

# Inspired How To Create Products Customers Love

Product Leadership - Richard Banfield 2017-05-12

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 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 EMPOWERED - Marty Cagan 2020-12-03

What is it about the top tech product companies such as Amazon, Apple, Google, Netflix and Tesla that enables their record of consistent

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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, 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.

### **Continuous Discovery**

**Habits** - Teresa Torres

2021-05-19

"If you haven't had the good fortune to be coached by a strong leader or product coach, this book can help fill that gap and set you on the path to success." - Marty Cagan How do you know that you are making a product or service that your customers want? How do you ensure that you are improving it over time? How do you guarantee that your team is creating value for your customers in a way that creates value for your business? In this book, you'll learn a structured and sustainable approach to continuous discovery that will help you answer each of these questions, giving you the confidence to act while also preparing you to be wrong. You'll learn to balance action

with doubt so that you can get started without being blindsided by what you don't get right. If you want to discover products that customers love-that also deliver business results-this book is for you.

### Designing Products People

Love - Scott Hurff 2015-12-17

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 prototypes that capture essential customer feedback  
Create habit-forming and emotionally engaging experiences, using the latest psychological research  
*The Lean Product Playbook* - Dan Olsen 2015-06-02  
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 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.

**The Product Book: How to Become a Great Product Manager** - Product School  
2017-05

"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!

**INSPIRED** - Marty Cagan  
2017-12-12

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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 product organization, and how to discover and deliver technology products that your customers will love—and that will work for your business. With sections on assembling the right people and skillsets, discovering the right product, embracing an effective yet lightweight process, and creating a strong product culture, readers can take the information they learn and immediately leverage it within their own organizations—dramatically improving their own product efforts. Whether you're an early-stage startup working to get to product/market fit, or a growth-stage company working to scale your product

organization, or a large, long-established company trying to regain your ability to consistently deliver new value for your customers, *INSPIRED* will take you and your product organization to a new level of customer engagement, consistent innovation, and business success. Filled with the author's own personal stories—and profiles of some of today's most-successful product managers and technology-powered product companies, including Adobe, Apple, BBC, Google, Microsoft, and Netflix—*INSPIRED* will show you how to turn up the dial of your own product efforts, creating technology products your customers love. The first edition of *INSPIRED*, published ten years ago, established itself as the primary reference for technology product managers, and can be found on the shelves of nearly every successful technology product company worldwide. This thoroughly updated second edition shares the same objective of being the most

valuable resource for technology product managers, yet it is completely new—sharing the latest practices and techniques of today's most-successful tech product companies, and the men and women behind every great product.

*Escaping the Build Trap -*

Melissa Perri 2018-11-01

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 outputs

*Taking Flight!* - Merrick

Rosenberg 2012-11-04

Use DISC to discover profound hidden patterns of human behavioral style, gain deeper self-awareness, maximize your personal strengths, and influence others 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!

*My Product Management Toolkit* - Marc Abraham  
2018-03-07

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 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



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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. INSPIRED - Marty Cagan 2017-11-17

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**Loved** - Martina Lauchengco  
2022-04-12

Most tech companies get marketing wrong because they don't know how to do product marketing right. The next in the bestselling SVPG series, LOVED shows what leaders like Apple, Netflix, Microsoft, and Salesforce do well and how to apply it to transform product

marketing at your company. The best products can still lose in the marketplace. Why? They are beaten by products with stronger product marketing. Good product marketing is the difference between “also-ran” products versus products that lead. And yet, product marketing is widely misunderstood. Although it includes segmenting customers, positioning your product, creating product collateral, and supporting sales teams, great product marketing achieves much more. It directs the best way to bring your product to market. It shapes what the world thinks about your product and category. It inspires others to tell your product’s story. Part of the bestselling series including INSPIRED and EMPOWERED, LOVED explains the fundamentals of best-in-class product marketing for product teams, marketers, founders and any leader with a product and a vision. Sharing her personal stories as a former product and marketing leader at Microsoft and

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Netscape, and as an advisor to Silicon Valley startups, venture capitalist, and UC Berkeley engineering graduate school lecturer, Martina Lauchengco distills decades of lessons gleaned from working with hundreds of companies to make *LOVED* the definitive guide to modern product marketing. With dozens of stories from the trenches of market leaders as well as newer startups with products just beginning their journey, the book shows you: the centrality of product marketing to any product's success the key skills and actions required to do it well the four fundamentals of product marketing and how to apply them how to hire, lead, and organize product marketing how product marketers optimize crucial collaboration with other functions one-sheet frameworks, tools and agile marketing practices that help simplify and elevate product marketing *LOVED* is an invitation to rethink tired notions of product marketing and practice a more dynamic,

customer and market-centric version that creates raving fans and helps products achieve their full market potential.

*Build Better Products* - Laura Klein 2016-11-01

It's easier than ever to build a new product. But developing a great product that people actually want to buy and use is another story. *Build Better Products* is a hands-on, step-by-step guide that helps teams incorporate strategy, empathy, design, and analytics into their development process. You'll learn to develop products and features that improve your business's bottom line while dramatically improving customer experience.

Inspired - Marty Cagan 2008

**Well-designed** - Jon Kolko 2014

"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, 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"--

**The Right It** - Alberto Savoia  
2019-02-26

In this accessible, prescriptive, and widely applicable manual, Google's first engineering director and current Innovation Agitator Emeritus provides critical advice for rethinking how we launch a new idea, product, or business, insights to help successfully beat the law of market failure: that most new products will fail, even if competently executed. Millions of people around the world are working to introduce new ideas. Some will turn out to be stunning successes and have a major impact on our world and our culture: The next Google, the next Polio vaccine, the next Harry Potter, the next Red Cross, the next Ford Mustang. Others successes will be smaller and more personal, but no less meaningful: A restaurant that becomes a neighborhood favorite, a biography that tells an important story, a local nonprofit that cares for abandoned pets.

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Simultaneously, other groups are working equally hard to develop new ideas that, when launched, will fail. Some will fail spectacularly and publicly: New Coke, the movie John Carter, the Ford Edsel. Others failures will be smaller and more private, but no less failure: A home-based business that never takes off, a children's book that neither publishers nor children have any interest in, a charity for a cause too few people care about. Most people believe that their venture will be successful. But the law of market failure tells us that up to 90 percent of most new products, services, businesses, and initiatives will fail soon after launch—regardless of how promising they sound, how much we commit to them, or how well we execute them. This is a hard fact to accept. Combining detailed case studies with personal insight drawn from his time at Google, his experience as an entrepreneur and consultant, and his lectures at Stanford University and Google, Alberto

Savoia offers an unparalleled approach to beating the beast that is market failure: "Make sure you are building The Right It before you build It right," he advises. In *The Right It*, he provides lessons on creating your own hard data, a strategy for market engagement, and an introduction to the concept of a pretotype (not a prototype). Groundbreaking, entertaining, and highly practical, this essential guide delivers a proven formula for ensuring ideas, products, services, and businesses succeed.

*Transformed* - Lea Hickman  
2021-08-10

*INSPIRED* - Marty Cagan  
2017-11-20

Learn to design, build, and scale products consumers can't get enough of. 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

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today's most-successful tech product companies, and the men and women behind every great product.

### **Outcomes Over Output -**

Joshua Seiden 2019-04-08

"A project has to have a goal, otherwise, how do you know you're done? In the old days of engineering, setting project goals wasn't that hard. But when you're making software products, done is less obvious. When is Microsoft Word done? When is Google done? Or Facebook? In reality, software systems are never done. So then how do we give teams a goal that they can work on? Mostly, we simply ask teams to build features-but features are the wrong way to go. We often build features that create no value. Instead, we need to give teams an outcome to achieve. Setting goals as outcomes sounds simple, but it can be hard to do in practice. This book is a practical guide to using outcomes to guide the work of your team"--Publisher's website.

### **Badass: Making Users**

**Awesome** - Kathy Sierra

2015-01-29

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

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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.



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