Groundswell Expanded And Revised Edition Winning In A World Transformed By Social Technologies

The Great Lakes are the largest collection of fresh surface water on earth, and more than 40 million Americans and Canadians live in their basin. Will we divert water from the Great Lakes, causing them to end up like Central Asia's Aral Sea, which has lost 90 percent of its surface area and 75 percent of its volume since 1960? Or will we come to see that unregulated water withdrawals are ultimately catastrophic? Peter Annin writes a fast-paced account of the people and stories behind these upcoming battles. Destined to be the definitive story for the general public as well as policymakers, The Great Lakes Water Wars is a balanced, comprehensive look behind the scenes at the conflicts and compromises that are the past-and future-of this unique resource.

The ultimate guide to branding and building your business in the era of the Social Web—revised and updated with a Foreword by Ashton Kutcher Engage! thoroughly examines the social media landscape and how to effectively use social media to succeed in business—one network and one tool at a time. It leads you through the detailed and specific steps required for conceptualizing, implementing, managing, and measuring a social media program. The result is the ability to increase visibility, build communities of loyal brand enthusiasts, and increase profits. Covering everything you need to know about social media marketing and the rise of the new social consumer, Engage! shows you how to create effective strategies based on proven examples and earn buy-in from your marketing teams. Even better, you'll learn how to measure success and ROI. Introduces you to the psychology, behavior, and influence of the new social consumer Shows how to define and measure the success of your social media campaigns for the short and long term Features an inspiring Foreword by actor Ashton Kutcher, who has more than 5 million followers on Twitter Revised paperback edition brings the book completely up to date to stay ahead of the lightning fast world of social media Today, no business can afford to ignore the social media revolution. If you're not using social media to reach out to your customers and the people who influence them, who is?

Drive Web traffic and take your business into the future In todays 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.

As a leader, it's your job to extract maximum talent, energy, knowledge, and innovation from your customers and employees. But how? In The Social Organization, two of Gartner's lead analysts strongly advocate exploiting social technology. The authors share insights from their study of successes and failures at more than four hundred organizations that have used social technologies to foster—and capitalize on—customers' and employees' collective efforts. But the new social technology landscape isn't about the technology. It's about building communities, fostering new ways of collaborating, and guiding these efforts to achieve a purpose. To that end, the authors identify the core disciplines managers must master to translate community collaboration into otherwise impossible results: • Vision: defining a compelling vision of progress toward a highly collaborative organization. • Strategy: taking community collaboration from risky and random success to measurable business value. • Purpose: rallying people around a clear purpose, not just providing technology. • Launch: creating a collaborative environment and gaining adoption. • Guide: participating in and influencing communities without stifling collaboration. • Adapt: responding creatively to change in order to better support community collaboration. The Social Organization highlights the benefits and challenges of using social technology to tap the power of people, revealing what managers must do to make collaboration a source of enduring competitive advantage.

Poetry. In Tim Peterson's first collection of poems, SINCE I MOVED IN, "...desire is the restless remainder of body subtracted from voice, or maybe it's voice from body. Whitmanian in its quick and tender grandeur, its penchant for direct address, and its abstract kinkiness and longing, SINCE I MOVED IN moves exorably from the transgendering (non) performance of 'Trans Figures' to the startled, suspended chiliasm of 'Spontaneous Generation,' where at last the fetish body, dispersed into landscape, becomes simply an ambient mode of seeing, or saying, in a post-everything ecology where voice broods over the face of the waters, becoming the (prosthetic) body of the world"--Tenney Nathanson.

"Spreadable Media" maps fundamental changes taking place in the contemporary media environment, a space where corporations no longer tightly control media distribution. This book challenges some of the prevailing frameworks used to describe contemporary media.

Scott analyses how the internet has revolutionised communications and promotions. Told with many compelling case studies and real-world examples, this is a practical guide to the new reality of PR and marketing.

Pioneer Texas Buildings opened people's eyes when it was first published in 1968. At a time when "progress" meant tearing down the weathered houses, barns, churches, and stores built by the original settlers of Central Texas, this book taught people to see the beauty, simplicity, and order expressed in the unadorned geometric forms of early Texas buildings. It inspired the preservation and restoration of many of the remaining pioneer buildings, as well as the design of modern buildings that employ the same simple geometries. This revised edition of Pioneer Texas Buildings juxtaposes the historic structures with works by twenty contemporary architects who are inspired by the pioneer tradition to show how seamlessly the basic geometries translate from one era to another. As in the first edition, sketches and brief commentary by Clovis Heimsath explain how squares, triangles, and circles take shape in the cubic, triangular, and cylindrical forms that comprise houses and other buildings. Then black-and-white photographs, the heart of the book, illustrate these geometric forms in historic and modern buildings. The book also includes two essays in which Heimsath discusses the factors that led him and his wife Maryann to document early Texas buildings and the results in historic preservation and timeless architectural designs that have followed from their efforts.

An analysis of the invasion of our personal lives by logo-promoting, powerful corporations combines muckraking journalism with contemporary memoir to discuss current consumer culture

Discover how to connect with and inspire employees throughout an organization. Improve your leadership skills -- even if you aren't a "natural" communicator -- with a specific communication strategy that anyone can use. Authors Matha and Boehm present research showing that all managers can improve performance by using the principles outlined in Beyond the Babble. They explore why communication is crucial, how and when to do it, how to embed it in an organization's culture, and how to measure results. They also show how internal communications professionals can improve an organization's communication to the outside world. Bob Matha (Chicago, IL) has 30 years of experience in business communications as a consultant and executive. Macy Boehm (Chicago, IL) has spent 15 years in business communications. Matha and Boehm are principals of Basics 3, a leadership communications consulting firm, and also serve as senior internal communications advisors to clients of Ogilvy Public Relations

Worldwide.

It's the new normal. Now all of your employees are Twittering away and friending clients on Facebook. Not to mention customers--who feel obligated to update your Wikipedia entry with product complaints. In this new world, dealing with empowered employees and customers --Insurgents -- is only going to get more challenging. Employees are using this technology in the workplace and customers are using it in the marketplace, and neither obey the rules you set up. This chaos is your future as a manager. You could try to shut it down and shut it off. Or you can harness it and reap the business benefits. According to Josh Bernoff and Ted Schadler of Forrester Research (the organization that brought you Groundswell), your defense against insurgents is to enable them. At its heart, this is a book about how to scale the management of insurgency, both the innovation of insurgent employees and the energy of insurgent customers. The key is a process Forrester calls E Triple S, for the four elements of managing insurgents effectively: empowering, selecting, scaling, and socializing. While it's based in current trends, the core concept of Managing Insurgents -- that the next management and innovation challenge is harnessing individuals empowered by mobile, social, and connected technology -- is a new idea. In the wake of Groundswell, dozens of social-technology-for-business books cropped up. And there are plenty of books on improving your customer service. But there's no serious business book about management, marketing, and innovation in the throes of this trend. When Insurgency hits, it will be perceived not just as a sequel to Groundswell but as the start of a new management philosophy.

Joining the ranks of classics like The Elements of Style and On Writing Well, Writing Without Bullshit helps professionals get to the point to get ahead. It's time for Writing Without Bullshit. Writing Without Bullshit is the first comprehensive guide to writing for today's world: a noisy environment where everyone reads what you write on a screen. The average news story now gets only 36 seconds of attention. Unless you change how you write, your emails, reports, and Web copy don't stand a chance. In this practical and witty book, you'll learn to front-load your writing with pithy titles, subject lines, and opening sentences. You'll acquire the courage and skill to purge weak and meaningless jargon, wimpy passive voice, and cowardly weasel words. And you'll get used to writing directly to the reader to make every word count. At the center of it all is the Iron Imperative: treat the reader's time as more valuable than your own. Embrace that, and your customers, your boss, and your colleagues will recognize the power and boldness of your thinking. Transcend the fear that makes your writing weak. Plan and execute writing projects with confidence. Manage edits and reviews flawlessly. And master every modern format from emails and social media to reports and press releases. Stop writing to fit in. Start writing to stand out. Boost your career by writing without bullshit.

CSR has now moved beyond the stage of specialist or niche subject to become an integral part of global business and society. This timely edition is destined to become the definitive guide to CSR, Sustainability, Business Ethics and the organizations and standards in the field. The A to Z of Corporate Social Responsibility is a unique publication and is the culmination of over a hundred of the world's leading thinkers, opinion formers, academic and business people providing an easy-to-use guide to CSR: from general concepts such as sustainability, stakeholder management, business ethics and human rights to more specific topics such as carbon trading, microfinance, biodiversity, the Base of the Pyramid model and globalisation. In addition to definitions of the most important terms across the wide range of CSR associated topics, this book also covers all the most important codes and guidelines, such as the Equator Principles, the UN Global Compact and ISO standards, as well as providing background on organizations such as the World Business Council for Sustainable Development and Transparency International and profiles of CSR in particular industries and regions. This paperback edition includes all the latest developments in CSR as well as incorporating new sections on boardroom pay, the sub-prime market and the financial crisis. Praise for the first edition: "A complete reference guide...offers an invaluable combination of lessons learned and best practice for the future...provides first–hand insights" (Forum CSR International, October 2008) "This is a timely and innovative contribution to the field of Corporate Social Responsibility" (Retail & Leisure International, February 2008) "...a handy reference to have on the shelf behind your desk..." (Ethical Performance, February 2008) "You will not find a wider display of today's key global players and their action programs than here." (CSR–News.net, May 2008) "The book contains a great deal of detailed research." (Supply Management, May 2008)

Half of this new, post-Cold War world is intent on building a better Lexus, on streamlining their societies and economies for the global marketplace, while the other half is locked in elemental struggles over who owns which olive tree, which strip of land.

Marketing.

How to align social media with business strategy for real results For years now, businesses have approached social media in an experimental fashion unconnected to real results. There's a reason why the question about ROI is met with such hostility. But it's time for businesses to get serious about social. In this concise e-book, noted authors and disruptive technology analysts Charlene Li and Brian Solis present seven powerful factors for designing and supporting an effective social business strategy. Li and Solis studied how the best companies create measurable value that aligns with overall business objectives and outline how to incorporate these insights into your strategy and planning process. Li and Solis focus their findings and recommendations on how to convince and even rally decision makers at the executive level. Based on interviews with thought leaders, surveys, and extensive research, they show you how to define your social strategy, create alignment across the organization, and use that strategy to support overall business success. Offers actionable best practices for getting the most bang for your social marketing buck Explains seven key success factors for effective social marketing that cover everything from long-term vision and executive support to staffing and technology investment Written by Charlene Li, bestselling author of Open Leadership, and Brian Solis, bestselling author of What's the Future of Business, The End of Business as Usual, and Engage

Simplify your multi-screen marketing by putting consumers at the center of your strategy The rise of the digital age means that consumers have unprecedented access to information and they're no longer interested in a "one size fits all screens" experience. Multi-screen Marketing: The Seven Things You Need to Know to Reach Your Customers Across TVs, Computers, Tablets, and Mobile Phones is a comprehensive guide to understanding the multi-screen consumer. Written by thought leaders from Microsoft's Advertising Division, the book identifies what drives consumer behavior across devices and digital platforms – sequentially, simultaneously, at home, at work and everywhere in between. The underlying concept is that marketers need to move beyond a technology feature-obsessed approach where a device's capabilities dictate one's marketing plan, and instead, focus on the underlying needs and motivations of their customers. This approach can help marketers simplify their strategy, while enabling them to leverage the right screen with the right message in the right moment. Companies are learning that using the same legacy television advertising and content across all digital media will not help them break through the clutter. To truly take advantage of the unprecedented opportunity served up by the multi-screen world, the authors show how bringing consumers firmly back into

focus will ultimately deliver more value for marketers. Readers will learn how to tailor their approach to most effectively reach their customers through the following multi-screen pathways: Content Grazing – uses 2+ screens for unrelated content Quantum – transitions sequential activity from one screen to another Investigative Spider-Webbing – views related content on 2+ screens Social Spider-Webbing – sharing and connecting with others on 2+ screens The book includes new research and data exploring how and why consumers navigate across screens as well as real-world examples of consumer-centric multi-screen marketing from companies of all sizes embracing the change. For marketers looking to remain effective in the digital age, Multi-screen Marketing: The Seven Things You Need to Know to Reach Your Customers Across TVs, Computers, Tablets, and Mobile Phones explains how a consumer-centric multi-screen strategy not only simplifies an overly complex and constantly changing marketing landscape, but leads to multi-screen campaigns that connect consumers to brands in meaningful, enduring ways.

Updated to reflect the latest technological innovations—and challenges—the second edition of Social Media: How to Engage, Share, and Connect will help readers understand and successfully use today's social media tools. Luttrell's text offers: – a thorough history of social media and pioneers of the field; – chapters on specific subjects such as photo-sharing, video, crisis communication, ethics, and "sticky social," among others; – discussions on appropriate use of social media in public relations, where the profession stands today and where it is headed in the future; and – real-world examples of successful social media campaigns. This book will become your go-to reference guide for all things social media-related as it applies to public relations and the everyday duties of PR professionals.

"A QUICK BUT THOUGHTFUL LOOK INTO THE PROS AND CONS OF GAMIFICATION...."--Daniel H. Pink, Author, DriveWhy can't life--and business--be fun?For thousands of years, we've created things called games that tap the tremendous psychic power of fun. In a revised and updated edition of For the Win: The Power of Gamification and Game Thinking in Business, Education, Government, and Social Impact, authors Kevin Werbach and Dan Hunter argue that applying the lessons of gamification could change your business, the way you learn or teach, and even your life. Werbach and Hunter explain how games can be used as a valuable tool to address serious pursuits like marketing, productivity enhancement, education, innovation, customer engagement, human resources, and sustainability. They reveal how, why, and when gamification works--and what not to do. Discover the successes--and failures--of organizations that are using gamification: How a South Korean company called Neofect is using gamification to help people recover from strokes; How a tool called SuperBetter has demonstrated significant results treating depression, concussion symptoms, and the mental health harms of the COVID-19 pandemic through game thinking; How the ride-hailing giant Uber once used gamification to influence their drivers to work longer hours than they otherwise wanted to, causing swift backlash. The story of gamification isn't fun and games by any means. It's serious. When used carefully and thoughtfully, gamification produces great outcomes for users, in ways that are hard to replicate through other methods. Other times, companies misuse the "guided missile" of gamification to have people work and do things in ways that are against their self-interest. This revised and updated edition incorporates the most prominent research findings to provide a comprehensive gamification playbook for the real world.

Critiquing the mass media, and the role those media play in our lives, requires a critical eye. Media in Society gives students in upper level media courses a unique narrative-based approach to media criticism, exploring the stories media tell—as well as the stories we tell about the media when we describe how it affects us. Organized thematically, Media in Society examines topics like narrative genre, entertainment culture, news, politics, and economics, emphasizing both the pleasures and pitfalls of the media narratives that surround us. Written by an esteemed team of media scholars, specifically for media students, this compact and affordable text makes a great backbone or addition to a media and society course.

Corporate executives struggle to harness the power of social technologies. Twitter, Facebook, blogs, YouTube are where customers discuss products and companies, write their own news, and find their own deals but how do you integrate these activities into your broader marketing efforts? It's an unstoppable groundswell that affects every industry -- yet it's still utterly foreign to most companies running things now. When consumers you've never met are rating your company's products in public forums with which you have no experience or influence, your company is vulnerable. In Groundswell, Josh Bernoff and Charlene Li explain how to turn this threat into an opportunity. In this updated and expanded edition of Groundswell, featuring an all new introduction and chapters on Twitter and social media integration, you'll learn to: · Evaluate new social technologies as they emerge · Determine how different groups of consumers are participating in social technology arenas · Apply a four-step process for formulating your future strategy · Build social technologies into your business Groundswell is required reading for executives seeking to protect and strengthen their company's public image.

An essential guide for leaders who want to use social media to be "open" while maintaining control "Be Open, Be Transparent, Be Authentic" are the current leadership mantras-but companies often push back. Business is premised on the concept of control and yet the new world order demands openness-leaders do not know how to be open and be in control. This must-have resource will help the modern leader understand how to lead in the new open world-where blogging, twittering, facebooking, and digging are becoming the norm. the author lays out the steps that leaders must take to transform their organizations and themselves into being "open" -and exactly what that will mean. Shows how to use social media to become an open organization Offers basic advice for leaders who are adapting to the new era of openness in the marketplace The author Charlene Li is one of the foremost experts on social media and technologies In easy-to-understand language, this book will help leaders orient themselves to social networking and other technological advances.

Ethical practice in any professional discipline is guided by age-old philosophical perspectives, but its modern parameters are continually evolving. Ongoing developments in technology, social media and social contexts mean that public relations and its practices in particular are constantly changing, and so are the ethical questions faced by practitioners in the field. Ethical questions and dilemmas are inherent to public relations, and ensuring that practitioners operate ethically is fundamental to both the professionalism and credibility of the field. Engaging and accessible, Ethics in Public Relations offers a lively exploration of the key ethical concerns present in the public relations world today by way of practical tips and guidance to support those in PR and corporate communications. It covers topics including the roles which lies, truth and honesty play; utilitarianism; practising respect and morality; authorship; conflicts of interest; PR and the corporate ethics programme; moonlighting; the impact of whistleblowing and more. Written by a leading academic in the field, this fully updated third edition of Ethics in Public Relations includes an entirely new chapter on the uses of ethics in social media, covering topical issues such as blogger engagement and the relationship between employee social media activity and organizational reputation.

The author of the breakout hit "Here Comes Everybody" reveals how new technology is changing us from consumers to collaborators, unleashing a torrent of creative production that will transform our world.

MARKETING STRATEGY, 6e, International Edition edition emphasizes teaching students to think and act like marketers. It presents strategy from a perspective that guides strategic marketing management in the social, economic, and technological arenas in which businesses function today--helping students develop a customer-oriented market strategy and market plan. Its practical approach to analyzing, planning, and implementing marketing strategies is based on the creative process involved in applying marketing concepts to the development and implementation of marketing strategy. An emphasis on critical thinking enables students to understand the essence of how marketing decisions fit together to create a coherent strategy. Well-grounded in developing and executing a marketing plan, the text offers a complete planning framework, thorough marketing plan worksheets, and a comprehensive marketing plan example for students to follow.

In this book, we have hand-picked the most sophisticated, unanticipated, absorbing (if not at times crackpot!), original and musing book reviews of "Groundswell, Expanded and Revised Edition: Winning in a World Transformed by Social Technologies." Don't say we didn't warn you: these reviews are known to shock with their unconventionality or intimacy. Some may be startled by their biting sincerity; others may be spellbound by their unbridled flights of fantasy. Don't buy this book if: 1. You don't have nerves of steel. 2. You expect to get pregnant in the next five minutes. 3. You've heard it all.

Start Small, Stay Small is a step-by-step guide to launching a self-funded startup. If you're a desktop, mobile or web developer, this book is your blueprint to getting your startup off the ground with no outside investment. This book intentionally avoids topics restricted to venture-backed startups such as: honing your investment pitch, securing funding, and figuring out how to use the piles of cash investors keep placing in your lap. This book assumes: * You don't have $6M of investor funds sitting in your bank account * You're not going to relocate to the handful of startup hubs in the world * You're not going to work 70 hour weeks for low pay with the hope of someday making millions from stock options There's nothing wrong with pursuing venture funding and attempting to grow fast like Amazon, Google, Twitter, and Facebook. It just so happened that most people are not in a place to do this. Start Small, Stay Small also focuses on the single most important element of a startup that most developers avoid: marketing. There are many great resources for learning how to write code, organize source control, or connect to a database. This book does not cover the technical aspects developers already know or can learn elsewhere. It focuses on finding your idea, testing it before you build, and getting it into the hands of your customers.

The authors are proud sponsors of the 2020 SAGE Keith Roberts Teaching Innovations Award—enabling graduate students and early career faculty to attend the annual ASA pre-conference teaching and learning workshop. Essentials of Social Statistics for a Diverse Society, Third Edition, is a more streamlined, less expensive version of the successful Social Statistics for a Diverse Society. As in the parent text, the Essentials version does more than introduce students to the statistical techniques used by social scientists. It is distinct for the use of real data from contemporary social issues, illustrating the interplay between social concerns and methods of inquiry, and for a strong emphasis on race, class, gender, and other statuses to show how statistics can be a tool for understanding the richness of social differences within society. With a wide range of examples and exercises taken from current events and published research, frequent illustrations, and a focus on student learning, this book continues to be an accessible and engaging resource for students. "I think this textbook is incredibly readable. It presents statistics in a manner that is easy to grasp and comprehend but is still rigorous in terms of the content covered." —Amy Lucas, University of Houston–Clear Lake A Complete Teaching & Learning Package SAGE edge FREE online resources for students that make learning easier. See how your students benefit.

The Knowledge Evolution offers a unique and powerful road map for understanding knowledge creation, learning, and performance in everyday work. This book reframes current thinking by delving into the hidden world of knowledge supporting both individual and organizational performance, laying the foundation for the emerging art of knowledge management. Packed with best practices from leading edge companies, essential guidelines, design principles, analogies, and conceptual frameworks, it serves as a practical guidebook for mastering the Knowledge Era. It will help managers make more intelligent decisions about knowledge creation, reduce wasteful technology investments and lead to new ease and confidence in applying knowledge and learning principles for themselves and for their organizations. Verna Allee delves into current thinking and practice to unravel the genetic code of knowledge itself. This revolutionary approach has surfaced a simple and elegant knowledge archetype. She demonstrates how this archetype can help us deal with complexity and suggests ways of self-organizing that make profound sense in today's networked enterprises. From strategies for core knowledge competencies to the key components of individual expertise, The Knowledge Evolution zeroes in on the critical success factors for the knowledge-based enterprise. What emerges is an approach to knowledge management that is simple enough to communicate at every level of the organization, yet rich enough to encompass all the complexity of modern enterprises. Verna Allee is the founder of Integral Performance Group, a consulting practice in California that specializes in the learning organization, knowledge competencies, organizational systems change, systems thinking, total quality and learning, benchmarking support, best practices research, and strategic development. She holds a degree in the Study of Human Consciousness and her work is informed by a deep interest in intelligence, human development, cognition, intuition and consciousness. She is the author of Learning Links: Enhancing Individual and Team Performance, Pfeiffer and Co-Jossey Bass, 1996.

Now in its fifth edition, the hugely popular Digital Marketing Excellence: Planning, Optimizing and Integrating Online Marketing is fully updated, keeping you in line with the changes in this dynamic and exciting field and helping you create effective and up-to-date customer-centric digital marketing plans. A practical guide to creating and executing digital marketing plans, it combines established approaches to marketing planning with the creative use of new digital models and digital tools. It is designed to support both marketers and digital marketers, and students of business or marketing who want a thorough yet practical grounding in digital marketing. Written by two highly experienced digital marketing consultants, the book shows you how to: Draw up an outline digital marketing plan Evaluate and apply digital marketing principles and models Integrate online and offline communications Implement customer-driven digital marketing Reduce costly trial and error Measure and enhance your digital marketing Learn best practices for reaching and engaging your audiences using the key digital marketing platforms like Apple, Facebook, Google and Twitter. This new edition seamlessly integrates the latest changes in social media technology, including expanded coverage of mobile technology, demonstrating how these new ways to reach customers can be integrated into your marketing plans. It also includes new sections on data analytics, clearly demonstrating how marketers can leverage data to their advantage. Offering a highly structured and accessible guide to a critical and far-reaching subject, Digital Marketing Excellence, Fifth Edition, provides a vital reference point for all students and managers involved in marketing strategy and implementation.

THE NEW YORK TIMES AND USA TODAY BESTSELLER! The secret to successful word-of-mouth marketing on the social web is easy: BE LIKEABLE. A friend's recommendation is more powerful than any advertisement. In the world of Facebook, Twitter, and beyond, that recommendation can travel farther and faster than ever before. Likeable Social Media helps you harness the power of word-of-mouth marketing to transform your business. Listen to your customers and prospects. Deliver value, excitement, and surprise. And most important, learn how to truly engage your customers and help them spread the word. Praise for Likeable Social Media: Dave Kerpen's insights and clear, how-to instructions on building brand popularity by truly engaging with customers on Facebook, Twitter, and the many other social media platforms are nothing short of brilliant. Jim McCann, founder of 1-800-FLOWERS.COM and Celebrations.com Alas, common sense is not so common. Dave takes you on a (sadly, much needed)

guided tour of how to be human in a digital world. Seth Godin, author of Poke the Box Likeable Social Media cuts through the marketing jargon and technical detail to give you what you really need to make sense of this rapidly changing world of digital marketing and communications. Being human — being likeable — will get you far. Scott Monty, Global Digital Communications, Ford Motor Company Dave gives you what you need: Practical, specific how-to advice to get people talking about you. Andy Sernovitz, author of Word of Mouth Marketing: How Smart Companies Get People Talking

NYT and WSJ bestselling author Charlene Li guides business leaders deeper than ever before into the uncomfortable and ever-changing terrain of the digital era. The Engaged Leader addresses why leaders need to master a new way of developing relationships and the science of applying the right tools to meet your strategic goals.

Recently vilified as the prime dynamic driving home the breach between poor and rich nations, here the branding process is rehabilitated as a potential saviour of the economically underprivileged. Brand New Justice, now in a revised paperback edition, systematically analyses the success stories of the Top Thirteen nations, demonstrating that their wealth is based on the 'last mile' of the commercial process: buying raw materials and manufacturing cheaply in third world countries, these countries realise their lucrative profits by adding value through finishing, packaging and marketing and then selling the branded product on to the end-user at a hugely inflated price. The use of sophisticated global media techniques alongside a range of creative marketing activities are the lynchpins of this process. Applying his observations on economic history and the development and impact of global marketing, Anholt presents a cogent plan for developing nations to benefit from globalization. So long the helpless victim of capitalist trading systems, he shows that they can cross the divide and graduate from supplier nation to producer nation. Branding native produce on a global scale, making a commercial virtue out of perceived authenticity and otherness and fully capitalising on the 'last mile' benefits are key to this graduation and fundamental to forging a new global economic balance. Anholt argues with a forceful logic, but also backs his hypothesis with enticing glimpses of this process actually beginning to take place. Examining activities in India, Thailand, Russia and Africa among others, he shows the risks, challenges and pressures inherent in 'turning the tide', but above all he demonstrates the very real possibility of enlightened capitalism working as a force for good in global terms.

For undergraduate courses in Business Marketing. A foundation in business-to-business marketing that emphasizes the dynamics of the marketplace. Written from a highly practical perspective, Business to Business Marketing aims to help students with limited marketing experience understand the concepts in business-to-business marketing. Overall, this text emphasizes the dynamic realities of the marketplace while reinforcing the most important principles and practices that students need to know.

Today's brands face an apparent choice between two evils: continue betting on their increasingly ineffective advertising or put blind faith in the supposedly mystical power of social media, where "likes" stand in for transactions and a mass audience is maddeningly elusive. There has to be a better way . . . As Lennon and McCartney wrote a half century ago, money can't buy you love. But in today's world, where people have become desensitized-even disillusioned-by ad campaigns and marketing slogans, that maxim needs an update: Money can't even buy you like.

Filled with anecdotal examples from actual professional experiences, Creative Interviewing shows how to turn interviews into writing that make scenes and incidents come alive in the reader's mind. Metzler offers step-by-step instructions on how to prepare for and conduct a good interview, how to obtain dramatic anecdotes from sources, how to cope with dynamics of a series of interviews with certain topics.

A new edition of the most popular book of project management case studies, expanded to include more than 100 cases plus a "super case" on the Iridium Project Case studies are an important part of project management education and training. This Fourth Edition of Harold Kerzner's Project Management Case Studies features a number of new cases covering value measurement in project management. Also included is the well-received "super case," which covers all aspects of project management and may be used as a capstone for a course. This new edition: Contains 100-plus case studies drawn from real companies to illustrate both successful and poor implementation of project management Represents a wide range of industries, including medical and pharmaceutical, aerospace, manufacturing, automotive, finance and banking, and telecommunications Covers cutting-edge areas of construction and international project management plus a "super case" on the Iridium Project, covering all aspects of project management Follows and supports preparation for the Project Management Professional (PMP®) Certification Exam Project Management Case Studies, Fourth Edition is a valuable resource for students, as well as practicing engineers and managers, and can be used on its own or with the new Eleventh Edition of Harold Kerzner's landmark reference, Project Management: A Systems Approach to Planning, Scheduling, and Controlling. (PMP and Project Management Professional are registered marks of the Project Management Institute, Inc.)

Description of the phenomenon groundswell, a social trend in which people use technologies to get things they need from each other instead of from companies, and how to turn the force of customers connecting to the advantage of companies.

Many companies make disruption their goal. They believe that if they develop the right innovation, they will disrupt their markets forever and drive the kind of growth worthy of a magazine cover story. But as bestselling author Charlene Li explains, that's not how disruption works. Disruption doesn't create growth; instead, growth creates disruption. Growth is always hard, and disruptive growth is exponentially harder. It requires companies to make tough decisions in the face of daunting uncertainties: Should we bet our company's future on next-generation customers or today's reliable ones? Should we abandon our current business model for an entirely new one? Making bold changes demands bold leadership and, often, massive cultural transformation. Over the years, Li has seen some organizations beat the odds and succeed at becoming disruptive: Adobe, ING Bank, Nokia, Southern New Hampshire University, and T-Mobile, among them. Their stories make it clear that organizations don't have to be tech start-ups or have the latest innovations to transform. What

they need to do is develop a disruptive mindset that permeates every aspect of the organization. Li lays out how to do so by focusing on three elements: a strategy designed to meet the needs of future customers; leadership that creates a movement to drive and sustain transformation; and a culture that thrives on disruptive change. Drawing on interviews with some of the most audacious people driving disruptive transformation today, Li will inspire leaders at all levels to answer the call to lead disruptive transformation in their organizations, communities, and society.

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