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The Membership Economy: Find Your Super Users, Master the Forever Transaction, and Build Recurring Revenue Robbie Kellman Baxter McGraw-Hill (2015) How to create a community of "customer evangelists" who thrive in the Membership Economy

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The Membership Economy: Find Your Super Users, Master the ...

Robbie is the author of "The Membership Economy: Find Your Superusers," "Master the Forever Transaction & Build Recurring Revenue," a book that has been named a top 5 Marketing Book of the Year by Inc.com, as well as the forthcoming title "The Forever Transaction" (McGraw-Hill 2020). She coined the popular business term "Membership Economy."

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In this course, Robbie Kellman Baxter—author of The Membership Economy: Find Your Super Users, Master the Forever Transaction, and Build Recurring Revenue —goes into the types of skills required in a membership economy company, why onboarding matters so much in long-term customer relationships, and how to optimize the experience for loyalty.

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