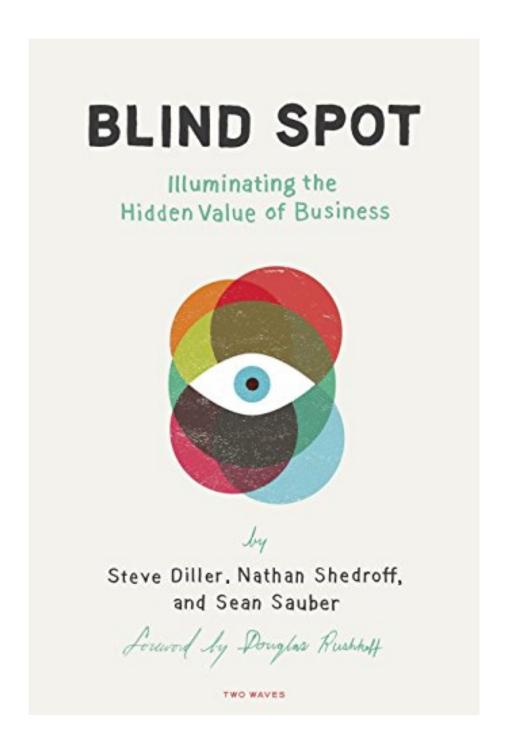


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Review

Building relationships is fundamental in the networked age. Blind Spot lays out a powerful design thinking approach for an organization to build long-lasting, meaningful relationships with customers. --Reid Hoffman, chairman at Linkedin and partner at Greylock

When successful traditional companies like Target train their employees to refer to customers as 'Guests,' or when at tech companies like Automattic there arent any technical support people but there are 'Happiness Engineers' instead, you can see a company's culture consciously caring about the relationships they choose to have with their customers. This new book on the science and art of crafting thoughtful relationships with customers, Blind Spot, provides helpful examples and frameworks to guide more leaders' understanding for how to deeply engage and commit to their customers, instead of simply transacting with them while wondering why they're not coming back at all. --John Maeda, partner, Kleiner Perkins Caufield & Byers

In a time of increasing complexity and change, Blind Spot takes the mystery out of how companies can and should create lasting value for the people that matter most—their customers. --Lisa Kay Solomon, coauthor of Moments of Impact and Design a Better Business

About the Author

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