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The Intuitive Customer - 7 Imperatives For Moving Your ...

Building on the work of Daniel Kahneman (Thinking Fast and Slow), Dan Ariely (Predictably Irrational), Shaw and Hamilton provide a new understanding of how people behave, explain what it means for organizations who really want to understand their customers, and show you what to do to create exceptional customer experiences.

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The Intuitive Customer: 7 Imperatives For Moving Your Customer Experience to the Next Level Colin Shaw, Ryan Hamilton (auth.)

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The Intuitive Customer: 7 Imperatives For Moving Your ...

The Intuitive Customer: 7 imperatives for moving your Customer Experience to the next level Many organizations are witnessing their Customer measures (NPS® etc) plateau and struggle to know what to do to move their Customer Experience (CX) to the next level. To address these new problems, new thinking is needed.

The Intuitive Customer, a Book by Colin Shaw and Ryan Hamilton

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