

Inspired How To Create Tech Products Customers Love

"This book traces the emergence of mass production and Fordism, its accompanying ideology, first in the United States and then in Nazi Germany and the Soviet Union"--

Revised and Updated, Featuring a New Case Study How do successful companies create products people can't put down? Why do some products capture widespread attention while others flop? What makes us engage with certain products out of sheer habit? Is there a pattern underlying how technologies hook us? Nir Eyal answers these questions (and many more) by explaining the Hook Model—a four-step process embedded into the products of many successful companies to subtly encourage customer behavior. Through consecutive “hook cycles,” these products reach their ultimate goal of bringing users back again and again without depending on costly advertising or aggressive messaging. Hooked is based on Eyal's years of research, consulting, and practical experience. He wrote the book he wished had been available to him as a start-up founder—not abstract theory, but a how-to guide for building better

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products. Hooked is written for product managers, designers, marketers, start-up founders, and anyone who seeks to understand how products influence our behavior. Eyal provides readers with:

- Practical insights to create user habits that stick.
- Actionable steps for building products people love.
- Fascinating examples from the iPhone to Twitter, Pinterest to the Bible App, and many other habit-forming products.

"Nobody asked you to show up." Every experienced product manager has heard some version of those words at some point in their career. Think about a company. Engineers build the product. Designers make sure it has a great user experience and looks good. Marketing makes sure customers know about the product. Sales get potential customers to open their wallets to buy the product. What more does a company need? What does a product manager do? Based upon Product School's curriculum, which has helped thousands of students become great product managers, The Product Book answers that question. Filled with practical advice, best practices, and expert tips, this book is here to help you succeed!

As companies evolve to adopt, integrate, and leverage software as the defining element of their success in the 21st century, a rash of processes and methodologies are vying for their product teams' attention. In the worst of cases,

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each discipline on these teams -- product management, design, and software engineering -- learns a different model. This short, tactical book reconciles the perceived differences in Lean Startup, Design Thinking, and Agile software development by focusing not on rituals and practices but on the values that underpin all three methods. Written by Jeff Gothelf, the co-author of the award-winning Lean UX and Sense & Respond, the tactics in this book draw on Jeff's years of practice as a team leader and coach in companies ranging from small high-growth startups to large enterprises. Whether you're a product manager, software engineer, designer, or team leader, you'll find practical tools in this book immediately applicable to your team's daily methods.

In today's lightning-fast technology world, good product management is critical to maintaining a competitive advantage. Yet, managing human beings and navigating complex product roadmaps is no easy task, and it's rare to find a product leader who can steward a digital product from concept to launch without a couple of major hiccups. Why do some product leaders succeed while others don't? This insightful book presents interviews with nearly 100 leading product managers from all over the world. Authors Richard Banfield, Martin Eriksson, and Nate Walkingshaw draw on decades of experience in product design and development to capture the approaches, styles, insights, and techniques of

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successful product managers. If you want to understand what drives good product leaders, this book is an irreplaceable resource. In three parts, *Product Leadership* helps you explore: Themes and patterns of successful teams and their leaders, and ways to attain those characteristics Best approaches for guiding your product team through the startup, emerging, and enterprise stages of a company's evolution Strategies and tactics for working with customers, agencies, partners, and external stakeholders

How do today's most successful tech companies—Amazon, Google, Facebook, Netflix, Tesla—design, develop, and deploy the products that have earned the love of literally billions of people around the world? Perhaps surprisingly, they do it very differently than the vast majority of tech companies. In *INSPIRED*, technology product management thought leader Marty Cagan provides readers with a master class in how to structure and staff a vibrant and successful product organization, and how to discover and deliver technology products that your customers will love—and that will work for your business. With sections on assembling the right people and skillsets, discovering the right product, embracing an effective yet lightweight process, and creating a strong product culture, readers can take the information they learn and immediately leverage it within their own organizations—dramatically improving their own product efforts.

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Whether you're an early stage startup working to get to product/market fit, or a growth-stage company working to scale your product organization, or a large, long-established company trying to regain your ability to consistently deliver new value for your customers, **INSPIRED** will take you and your product organization to a new level of customer engagement, consistent innovation, and business success. Filled with the author's own personal stories—and profiles of some of today's most-successful product managers and technology-powered product companies, including Adobe, Apple, BBC, Google, Microsoft, and Netflix—**INSPIRED** will show you how to turn up the dial of your own product efforts, creating technology products your customers love. The first edition of **INSPIRED**, published ten years ago, established itself as the primary reference for technology product managers, and can be found on the shelves of nearly every successful technology product company worldwide. This thoroughly updated second edition shares the same objective of being the most valuable resource for technology product managers, yet it is completely new—sharing the latest practices and techniques of today's most-successful tech product companies, and the men and women behind every great product. This book will help you become a better product leader. Benefitting from Roman Pichler's extensive experience, you will learn how to align stakeholders and guide

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development teams even in challenging circumstances, avoid common leadership mistakes, and grow as a leader. Written in an engaging and easily accessible style, *How to Lead in Product Management* offers a wealth of practical tips and strategies. Through helpful examples, the book illustrates how you can directly apply the techniques to your work. Coverage includes:

- * Choosing the right leadership style
- * Cultivating empathy, building trust, and influencing others
- * Increasing your authority and empowering others
- * Directing stakeholders and development teams through common goals
- * Making decisions that people will support and follow through
- * Successfully resolving disputes and conflicts even with senior stakeholders
- * Listening deeply to discover and address hidden needs and interests
- * Practising mindfulness and embracing a growth mindset to develop as a leader

Praise for *How to Lead in Product Management*: "Roman has done it again, delivering a practical book for the product management community that appeals to both heart and mind. *How to Lead in Product Management* is packed with concise, direct, and practical advice that addresses the deeper, personal aspects of the product leadership. Roman's book shares wisdom on topics including goals, healthy interactions with stakeholders, handling conflict, effective conversations, decision-making, having a growth mindset, and self-care. It is a must read for both new and experienced product

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people." ~Ellen Gottesdiener, Product Coach at EBG Consulting "Being a great product manager is tough. It requires domain knowledge, industry knowledge, technical skills, but also the skills to lead and inspire a team. Roman Pichler's How to Lead in Product Management is the best book I've read for equipping product managers to lead their teams." ~Mike Cohn, Author of Succeeding with Agile, Agile Estimating and Planning, and User Stories Applied "This is the book that has been missing for product people. Roman has created another masterpiece, a fast read with lots of value. It's a must read for every aspiring product manager." ~Magnus Billgren, CEO of Tolpagorni Product Management "How Lead in Product Management is for everyone who manages a product or drives important business decisions. Roman lays out the key challenges of product leadership and shows us ways of thoughtfully working with team members, stakeholders, partners, and the inevitable conflicts." ~Rich Mironov, CEO of Mironov Consulting and "Smokejumper" Head of Product

Featuring a new preface, afterword and Radically Candid Performance Review Bonus Chapter, the fully revised & updated edition of Radical Candor is packed with even more guidance to help you improve your relationships at work. 'Reading Radical Candor will help you build, lead, and inspire teams to do the best work of their lives.' Sheryl Sandberg, author of Lean In. If you don't have

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anything nice to say then don't say anything at all . . . right? While this advice may work for home life, as Kim Scott has seen first hand, it is a disaster when adopted by managers in the work place. Scott earned her stripes as a highly successful manager at Google before moving to Apple where she developed a class on optimal management. *Radical Candor* draws directly on her experiences at these cutting edge companies to reveal a new approach to effective management that delivers huge success by inspiring teams to work better together by embracing fierce conversations. *Radical Candor* is the sweet spot between managers who are obnoxiously aggressive on the one side and ruinously empathetic on the other. It is about providing guidance, which involves a mix of praise as well as criticism – delivered to produce better results and help your employees develop their skills and increase success. Great bosses have a strong relationship with their employees, and Scott has identified three simple principles for building better relationships with your employees: make it personal, get stuff done, and understand why it matters. *Radical Candor* offers a guide to those bewildered or exhausted by management, written for bosses and those who manage bosses. Drawing on years of first-hand experience, and distilled clearly to give practical advice to the reader, *Radical Candor* shows you how to be successful while retaining your integrity and humanity. *Radical Candor* is the

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perfect handbook for those who are looking to find meaning in their job and create an environment where people love both their work and their colleagues, and are motivated to strive to ever greater success.

A good product roadmap is one of the most important and influential documents an organization can develop, publish, and continuously update. In fact, this one document can steer an entire organization when it comes to delivering on company strategy. This practical guide teaches you how to create an effective product roadmap, and demonstrates how to use the roadmap to align stakeholders and prioritize ideas and requests. With it, you'll learn to communicate how your products will make your customers and organization successful. Whether you're a product manager, product owner, business analyst, program manager, project manager, scrum master, lead developer, designer, development manager, entrepreneur, or business owner, this book will show you how to:

- Articulate an inspiring vision and goals for your product
- Prioritize ruthlessly and scientifically
- Protect against pursuing seemingly good ideas without evaluation and prioritization
- Ensure alignment with stakeholders
- Inspire loyalty and over-delivery from your team
- Get your sales team working with you instead of against you
- Bring a user and buyer-centric approach to planning and decision-making
- Anticipate opportunities and stay ahead of the game
- Publish a

comprehensive roadmap without overcommitting

Where the Far East meets the Wild West, *Falling Into The Light* reflects the collision of world cultures during the 19th century. When a young Dalai Lama encounters a deeply hurt soul in his congregation, he begins to doubt his abilities as a spiritual leader, and must travel across the world as a disguised layman to experience human endeavors on the American frontier. Only then could he return home as an enlightened spiritual warrior and the trusted leader of his country's future. On this transformative journey, the innocence of youth and privilege are shattered soon after the trans-pacific steamship docks in the San Francisco bay. The Dalai Lama ventures from Chinatown to the White House, where he learns, firsthand, the culture clashes of a nation besieged with greed, entitlement, and opportunity. From his encounters with Irish thugs to railroad tycoons and Black slaves to Native Americans, the Dalai Lama is forced to grow up quickly to survive on the American frontier. However, amid all the fear and fighting, the Dalai Lama also finds true love, and is compelled to choose between two futures in two different worlds. Replete with historical settings, strong characters, and a narrative that reflects the natural beauty of the American heartland, *Falling Into The Light* is a beautiful story for adventurous readers seeking an escape into the past, while exploring the nature of humanity.

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Note for ebook customers: The design and layout of this book play a key role in conveying the author's message. When creating the ebooks, we've tried to keep the look and feel of the print edition, but this means that not all e-reading devices will support the files. The EPUB format is optimized for iPad. The Mobi files are optimized for Kindle Fire tablets and phones and for Kindle reading apps.

Imagine you're in a game with one objective: a bestselling product or service. The rules? No marketing budget, no PR stunts, and it must be sustainably successful. No short-term fads. This is not a game of chance. It is a game of skill and strategy. And it begins with a single question: given competing products of equal pricing, promotion, and perceived quality, why does one outsell the others? The answer doesn't live in the sustainably successful products or services. The answer lives in those who use them. Our goal is to craft a strategy for creating successful users. And that strategy is full of surprising, counter-intuitive, and astonishingly simple techniques that don't depend on a massive marketing or development budget. Techniques typically overlooked by even the most well-funded, well-staffed product teams. Every role is a key player in this game. Product development, engineering, marketing, user experience, support—everyone on the team. Even if that team is a start-up of one. Armed with a surprisingly overlooked science and a unique POV, we can reduce the role

of luck. We can build sustainably successful products and services that rely not on unethical persuasive marketing tricks but on helping our users have deeper, richer experiences. Not just in the moments while they're using our product but, more importantly, in the moments when they aren't.

Project Management for Small Projects shows you how to tailor bureaucratic planning processes to a sleek minimum while still keeping your project running like a well-oiled machine. Managing projects requires time, effort, and discipline, regardless of the project size. The difference between managing larger and smaller projects is not only the amount of time, effort, and discipline but also the processes and tools. For years, this book has helped managers of small projects design scalable processes and simplified tools for immediate use in managing small projects. And since most small projects tend to be similar in structure or outcome, a template for one project can be used for future projects. This third edition has been updated to align with the Project Management Institute's Project Management Body of Knowledge (PMBOK®) and provides new tools, templates, and techniques to support the revised processes. In addition, there is new material on agile project management and on the essential leadership skills for small-project managers. (PMBOK® is a trademark of the Project Management Institute Inc., which is registered in the United States and other nations.)

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An exploration of why people all over the world love to engage in pain on purpose--from dominatrices, religious ascetics, and ultramarathoners to ballerinas, icy ocean bathers, and sideshow performers Masochism is sexy, human, reviled, worshipped, and can be delightfully bizarre. Deliberate and consensual pain has been with us for millennia, encompassing everyone from Black Plague flagellants to ballerinas dancing on broken bones to competitive eaters choking down hot peppers while they cry. Masochism is a part of us. It lives inside workaholics, tattoo enthusiasts, and all manner of garden variety pain-seekers. At its core, masochism is about feeling bad, then better—a phenomenon that is long overdue for a heartfelt and hilarious investigation. And Leigh Cowart would know: they are not just a researcher and science writer—they're an inveterate, high-sensation seeking masochist. And they have a few questions: Why do people engage in masochism? What are the benefits and the costs? And what does masochism have to say about the human experience? By participating in many of these activities themselves, and through conversations with psychologists, fellow scientists, and people who seek pain for pleasure, Cowart unveils how our minds and bodies find meaning and relief in pain—a quirk in our programming that drives discipline and innovation even as it threatens to swallow us whole.

FORGE A POWERFUL STRATEGY TO BECOME A PRODUCT MANAGER WHO DELIVERS RESULTS The world of business is moving at breakneck speed. More is being demanded of everyone--with fewer resources than ever. In no profession is this more apparent than Product Management. Written by one of today's leading Product Management thought-leaders, Steven Haines, *The Product Manager's Survival Guide* provides best practices, practical on-the-job advice, and a step-by-step blueprint for succeeding in Product Management. Whatever your level of experience--whether you're a novice product manager or seasoned Product Management leader--you'll find everything you need to make consistent positive impacts on your business. With this practical guide in your hands, you have the most powerful tool available for increasing your productivity quickly and dramatically--in a way that is noticeable and measurable. *The Product Manager's Survival Guide* is conveniently organized into four sections: I. Getting Your Bearings: Map out your plan to begin the journey to success II. Learning the Product's Business: Go beyond features and functions to become the product expert, customer advocate, and domain expert III. Getting Work Done: Synchronize and orchestrate the work of others to help everyone maintain focus on company goals IV. Moving Forward: Round out your experience to take the next critical steps in your Product Management career The only way to excel

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as a product manager is to develop a strategy for the long run. Start formulating one now and you will be well ahead of your competition--internally and externally. The Product Manager's Survival Guide gives you the tools and insight you need to start putting the pieces in place now--so you can succeed well into the future. How can you create products that successfully find customers? With this practical book, you'll learn from some of the best product designers in the field, from companies like Facebook and LinkedIn to up-and-coming contenders. You'll understand how to discover and interpret customer pain, and learn how to use this research to guide your team through each step of product creation. Written for designers, product managers, and others who want to communicate better with designers, this book is essential reading for anyone who contributes to the product creation process. Understand exactly who your customers are, what they want, and how to build products that make them happy Learn frameworks and principles that successful product designers use Incorporate five states into every screen of your interface to improve conversions and reduce perceived loading times Discover meeting techniques that Apple, Amazon, and LinkedIn use to help teams solve the right problems and make decisions faster Design effective interfaces across different form factors by understanding how people hold devices and complete tasks Learn how successful designers create working

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prototypes that capture essential customer feedback Create habit-forming and emotionally engaging experiences, using the latest psychological research The missing manual on how to apply Lean Startup to build products that customers love The Lean Product Playbook is a practical guide to building products that customers love. Whether you work at a startup or a large, established company, we all know that building great products is hard. Most new products fail. This book helps improve your chances of building successful products through clear, step-by-step guidance and advice. The Lean Startup movement has contributed new and valuable ideas about product development and has generated lots of excitement. However, many companies have yet to successfully adopt Lean thinking. Despite their enthusiasm and familiarity with the high-level concepts, many teams run into challenges trying to adopt Lean because they feel like they lack specific guidance on what exactly they should be doing. If you are interested in Lean Startup principles and want to apply them to develop winning products, this book is for you. This book describes the Lean Product Process: a repeatable, easy-to-follow methodology for iterating your way to product-market fit. It walks you through how to: Determine your target customers Identify underserved customer needs Create a winning product strategy Decide on your Minimum Viable Product (MVP) Design your MVP

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prototype Test your MVP with customers Iterate rapidly to achieve product-market fit This book was written by entrepreneur and Lean product expert Dan Olsen whose experience spans product management, UX design, coding, analytics, and marketing across a variety of products. As a hands-on consultant, he refined and applied the advice in this book as he helped many companies improve their product process and build great products. His clients include Facebook, Box, Hightail, Epocrates, and Medallia. Entrepreneurs, executives, product managers, designers, developers, marketers, analysts and anyone who is passionate about building great products will find The Lean Product Playbook an indispensable, hands-on resource.

Inspired - How to Create Tech Products Customers Love by Marty Cagan. From early startup stages to large redesign campaigns, every tech product company needs to follow an effective business plan if it wants to see long-term growth. Marty Cagan lays out a thorough and conclusive outline for any product manager looking to give his or her organization and infrastructure a boost. Balanced on the axes of innovation, execution, autonomy, and collaboration, Inspired: How to Create Tech Products Customers Love offers advice and guidance relevant to juniors and veterans of the trade alike. Anticipate a certain amount of failure-use it as leverage to qualitatively analyze data and as motivation to keep inventing.

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Do you want to build winning products? Why read this summary: Save time Understand the key concepts Notice: This is a **INSPIRED: HOW TO CREATE TECH PRODUCTS CUSTOMERS LOVE** Book Summary. **NOT THE ORIGINAL BOOK.**

The Professional Product Owner's Guide to Maximizing Value with Scrum "This book presents a method of communicating our desires, cogently, coherently, and with a minimum of fuss and bother." —Ken Schwaber, Chairman & Founder, Scrum.org The role of the Product Owner is more crucial than ever. But it's about much more than mechanics: it's about taking accountability and refocusing on value as the primary objective of all you do. In *The Professional Product Owner*, two leading experts in successful Scrum product ownership show exactly how to do this. You'll learn how to identify where value can be found, measure it, and maximize it throughout your entire product lifecycle. Drawing on their combined 40+ years of experience in using agile and Scrum in product management, Don McGreal and Ralph Jocham guide you through all facets of envisioning, emerging, and maturing a product using the Scrum framework. McGreal and Jocham discuss strategy, showing how to connect Vision, Value, and Validation in ROI-focused agile product management. They lay out Scrum best-practices for managing complexity and continuously delivering value, and

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they define the concrete practices and tools you can use to manage Product Backlogs and release plans, all with the goal of making you a more successful Product Owner. Throughout, the authors share revealing personal experiences that illuminate obstacles to success and show how they can be overcome. Define success from the “outside in,” using external customer-driven measurements to guide development and maximize value Bring empowerment and entrepreneurship to the Product Owner’s role, and align everyone behind a shared business model Use Evidence-Based Management (EBMgt) to invest in the right places, make smarter decisions, and reduce risk Effectively apply Scrum’s Product Owner role, artifacts, and events Populate and manage Product Backlogs, and use just-in-time specifications Plan and manage releases, improve transparency, and reduce technical debt Scale your product, not your Scrum Use Scrum to inject autonomy, mastery, and purpose into your product team’s work Whatever your role in product management or agile development, this guide will help you deliver products that offer more value, more rapidly, and more often. Register your book for convenient access to downloads, updates, and/or corrections as they become available. See inside book for details. Use DISC to discover profound hidden patterns of human behavioral style, gain deeper self-awareness, maximize your personal strengths, and influence others

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more powerfully than ever before! Taking Flight illuminates the proven DISC four-style model of human behavior, and shows how to use it to become a far more effective leader, salesperson, or teacher; revitalize your career; build deeper personal relationships; fully leverage your natural gifts, and empower everyone around you. Drawing on their immense experience coaching executives and training world-class organizations, Merrick Rosenberg and Daniel Silvert introduce DISC through a fable that's quick, fun, and easy-to-understand. You'll discover why you "click" with some people and "clank" with others, and what really drives your decisions and actions. You'll learn exactly how to identify others' behavioral styles and choose the best ways to interact with them. You'll walk through creating a personal action plan for improvement -- and then systematically making the most of your strengths, working around your weaknesses, and supercharging your personal performance! If you're already familiar with DISC, this book will help you use it more effectively than ever before. If you're new to DISC, it will change your life -- just as it has for thousands before you!

INSPIRED How to Create Tech Products Customers Love John Wiley & Sons
Everything you need to know to be a Modern CTO. Developers are not CTOs, but developers can learn how to be CTOs. In Modern CTO, Joel Beasley

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provides readers with an in-depth road map on how to successfully navigate the unexplored and jagged transition between these two roles. Drawing from personal experience, Joel gives a refreshing take on the challenges, lessons, and things to avoid on this journey. Readers will learn how Modern CTOs: Manage deadlines Speak up Know when to abandon ship and build a better one Deal with poor code Avoid getting lost in the product and know what UX mistakes to watch out for Manage people and create momentum ... plus much more Modern CTO is the ultimate guidebook on how to kick start your career and go from developer to CTO.

"A new way to create-and then disrupt Industry disruption is no longer isolated to a unique product or service. Today's consumer needs engagement in order to be swayed to interact, connect, and buy your next offering. Achieve this and you'll achieve success. Sharp and refreshing, design insider and expert Jon Kolko offers a new view and usable process for conceiving and building powerful, emotionally resonant new products in this new book. In Well-Designed, Kolko-VP at MyEdu and Founder and Director of the Austin Center for Design--shows how deep, meaningful engagement happens when products and services are delivered in an authentic way, when consumers see them less like manufactured artifacts and more like good friends. The key is empathy-driven design thinking,

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using a process of storytelling and iteration, with results that provoke emotion, change behavior, and create deep engagement. Kolko, who has been engaged in this process of design for more than 15 years, now shares a concrete set of steps for identifying lucrative opportunities, designing for innovation, and producing products that have deep, meaningful emotional engagement. By following this process, readers will learn how to raise the role of design to a strategic competency"--

Are you a product leader looking for advice on how to be certain that every product manager on your team lives up to their full potential? Do you want to make sure your product people are competent, empowered, and inspired, and would you like to know how you can best help them on this journey? If you answered "yes" to any of these questions, then this book is for you! By the end of this book, you will understand:

- Why you need to focus on the personal development of every product manager-and of the team as a whole-to unlock their full potential.
- Why coaching is an important part of your job, and how to do it in the most effective way.
- How you can define what a good product manager looks like.
- How you can accurately assess product managers and provide them with valuable, actionable, and helpful feedback on their current performance that will help them perform even better.
- Which methods/frameworks you can use to

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make sure product managers learn what they need to know to be more effective--enhancing their people skills. And you will be able to: - Reflect on your own coaching personality and define your own areas for development. - Efficiently prepare and use one-on-ones as your main coaching tool.

What is it about the top tech product companies such as Amazon, Apple, Google, Netflix and Tesla that enables their record of consistent innovation? Most people think it's because these companies are somehow able to find and attract a level of talent that makes this innovation possible. But the real advantage these companies have is not so much who they hire, but rather how they enable their people to work together to solve hard problems and create extraordinary products. As legendary Silicon Valley coach--and coach to the founders of several of today's leading tech companies--Bill Campbell said, "Leadership is about recognizing that there's a greatness in everyone, and your job is to create an environment where that greatness can emerge." The goal of EMPOWERED is to provide you, as a leader of product management, product design, or engineering, with everything you'll need to create just such an environment. As partners at The Silicon Valley Product Group, Marty Cagan and Chris Jones have long worked to reveal the best practices of the most consistently innovative companies in the world. A natural companion to the bestseller INSPIRED,

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EMPOWERED tackles head-on the reason why most companies fail to truly leverage the potential of their people to innovate: product leadership. The book covers: what it means to be an empowered product team, and how this is different from the “feature teams” used by most companies to build technology products recruiting and coaching the members of product teams, first to competence, and then to reach their potential creating an inspiring product vision along with an insights-driven product strategy translating that strategy into action by empowering teams with specific objectives—problems to solve—rather than features to build redefining the relationship of the product teams to the rest of the company detailing the changes necessary to effectively and successfully transform your organization to truly empowered product teams EMPOWERED puts decades of lessons learned from the best leaders of the top technology companies in your hand as a guide. It shows you how to become the leader your team and company needs to not only survive but thrive.

How do today's most successful tech companies Amazon, Google, Facebook, Netflix, Tesla design, develop, and deploy the products that have earned the love of literally billions of people around the world? Perhaps surprisingly, they do it very differently than most tech companies. In INSPIRED, technology product management thought leader Marty Cagan provides readers with a master class in how to structure and staff a vibrant and successful

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product organization, and how to discover and deliver technology products that your customers will love and that will work for your business. With sections on assembling the right people and skillsets, discovering the right product, embracing an effective yet lightweight process, and creating a strong product culture, readers can take the information they learn and immediately leverage it within their own organizations dramatically improving their own product efforts. Whether you're an early stage startup working to get to product/market fit, or a growth-stage company working to scale your product organization, or a large, long-established company trying to regain your ability to consistently deliver new value for your customers, INSPIRED will take you and your product organization to a new level of customer engagement, consistent innovation, and business success. Filled with the authors own personal stories and profiles of some of today's most-successful product managers and technology-powered product companies, including Adobe, Apple, BBC, Google, Microsoft, and Netflix INSPIRED will show you how to turn up the dial of your own product efforts, creating technology products your customers love. The first edition of INSPIRED, published ten years ago, established itself as the primary reference for technology product managers, and can be found on the shelves of nearly every successful technology product company worldwide. This thoroughly updated second edition shares the same objective of being the most valuable resource for technology product managers, yet it is completely new sharing the latest practices and techniques of today's most-successful tech product companies, and the men and women behind every great product.

WANT A NON-CODING JOB AT A TECH COMPANY? Interested in product management, marketing, strategy, or business development? The tech industry is the place to be:

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nontechnical employees at tech companies outnumber their engineering counterparts almost 3 to 1 (Forbes, 2017). You might be worried that your lack of coding skills or tech industry knowledge will hold you back. But here's the secret: you don't need to learn how to code to break into the tech industry. Written by three former Microsoft PMs, *Swipe to Unlock* gives you a breakdown of the concepts you need to know to crush your interviews, like software development, big data, and internet security. We'll explain how Google's ad targeting algorithm works, but Google probably won't ask you how to explain it in a non-technical interview. But they might ask you how you could increase ad revenue from a particular market segment. And if you know how Google's ad platform works, you'll be in a far stronger position to come up with good growth strategies. We'll show you how Robinhood, an app that lets you trade stocks without commission, makes money by earning interest on the unspent money that users keep in their accounts. No one will ask you to explain this. But if someone asks you to come up with a new monetization strategy for Venmo (which lets you send and receive money without fees), you could pull out the Robinhood anecdote to propose that Venmo earn interest off the money sitting in users' accounts. We'll talk about some business cases like why Microsoft acquired LinkedIn. Microsoft interviewers probably won't ask you about the motive of the purchase, but they might ask you for ideas to improve Microsoft Outlook. From our case study, you'll learn how the Microsoft and LinkedIn ecosystems could work together, which can help you craft creative, impactful answers. You could propose that Outlook use LinkedIn's social graph to give salespeople insights about clients before meeting them. Or you could suggest linking Outlook's organizational tree to LinkedIn to let HR managers analyze their company's hierarchy and figure out what kind of talent they need to add. (We'll further explore both ideas

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in the book.) Either way, you're sure to impress. Learn the must know concepts of tech from authors who have received job offers for Facebook's Rotational Product Manager, Google's Associate Product Marketing Manager, and Microsoft's Program Manager to get a competitive edge at your interviews!

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

Take a Design-led Approach to Innovation Innovation drives growth in organisations and entire economies. Yet innovation is hard, risky and rarely successful. Most innovations and startups fail because of a lack of focus on the front end of the innovation process where customer needs are researched, insights are distilled, solutions are ideated, prototyped and tested and business models are shaped. But innovation doesn't have to be this way. In Innovator's

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Playbook, author and leading Design Thinking expert Nathan Baird shares his 20 years of hands-on experience, tools and methods for developing a winning customer-centric approach to innovation. This book will teach you how to apply the design thinking method to innovation and help you to innovate better with five practical and proven stages: 1. Build the right team for innovation. 2. Better understand your customer through empathy. 3. Distill and refine customer-centric needs and insights. 4. Unleash your team's creativity to create fresh new ideas to address customer needs. 5. Experiment and validate desirable, feasible and viable solutions. Innovator's Playbook helps entrepreneurs, corporate teams, startups and leaders across all levels to use design-led methodologies for start-to-finish innovation success.

To stay competitive in today's market, organizations need to adopt a culture of customer-centric practices that focus on outcomes rather than outputs. Companies that live and die by outputs often fall into the "build trap," cranking out features to meet their schedule rather than the customer's needs. In this book, Melissa Perri explains how laying the foundation for great product management can help companies solve real customer problems while achieving business goals. By understanding how to communicate and collaborate within a company structure, you can create a product culture that benefits both the business and the customer. You'll learn product management principles that can be applied to any organization, big or small. In five parts, this book explores: Why organizations ship features rather than cultivate the value those features represent How to set up a product organization that scales How product strategy connects a company's vision and economic outcomes back to the product activities How to identify and pursue the right opportunities for producing value through an iterative product framework How to build a culture focused on successful outcomes over

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outputs

MORTAL ENGINES launched Philip Reeve's brilliantly-imagined creation, the world of the Traction Era, where mobile cities fight for survival in a post-apocalyptic future. The first instalment introduces young apprentice Tom Natsworthy and the murderous Hester Shaw, flung from the fast-moving city of London into heart-stopping adventures in the wastelands of the Great Hunting Ground. "No 11-to-16-year-old should miss the superbly imagined debut novel from Philip Reeve" - The Times "This big, brave, brilliant book combines a thrilling adventure story with endless moral conundrums" - Guardian

Nudge meets Hooked in a practical approach to designing products and services that change behavior, from what we buy to how we work. Deciding what to create at modern companies often looks like an episode of Mad Men: people throw ideas around until one sounds sexy enough to execute and then they scale it to everyone. The result? Companies overspend on marketing to drive engagement with products and services that people don't want and won't help them be happier and healthier. Start at the End offers a new framework for design, grounded in behavioral science. Technology executive and behavioral scientist Matt Wallaert argues that the purpose of everything is behavior change. By starting with outcomes instead of processes, the most effective companies understand what people want to do and why they aren't already doing it, then build products and services to bridge the gap. Wallaert is a behavioral psychologist who has led product design at organizations ranging from startups like Clover Health to industry leaders such as Microsoft. Whether dissecting the success behind Uber's ridesharing service or Flamin' Hot Cheetos, he underscores with clarity and humor how this approach can improve the way we work and live. This is an essential roadmap for building

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products that matter--and changing behavior for the better.

Land that Dream Product Manager Job...TODAY Seeking a product management position? Get Decode and Conquer, the world's first book on preparing you for the product management (PM) interview. Author and professional interview coach, Lewis C. Lin provides you with an industry insider's perspective on how to conquer the most difficult PM interview questions. Decode and Conquer reveals: Frameworks for tackling product design and metrics questions, including the CIRCLES Method(tm), AARM Method(tm), and DIGS Method(tm) Biggest mistakes PM candidates make at the interview and how to avoid them Insider tips on just what interviewers are looking for and how to answer so they can't say NO to hiring you Sample answers for the most important PM interview questions Questions and answers covered in the book include: Design a new iPad app for Google Spreadsheet. Brainstorm as many algorithms as possible for recommending Twitter followers. You're the CEO of the Yellow Cab taxi service. How do you respond to Uber? You're part of the Google Search web spam team. How would you detect duplicate websites? The billboard industry is under monetized. How can Google create a new product or offering to address this? Get the Book that's Recommended by Executives from Google, Amazon, Microsoft, Oracle & VMWare...TODAY

A world-renowned innovation guru explains practices that result in breakthrough innovations "Ulwick's outcome-driven programs bring discipline and predictability to the often random process of innovation." -Clayton Christensen For years, companies have accepted the underlying principles that define the customer-driven paradigm--that is, using customer "requirements" to guide growth and innovation. But twenty years into

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this movement, breakthrough innovations are still rare, and most companies find that 50 to 90 percent of their innovation initiatives flop. The cost of these failures to U.S. companies alone is estimated to be well over \$100 billion annually. In a book that challenges everything you have learned about being customer driven, internationally acclaimed innovation leader Anthony Ulwick reveals the secret weapon behind some of the most successful companies of recent years. Known as "outcome-driven" innovation, this revolutionary approach to new product and service creation transforms innovation from a nebulous art into a rigorous science from which randomness and uncertainty are eliminated. Based on more than 200 studies spanning more than seventy companies and twenty-five industries, Ulwick contends that, when it comes to innovation, the traditional methods companies use to communicate with customers are the root cause of chronic waste and missed opportunity. In *What Customers Want*, Ulwick demonstrates that all popular qualitative research methods yield well-intentioned but unfitting and dreadfully misleading information that serves to derail the innovation process. Rather than accepting customer inputs such as "needs," "benefits," "specifications," and "solutions," Ulwick argues that researchers should silence the literal "voice of the customer" and focus on the "metrics that customers use to measure success when executing the jobs, tasks or activities they are trying to get done." Using these customer desired outcomes as inputs into the innovation process eliminates much of the chaos and variability that typically derails innovation initiatives. With the

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same profound insight, simplicity, and uncommon sense that propelled *The Innovator's Solution* to worldwide acclaim, this paradigm-changing book details an eight-step approach that uses outcome-driven thinking to dramatically improve every aspect of the innovation process--from segmenting markets and identifying opportunities to creating, evaluating, and positioning breakthrough concepts. Using case studies from Microsoft, Johnson & Johnson, AIG, Pfizer, and other leading companies, *What Customers Want* shows companies how to: Obtain unique customer inputs that make predictable innovation possible Recognize opportunities for disruption, new market creation, and core market growth--well before competitors do Identify which ideas, technologies, and acquisitions have the greatest potential for creating customer value Systematically define breakthrough products and services concepts Innovation is fundamental to success and business growth. Offering a proven alternative to failed customer-driven thinking, this landmark book arms you with the tools to unleash innovation, lower costs, and reduce failure rates--and create the products and services customers really want. Your one-stop guide to becoming a product management prodigy Product management plays a pivotal role in organizations. In fact, it's now considered the fourth most important title in corporate America—yet only a tiny fraction of product managers have been trained for this vital position. If you're one of the hundreds of thousands of people who hold this essential job—or simply aspire to break into a new role—*Product Management For Dummies* gives you the tools to increase your skill level and manage

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products like a pro. From defining what product management is—and isn't—to exploring the rising importance of product management in the corporate world, this friendly and accessible guide quickly gets you up to speed on everything it takes to thrive in this growing field. It offers plain-English explanations of the product life cycle, market research, competitive analysis, market and pricing strategy, product roadmaps, the people skills it takes to effectively influence and negotiate, and so much more. Create a winning strategy for your product Gather and analyze customer and market feedback Prioritize and convey requirements to engineering teams effectively Maximize revenues and profitability Product managers are responsible for so much more than meets the eye—and this friendly, authoritative guide lifts the curtain on what it takes to succeed. In today's hyper-competitive market, how a product is taken to market is at least as important as the product itself. It is no longer enough for marketers and product teams to just announce their product is superior. Even if what a product does is unique, others claim they do the same things, leaving customers very confused. As a result, product marketing for tech products has never been harder...or more important. This book explains what it really takes to bring a technology product successfully to market. The frameworks are simple but powerful and easy to deploy. They address how to adapt product marketing to more agile development cycles, how to stand out when other products do similar things, and how to position products and companies with thoughtful execution of strategy versus simply doing marketing. It takes the best of classic

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positioning, messaging and product marketing and applies these practices to modern realities of the tech and customer landscape.

Winner of the Shingo Publication Award Accelerate your organization to win in the marketplace. How can we apply technology to drive business value? For years, we've been told that the performance of software delivery teams doesn't matter?that it can't provide a competitive advantage to our companies. Through four years of groundbreaking research to include data collected from the State of DevOps reports conducted with Puppet, Dr. Nicole Forsgren, Jez Humble, and Gene Kim set out to find a way to measure software delivery performance?and what drives it?using rigorous statistical methods. This book presents both the findings and the science behind that research, making the information accessible for readers to apply in their own organizations. Readers will discover how to measure the performance of their teams, and what capabilities they should invest in to drive higher performance. This book is ideal for management at every level.

Create a winning game plan for your digital products with Strategize: Product Strategy and Product Roadmap Practices for the Digital Age. Using a wide range of proven techniques and tools, author Roman Pichler explains how to create effective strategies and actionable roadmaps to help you maximize your chances of creating successful products. Written in an engaging and no-nonsense style, Strategize offers practical advice and valuable examples so that you can apply the practices directly to your

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products. Comprehensive and insightful, the book will enable you to make the right strategic decisions in today's dynamic digital age. Praise for Strategize: "Strategize offers a comprehensive approach to product strategy using the latest practices geared specifically to digital products. Not just theory, the book is chock-full of real-world examples, making it easier to apply the principles to your company and products. Strategize is essential reading for everyone in charge of products: product executives, product managers, and product owners." Steve Johnson, Founder at Under10 Consulting, author, speaker, consultant, guitar player. "Whether you are new to product management or an experienced practitioner, Strategize is a must read. You are guaranteed to get new ideas about how to develop or improve your product strategy and how to execute it successfully. It's an essential addition to every product manager's reading list." Marc Abraham, Senior Product Manager at Notonthehighstreet.com. "Roman Pichler's latest book provides essential guidance for all product owners and anyone involved in product strategy or roadmapping. I highly recommend it." Mike Cohn, Author of Succeeding with Agile, Agile Estimating and Planning, and User Stories Applied

Why are some products a hit while others never see the light of day? While there's no foolproof way to tell what will succeed and what won't, every product has a chance as long as it's supported by research, careful planning, and hard work. -Written by successful product manager Marc Abraham, My Product Management Toolkit is a

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comprehensive guide to developing a physical or digital product that consumers love. Here's a sample of what you'll find within these pages: Strategies for determining what customers want-even when they don't know themselves Clear suggestions for developing both physical and digital products Effective methods to constantly iterate a product or feature Containing wisdom from Abraham's popular blog, this book explores product management from every angle, including consumer analysis, personnel management, and product evolution. Whether you're developing a product for a small start-up or a multinational corporation, this book will prove invaluable.

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