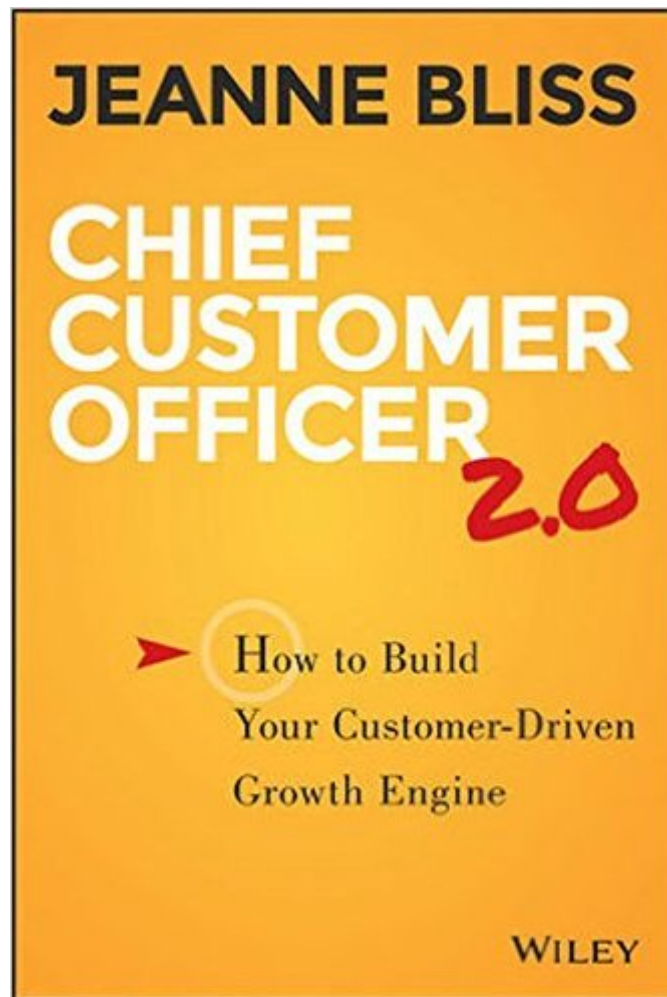


The book was found

# Chief Customer Officer 2.0: How To Build Your Customer-Driven Growth Engine



## Synopsis

A Customer Experience Roadmap to Transform Your Business and Culture Chief Customer Officer 2.0 will give you a proven framework that has launched and advanced the customer experience transformation in businesses in every vertical around the world. And it will take years off your learning curve. Written by Jeanne Bliss, worldwide authority on customer experience, and preeminent thought leader on the role of the Customer Leadership Executive (such as Chief Customer Officer, Vice President of Customer Experience, etc.) this book follows the five-competency model she uses to coach the C-Suite and Chief Customer Officers.Â 1. Manage and Honor Customers as Assets 2. Align Around Experience 3. Build a Customer Listening Path 4. Proactive Experience Reliability and Innovation 5. One Company Accountability, Leadership & Decision Making Chief Customer Officer 2.0 will get you into action quickly with a united leadership team, and will shift your business intent to earning the right to growth by improving customersâ™ lives. Jeanne Bliss fearlessly shares her tools and leadership âˆrecipe cardsâ™ for leading and enabling your business transformation. And she provides practical guidance on how embed the five competencies into how your company develops products, goes to market, enables and rewards people, and conducts annual planning. Including over forty accounts of actions by Customer Leadership Executives around the world, this is the book you have been waiting for that tells it like it is and gives you the framework to build your customer-driven growth engine. Jeanne Bliss pioneered the Customer Leadership Executive position, holding the role for twenty years at Landsâ™ End, Allstate, Coldwell Banker, Mazda and Microsoft Corporations. Since 2002 she has led CustomerBliss, a preeminent customer experience transformation company where she helps companies achieve customer-driven growth. She is a worldwide keynote speaker, and sought frequently by major media for her point of view.Â Jeanne is the co-founder of the Customer Experience Professionals Association, established to advance the worldwide discipline of customer experience and customer experience practitioners.Â She is also the best-selling author of Chief Customer Officer: Getting Past Lip Service to Passionate Action (2006), and I Love You More than My Dog: Five Decisions to Drive Extreme Customer Loyalty in Good Times and Bad (2011).

## Book Information

Hardcover: 288 pages

Publisher: Jossey-Bass; 2 edition (June 15, 2015)

Language: English

ISBN-10: 1119047609

ISBN-13: 978-1119047605

Product Dimensions: 6.4 x 1 x 9.2 inches

Shipping Weight: 14.1 ounces (View shipping rates and policies)

Average Customer Review: 4.8 out of 5 stars Â Â See all reviews Â (56 customer reviews)

Best Sellers Rank: #58,877 in Books (See Top 100 in Books) #81 in Â Books > Business & Money > Marketing & Sales > Customer Service #481 in Â Books > Business & Money > Marketing & Sales > Marketing #826 in Â Books > Business & Money > Management & Leadership > Leadership

## Customer Reviews

Hi, Iâ™m Douglas Burdett, host of The Marketing Book Podcast and Iâ™d like to tell you about the book âœChief Customer Officer 2.0: How to Build Your Customer-Driven Growth Engineâ• by Jeanne Bliss. More and more marketing books and the really smart people who write them will tell you that the last available differentiator that will grow your business is the experience that your customers have with you. Think about it. Most products and services are at parity now. Pricing is more competitive than ever. And even the best marketing will only help to get customers to try you once. And thatâ™s because if the experience your customers have with you is a bad one, they will not return. And, theyâ™ll tell the world on social media and review sites to stay away from you. But if your customers have a great experience and you delight them, they will remain loyal customers and tell others. And that is the most powerful marketing â“ studies show that people trust word of mouth recommendations from friends (and even strangers) much more than what a company says about itself. As a result, smart, growth-oriented companies are carefully engineering the entire experience that their customers have. And as easy as it is to say that, itâ™s really complicated to do. But it can be done and when done properly it can have a dramatic effect on a companyâ™s growth. In âœChief Customer Officer 2.0â• Jeanne Bliss walks you through precisely how to do it. The book has lots of examples of companies that have broken through and refocused their business on customers. And the linchpin of success is getting management buy-in by showing the math used to measure and hold all the different silos accountable for the customer experience.

[Download to continue reading...](#)

Chief Customer Officer 2.0: How to Build Your Customer-Driven Growth Engine The Provost's Handbook: The Role of the Chief Academic Officer SEO: Easy Search Engine Optimization, Your Step-By-Step Guide To A Sky-High Search Engine Ranking And Never Ending Traffic (SEO Series) Rolls-Royce Merlin Manual - 1933-50 (all engine models): An insight into the design, construction,

operation and maintenance of the legendary World War 2 aero engine (Owners' Workshop Manual)  
Driven to Delight: Delivering World-Class Customer Experience the Mercedes-Benz Way  
Trend-Driven Innovation: Beat Accelerating Customer Expectations TOP 101 Growth Hacks: The  
best growth hacking ideas that you can put into practice right away Traction: How Any Startup Can  
Achieve Explosive Customer Growth Chief Of Staff: The Strategic Partner Who Will Revolutionize  
Your Organization "I Am a Man": Chief Standing Bear's Journey for Justice Landscapes for the  
People: George Alexander Grant, First Chief Photographer of the National Park Service (A Friends  
Fund Publication) Tom Clancy Commander-in-Chief: A Jack Ryan Novel The Cruellest Month: A  
Chief Inspector Gamache Novel, Book 3 The Nature of the Beast: A Chief Inspector Gamache  
Novel Link Building Strategies for SEO: Top 25 Strategies to Build Backlinks to Your Website  
Ethically and Improve Your Search Engine Ranking for the Long Term! Spy Secrets That Can Save  
Your Life: A Former CIA Officer Reveals Safety and Survival Techniques to Keep You and Your  
Family Protected After the Blast: An Australian Officer in Iraq and Afghanistan Police Officer Exam  
NYC Speed-Prep AFOQT Secrets Study Guide: AFOQT Test Review for the Air Force Officer  
Qualifying Test Police Officer Exam New York City

[Dmca](#)