



8. "Social BOOM!: How to Master Business Social Media to Brand Yourself, Sell Yourself, Sell Your Product, Dominate Your Industry

Market, Save Your Butt ... and Grind Your Competition Into the Dirt" by Jeffrey H. Gitomer

- 9. "Users, Not Customers: Who Really Determines the Success of Your Business" by Aaron Shapiro
- 10. "Winning the Zero Moment of Truth -- ZMOT" by Jim Lecinski

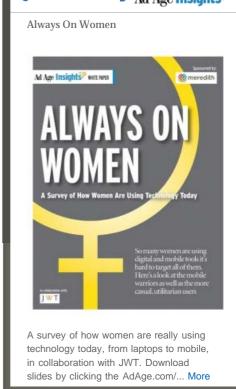
JEFFREY GITOMER

Request a Reprint of this article.

1212 p21 killing giants

MORE STORIES FROM THIS ISSUE

∃ Ten People the Marketing Industry Will Miss ☑ Advertising: The Year's 10 Most Killer Pieces of Creative



AddThis: Facebook Makes Up 52% of Sharing on

How Xbox Is Giving the TV Its 'iPhone Moment' Is This the Cutest Ad Ever in the Entire World? Elevator Accident at Y&R, Wunderman Building

Unilever Puts \$6B-Plus Global Media Account in Play

+

+

Claims Life of Y&R Employee

MOST COMMENTED

MOST EMAILED

the Web



- ∃ Ten Most Important Mobile Moments of the Year
- → What We Shared: Top 10 Viral Advertising Campaigns of 2011
- ∃ The Year's Most Epic Media Feuds
- Top 10 Legal Issues for Marketers in the Coming Year See the entire Dec 12, 2011 Ad Age print edition



A year-long study of how changing demographics and a shifting economy impact everyday spending.

COMMENTS

RSS feed of comments

YOUR COMMENTS:

Ad Age reserves the right to moderate, delete and/or republish comments. Maximum length of comments is 500 words.



LOGIN

To submit comments you must be registered. Please login or register now.

User Name

Password

Chevy Timeline



See 100-year timeline of Chevrolet including TV spots, print ads and historic headlines from Advertising Age.

ANA ANNUAL MEETING 2011

Sandberg's Quietly Audacious Pitch: Put a Little Facebook in Everything You Do

Advice to marketers from Facebook's COO and other insights from this year's conference

DATACENTER

Mobile Marketing and Online Video

A free look at data from the posters. Includes mobile trends, top video sites, ad networks and more.

IOS, ANDROID, WP7 AND BLACKBERRY

The Ad Age Mobile App









Marketing News, Intelligence & Conversation: Wherever You Go.

DATACENTER

100 Leading Media Companies

Ad Age's 31st annual ranking of the 100 Leading Media Companies from A&E to Zynga