterprises. And yet the day-to-day work of product management remains largely misunderstood. In theory, product management is about building products that people love. The real-world practice of product management is often about difficult conversations, practical compromises, and hard-won incremental gains. In this book, author Matt LeMay focuses on the CORE connective skills—communication, organization, research, execution—that can build a successful product management practice across industries, organizations, teams, and toolsets. For current and would-be product managers, this book explores: Real-world tactics for facilitating collaboration and communication How to talk to users and work with executives The importance of setting clear and actionable goals Using roadmaps to connect and align your team A values-first approach to implementing Agile practices Stories that convey realities of product management in the field Common behavioral traps that turn good product managers bad

Never Lose a Customer Again

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 within 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.

Small Is the New Big

It's a troubling phenomenon that many of us think of as a modern psychological epidemic, a symptom of extreme emotional turmoil in young people, especially young women: cutting and self-harm. But few of us know that it was 150 years ago—with the introduction of institutional asylum psychiatry—that self-mutilation was first described as a category of behavior, which psychiatrists, and later psychologists and social workers, attempted to understand. With care and focus, *Psyche on the Skin* tells the secret but necessary history of self-harm from the 1860s to the present, showing just how deeply entrenched this practice is in human culture. Sarah Chaney looks at many different kinds of self-injurious acts, including sexual self-mutilation and hysterical malingering in the late Victorian period, self-marking religious sects, and self-mutilation and self-destruction in art, music, and popular culture. As she shows, while self-harm is a widespread phenomenon found in many different contexts, it doesn't necessarily have any kind of universal meaning—it always has to be understood within the historical and cultural context that surrounds it. Bravely sharing her own personal experiences with self-harm and placing them within its wider history, Chaney offers a sensitive but engaging account—supported with powerful images—that challenges the misconceptions and controversies that surround this often misunderstood

phenomenon. The result is crucial reading for therapists and other professionals in the field, as well as those affected by this emotive, challenging act.

Summary: The Referral Engine

A guide for creating a deeper relationship with the entrepreneurial journey The Self-Reliant Entrepreneur offers overworked and harried entrepreneurs, and anyone who thinks like one, a much-needed guide for tapping into the wisdom that is most relevant to the entrepreneurial life. The book is filled with inspirational meditations that contain the thoughts and writings of notable American authors. Designed as a daily devotional, it is arranged in a calendar format, and features readings of transcendentalist literature and others. Each of The Self-Reliant Entrepreneur meditations is followed by a reflection and a challenging question from John Jantsch. He draws on his lifetime of experience as a successful coach for small business and startup leaders to offer an entrepreneurial context. Jantsch shows how entrepreneurs can learn to trust their ideas and overcome the doubt and fear of everyday challenges. The book contains: A unique guide to meditations, especially designed for entrepreneurs A range of topics such as self-awareness, trust, creativity, resilience, failure, growth, freedom, love, integrity, and passion An inspirational meditation for each day of the year. . . including leap year Reflections from John Jantsch, small business marketing expert and the author of the popular book Duct Tape Marketing Written for entrepreneurs, as well anyone seeking to find a deeper meaning in their work and life, The Self-Reliant Entrepreneur is a practical handbook for anyone seeking to embrace the practice of self-trust.

Duct Tape Selling

The must-read summary of John Jantsch's book: "The Referral Engine: Teaching Your Business to Market Itself". This complete summary of the ideas from John Jantsch's book "The Referral Engine" shows that everyone loves getting referrals from happy customers but few businesses have systems in place to facilitate this happening more often. In his book, the author states that it's time to craft a strategy which will compel your customers and partners to voluntarily and actively participate in your marketing by providing referrals. Satisfied customers who offer referrals will provide the elements which will generate positive buzz around your products and services others will pick up on. This summary explains how to design a referral engine in order to create a pool of brand supporters and expand your business. Added-value of this summary: • Save time • Understand key concepts • Expand your knowledge To learn more, read "The Referral Engine" and discover the key to generating referrals and prospering.

Naked Conversations

"If you need more traffic, leads and sales, you need The Conversion Code." Neil Patel co-founder Crazy Egg "We've helped 11,000+ businesses generate more than 31 million leads and consider The Conversion Code a must read." Oli Gardner co-founder Unbounce "We'd been closing 55% of our qualified appointments. We increased that to 76% as a direct result of implementing The Conversion Code." Dan Stewart CEO Happy Grasshopper "The strategies in The Conversion Code are

highly effective and immediately helped our entire sales team. The book explains the science behind selling in a way that is simple to remember and easy to implement." Steve Pacinelli CMO BombBomb Capture and close more Internet leads with a new sales script and powerful marketing templates The Conversion Code provides a step-by-step blueprint for increasing sales in the modern, Internet-driven era. Today's consumers are savvy, and they have more options than ever before. Capturing their attention and turning it into revenue requires a whole new approach to marketing and sales. This book provides clear guidance toward conquering the new paradigm shift towards online lead generation and inside sales. You'll learn how to capture those invaluable Internet leads, convert them into appointments, and close more deals. Regardless of product or industry, this proven process will increase both the quantity and quality of leads and put your sales figures on the rise. Traditional sales and marketing advice is becoming less and less relevant as today's consumers are spending much more time online, and salespeople are calling, emailing, and texting leads instead of meeting them in person. This book shows you where to find them, how to engage them, and how to position your company as the ideal solution to their needs. Engage with consumers more effectively online Leverage the strengths of social media, apps, and blogs to capture more leads for less money Convert more Internet leads into real-world prospects and sales appointments Make connections on every call and learn the exact words that close more sales The business world is moving away from "belly-to-belly" interactions and traditional advertising. Companies are forced to engage with prospective customers first online—the vast majority through social media, mobile apps, blogs, and live chat—before ever meeting in person. Yesterday's marketing advice no longer applies to today's tech savvy, mobile-first, social media-addicted consumer, and the new sales environment demands that you meet consumers where they are and close them, quickly. The Conversion Code gives you an actionable blueprint for capturing Internet leads and turning them into customers.

The Referral Engine

What do these scenarios have in common: a professional tennis player returning a serve, a woman evaluating a first date across the table, a naval officer assessing a threat to his ship, and a comedian about to reveal a punch line? In this counterintuitive and insightful work, author Frank Partnoy weaves together findings from hundreds of scientific studies and interviews with wide-ranging experts to craft a picture of effective decision-making that runs counter to our brutally fast-paced world. Even as technology exerts new pressures to speed up our lives, it turns out that the choices we make--unconsciously and consciously, in time frames varying from milliseconds to years--benefit profoundly from delay. As this winning and provocative book reveals, taking control of time and slowing down our responses yields better results in almost every arena of life ... even when time seems to be of the essence. The procrastinator in all of us will delight in Partnoy's accounts of celebrity "delay specialists," from Warren Buffett to Chris Evert to Steve Kroft, underscoring the myriad ways in which delaying our reactions to everyday choices--large and small--can improve the quality of our lives.

The Consultant's Handbook

Delivers the essential practical skills needed to consult and make sharp, well prepared interactions in a wide range of business situations This comprehensive handbook covers the fundamental skills and attitudes required by successful consultants from novice to practitioner level, irrespective of their specialist area. It untangles the key variables present in any consulting service and introduces practical ways to improve their effectiveness based upon the author's experience of helping consulting organisations to develop and excel in the marketplace. The book explores consulting 'from the ground up' steering away from theory and focusing instead on practical application, providing a solid platform upon which to build further domain-specific competence. The Consultant's Handbook provides: An understanding of the key variables that can be addressed in order to improve one's own consulting performance A set of simple practices that can be implemented with immediate benefit to the reader Practical insight into day-to-day real life consulting interactions Confidence to implement the new ideas and approaches

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