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7TH EDITION



DAVID MEERMAN SCOTT

Praise for *The New Rules of Marketing & PR*

“The silos that marketing and PR have been operating in are crumbling. This monumental shift has redefined the ways that brands target, engage, and build relationships with their audiences. David Meerman Scott’s visionary approach started a chain reaction whose effects can still be felt today. The legend that is *The New Rules of Marketing & PR* continues to be one of the most influential books in the hybrid marketer’s library.”

—Jason A Miller, Global Content Marketing Leader at
LinkedIn and Author of *Welcome to the Funnel*

“This excellent look at the basics of new-millennial marketing should find use in the hands of any serious PR professional making the transition.”

—*Publishers Weekly* (starred review)

“This is absolutely the *best* book on the new world of marketing and PR. David Meerman Scott is ‘the teacher’s teacher in the world of social media.’ I get all my best stuff from him. In fact, I buy each new edition because, in the ever-changing world of online marketing, if you don’t stay current, you die a fast death. This edition is so *new* that it includes tools I hadn’t even heard of yet. You’ll love it.”

—Michael Port, *New York Times* Bestselling
Author of *Book Yourself Solid*

“Most professional marketers—and the groups in which they work—are on the edge of becoming obsolete, so they’d better learn how marketing is really going to work in the future.”

—BNET, “The Best & Worst Business Books”

“*The New Rules of Marketing & PR* has inspired me to do what I have coached so many young artists to do, ‘Find your authentic voice, become vulnerable, and then put yourself out there.’ David Meerman Scott expertly and clearly lays out how to use many great new tools to help accomplish this. Since reading this book, I have been excited about truly connecting with people without the filter of all the ‘old PR’ hype. It has been really energizing for me to speak about things that I really care about, using my real voice.”

—Meredith Brooks, Multi-Platinum Recording Artist,
Writer, Producer, and Founder of record label
Kissing Booth Music

“I’ve relied on *The New Rules of Marketing & PR* as a core text for my New Media and Public Relations course at Boston University for the past eight years. David’s book is a bold, crystal-clear, and practical guide toward a new (and better) future for the profession.”

—Stephen Quigley, Boston University

“What a wake-up call! By embracing the strategies in this book, you will totally transform your business. David Meerman Scott shows you a multitude of ways to propel your company to a thought leadership position in your market and drive sales—all without a huge budget. I am a huge fan and practitioner of his advice.”

—Jill Konrath, Author of *Snap Selling* and Chief Sales Officer,
SellingtoBigCompanies.com

“David is a leading expert on how the digital age has dramatically changed marketing and PR. A great guide for large and small companies alike to navigate the ‘new rules.’”

—Martin Lindstrom, *New York Times*
Bestselling Author of *Buyology:*
The Truth and Lies about Why We Buy

“When I read the *New Rules* for the first time, it was a ‘eureka’ moment for me at HubSpot. David nailed the fundamental shifts going on in the buyer-seller relationship and wrote the classic text to help marketers take advantage of them.”

—Brian Halligan, HubSpot CEO and
Co-Author of *Inbound Marketing*

“The Internet is not so much about technology as it is about people. David Meerman Scott, in his remarkable *The New Rules of Marketing & PR*, goes far beyond technology and explores the ramifications of the web as it pertains to people. He sets down a body of rules that show you how to negotiate those ramifications with maximum effectiveness. And he does it with real-life case histories and an engaging style.”

—Jay Conrad Levinson, Father of
Guerrilla Marketing and Author,
Guerrilla Marketing series of books

“*The New Rules of Marketing & PR* teaches readers how to launch a thought leadership campaign by using the far-reaching, long-lasting tools of social media. It is an invaluable guide for anyone who wants to make a name for themselves, their ideas, and their organization.”

—Mark Levy, Co-Author, *How to Persuade People*
Who Don’t Want to Be Persuaded, and Founder of
Levy Innovation: A Marketing Strategy Firm

“*Revolution* may be an overused word in describing what the Internet has wrought, but revolution is exactly what David Meerman Scott embraces and propels forward in this book. He exposes the futility of the old media rules and opens to all of us an insiders’ game, previously played by a few well-connected specialists. With this rule book to the online revolution, you can learn how to win minds and markets, playing by the new rules of new media.”

—Don Dunnington, President, International
Association of Online Communicators (IAOC);
Director of Business Communications, K-Tron International;
and Graduate Instructor in Online Communication,
Rowan University, Glassboro, New Jersey

“The history of marketing communications—about 60 years or so—has been about pushing messages to convince prospects to take some action we need. Now marketing communications, largely because of the overwhelming power and influence of the web and other electronic communications, is about engaging in conversation with prospects and leading/persuading them to take action. David Meerman Scott shows how marketing is now about participation and connection, and no longer about strong-arm force.”

—Roy Young, Chief Revenue Officer, MarketingProfs.com,
and Co-Author, *Marketing Champions: Practical Strategies for
Improving Marketing's Power, Influence, and Business Impact*

“David Meerman Scott not only offers good descriptions of digital tools available for public relations professionals, but also explains strategy, especially the importance of thinking about PR from the public's perspectives, and provides lots of helpful examples. My students loved this book.”

—Karen Miller Russell, Associate Professor,
Grady College of Journalism and Mass Communication,
University of Georgia

“This is a must-read book if you don't want to waste time and resources on the old methods of Internet marketing and PR. David Meerman Scott reviews the old rules for old times' sake while bridging into the new rules for Internet marketing and PR for your cause. He doesn't leave us with only theories, but offers practical and results-oriented how-tos.”

—Ron Peck, Executive Director,
Neurological Disease Foundation

“*The New Rules of Marketing & PR* is all about breaking the rules and creating new roles in traditional functional areas. Using maverick, nontraditional approaches to access and engage a multiplicity of audiences, communities, and thought leaders online, PR people are realizing new value, influence, and outcomes. We're now in a content-rich, Internet-driven world, and David Meerman Scott has written a valuable treatise on how marketing-minded PR professionals can leverage new media channels and forums to take their stories to market. No longer are PR practitioners limited in where and how they direct their knowledge, penmanship, and perception management skills. The Internet has multiplied and segmented a wealth of new avenues for directly reaching and activating key constituencies and stakeholders. A good book well worth the read by all marketing mavens and aging PR flacks.”

—Donovan Neale-May, Executive Director,
CMO Council

“*The New Rules of Marketing & PR* provides a concise action plan for success. Rather than focusing on a single solution, Scott shows how to use multiple online tools, all directed toward increasing your firm's visibility and word-of-mouth awareness.”

—Roger C. Parker, Author of *The Streetwise Guide
to Relationship Marketing on the Internet* and *Design to Sell*

“Once again we are at a critical inflection point on our society’s evolutionary path, with individuals wresting away power and control from institutions and traditional gatekeepers who control the flow of knowledge and maintain the silo walls. As communications professionals, we have little time to figure out what has changed, why it changed, and what we should be doing about it. If you don’t start doing things differently and start right now, you may as well start looking for your next career path. In a world where disruption is commonplace and new ways of communicating and collaborating are invented every day, what does it take for a hardworking, ethical communications professional to be successful? David Meerman Scott’s book, *The New Rules of Marketing & PR*, is an insightful look at how the game is changing as we play it and some of the key tactics you need to succeed in the knowledge economy.”

—Chris Heuer, Co-Founder, Social Media Club

**The NEW RULES
of MARKETING
& PR**

Also by David Meerman Scott

Fanocracy: Turning Fans into Customers and Customers into Fans (with Reiko Scott)

The New Rules of Sales and Service: How to Use Agile Selling, Real-Time Customer Engagement, Big Data, Content, and Storytelling to Grow Your Business

Marketing the Moon: The Selling of the Apollo Lunar Program (with Richard Jurek)

Real-Time Marketing & PR: How to Instantly Engage Your Market, Connect with Customers, and Create Products That Grow Your Business Now

Marketing Lessons from the Grateful Dead: What Every Business Can Learn from the Most Iconic Band in History (with Brian Halligan)

Newsjacking: How to Inject Your Ideas into a Breaking News Story and Generate Tons of Media Coverage

World Wide Rave: Creating Triggers That Get Millions of People to Spread Your Ideas and Share Your Stories

Tuned In: Uncover the Extraordinary Opportunities That Lead to Business Breakthroughs (with Craig Stull and Phil Myers)

Cashing in with Content: How Innovative Marketers Use Digital Information to Turn Browsers into Buyers

eyeball Wars: A Novel of Dot-Com Intrigue

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SEVENTH EDITION

DAVID MEERMAN SCOTT

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For the Scott women

*my mother, Carolyn J. Scott;
my wife, Yukari Watanabe Scott;
and my daughter, Allison C.R. Scott*

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Introduction

A few years ago I was considering buying a new surfboard. I've been mainly riding an 8'0" Spyder Wright over the past several years, and I wanted to get a smaller board. In an article in *Surfer* magazine, I read about a trend back to wooden surfboards, so I thought I'd do a little research on wood as an option for my next purchase. Like billions of other consumers, I headed over to Google to start my research. I entered the phrase "wooden surfboard." Then I followed the link at the top search result to Grain Surfboards at grainsurfboards.com.

I was not disappointed. The Grain Surfboards site drew me in immediately with beautiful images of the boards and excellent descriptions of how the company makes them. No wonder Grain Surfboards had the top search result for the most important phrase in their business.

I learned that while surfboards were originally made of solid wood a hundred or more years ago in Hawaii, for the past 60 years machine-made materials such as polyurethane or polystyrene foam have all but replaced wood. After all, wood is heavier and harder to work with.

However, along came Grain Surfboards. The company pioneered the idea of applying boatbuilding techniques to make a hollow wooden board that is light, beautiful, and eco-friendly. The Grain Surfboards site wasn't just talking up their products. It was educating me about the history of my sport.

The lessons didn't stop with history. In fact, the company details its building process on the web for all to see. The idea of sharing your best ideas is foreign to many marketers and entrepreneurs, because people don't want their competitors to understand their business. Yet the more you educate a consumer, the more likely they are to buy.

Along the way, I learned that at Grain Surfboards, you can buy a build-it-yourself wooden surfboard kit that has everything you need, including detailed plans. I also learned that the company conducts classes most months in its Maine workshop and also has a traveling course (held recently

in California). If building your own board doesn't appeal to you, you can have the artisans at Grain Surfboards craft one for you.

Grain Surfboards perfectly illustrates a different way of doing business—the very method we will discuss in this book. Grain Surfboards understands that when you share your work on the web, you spread your ideas and grow your business as a result. Throughout these pages, we'll discuss how to create content that educates and informs, just like Grain Surfboards does.

As I was poking around on the site, I found my way to the Grain Surfboards Facebook page (12,000+ likes) and the @GrainSurfboards Instagram feed (50,000+ followers). Grain Surfboards engages with fans and shares what's new. Because fans are excited to be engaged, they naturally help spread the company's ideas—without even being asked. On Instagram, for example, Grain Surfboards posts get hundreds of likes and many comments and shares. The team regularly posts images of the boards they are building, of customer-created work, and, of course, images of surfing enthusiasts shredding atop the company's gorgeous boards.

In this book, you'll learn how to use tools like Instagram and Facebook in your business too. Social networking platforms are easy, fun, and powerful to use. It just takes a minute or two to shoot a photo, manipulate it with the filters, and share it with your network. With Instagram, images and videos do the talking, so even writing-challenged people can create awesome content.

In about 10 minutes of research on the Grain Surfboards site, as well as their Facebook and Instagram feeds, I made up my mind to purchase one of their boards. But I did more than that. I signed up for the four-day class on building a wooden surfboard held at the factory in York, Maine. When I read this description, I just couldn't refuse this empowering opportunity: *"Four days in, beautiful board out! You'll get right down to it in this four-day class, beginning on Day 1 with a board that has pre-installed (by us) frames, chine and one railstrip. You'll pair up with another student to build the rails of your board in the morning and your classmate's that afternoon. Spend the remaining three days completing, shaping and sanding your board. It's fast, but it's fun and in only four days, you've got a shaped and sanded board ready for glass."* Sign me up!

It was an fantastic experience to build my own board. Many others share my enthusiasm, and they tell the story of their Grain Surfboards workshop via the company's Facebook page. These posts further spread the word about the brand. My story? Four days to a beautiful 6'4" Wherry fish model board, which I left behind to be finished with a fiberglass coating.

When I went back to pick it up, I signed up for a second course to build yet another board.

The company has me hooked. Grain Surfboards has built a thriving business and become number one in its marketplace. And the online content is a primary reason for its success. The company doesn't resort to paying for expensive ads in surfing magazines. It doesn't focus on trying to get retailers to carry its product. Instead, it reaches potential buyers directly—at the precise moment when those buyers are looking for what it sells.

I did a search on Google for “wooden surfboard.” Less than a half-hour later, I had my credit card out to book a class in another state! Had it not been for Grain Surfboards' content-rich website, beautiful images, detailed process information, and happy customer showcase, I would have quickly clicked away to check out other manufacturers. Instead, I spent thousands of dollars, rewarding a company that had treated me with respect and invited me into the wooden surfboard world.

The web provides tremendous opportunities to reach buyers directly, and you will learn how to harness that power. What was science fiction just a few years ago is common, even expected, today. Take a moment to acknowledge how incredible it is that you can instantly create a video stream using that small device in your pocket and connect to a service like Facebook Live, Instagram, or Snapchat to reach thousands of interested people who pay attention to what you are broadcasting. Or you can have a two-way video conversation with a potential customer on the other side of the planet. For free! Your mobile device is much more powerful than what the creators of *The Jetsons* imagined decades ago. Each of us has the ability to reach almost any human on the planet in real time. You can publish content—a blog post, video, infographic, photo—to reach potential customers who will be eager to do business with you.

There used to be only three ways to get noticed: Buy expensive advertising, beg the mainstream media to tell your story for you, or hire a huge sales staff to bug people individually about your products. Now we have a better option: publishing interesting content on the web, content that your buyers *want* to consume. The tools of the marketing and PR trade have changed. The skills that worked offline to help you buy or beg or bug your way into opportunity are the skills of interruption and coercion. Online success comes from thinking like a journalist and publishing amazing content that will brand you as an organization or person it would be a pleasure to do business with. You are in charge of your own success.

The New Rules

At the height of the dot-com boom, I was vice president of marketing at NewsEdge Corporation, a NASDAQ-traded online news distributor with more than \$70 million in annual revenue. My multimillion-dollar marketing budget included tens of thousands of dollars per month for a public relations (PR) agency, hundreds of thousands per year for print advertising and glossy brochures, and expensive participation at a dozen trade shows per year. My team put these things on our marketing to-do list, worked like hell to execute, and paid the big bucks for it all because that's what marketing and PR people did. These efforts made us feel good because we were *doing something*, but the programs were not producing significant, measurable results. We were working based on the rules of the past.

At the same time, drawing on experience I had gained in my previous position as Asia marketing director for the online division of Knight-Ridder (then one of the largest newspaper and information companies in the world), my team and I quietly created content-based marketing and PR programs on the web.

Against the advice of the PR agency professionals we had on retainer (who insisted that press releases were only for the press), we wrote and sent dozens of releases ourselves. Each time we sent a release, it appeared at online services such as Yahoo! and *resulted in sales leads*. Even though our advertising agency told us not to put the valuable information “somewhere where competitors could steal it,” we created a monthly newsletter called *The Edge*, about the exploding world of digital news. We made it freely available on the homepage of our website *because it generated interest from buyers, the media, and analysts*.

Way back in the 1990s, when web marketing and PR were in their infancy, my team and I ignored the old rules, drawing instead on my online publishing experience, and created a marketing strategy using content to reach buyers directly on the web. The homegrown programs we created at virtually no cost consistently generated more interest from qualified buyers, the media, and analysts—and resulted in more sales—than the big-bucks programs that the “professionals” were running for us. People we never heard of were finding us through search engines. We had discovered a better way to reach buyers.

In 2002, after NewsEdge was sold to the Thomson Corporation (now Thomson Reuters), I started my own business to refine my ideas and teach others through writing, speaking at conferences, and conducting seminars for corporate groups. The objective in all this work was to help others reach buyers directly with web content. Since then, many new forms of online media have burst onto the scene, including social networks like Twitter, Facebook, Instagram, Snapchat, and Pinterest, plus blogs, podcasts, video, and virtual communities. But what all the new web tools and techniques have in common is that they are the best way to communicate *directly* with your marketplace.

This book actually started as web marketing on my blog more than a decade ago. I published an e-book called *The New Rules of PR*, immediately generating remarkable enthusiasm (and much controversy) among marketers and businesspeople around the world. Since the e-book was published, it has been downloaded several million times and commented on by thousands of readers on my blog and many others. (To those of you who have read and shared the e-book, thank you!) The first edition of this book was much more than just an expansion of that work, because I made its subject marketing *and* PR and because I included many different forms of online media and incorporated years of additional research.

This book contains much more than just my own ideas, because I blogged the book, section by section, as I wrote the first edition. As I have worked on revisions, including this seventh edition, I've continued to blog the stories that appear here. Thousands of you have followed along, and many have contributed to the writing process by offering suggestions through comments on my blog, via Twitter, and by email. Thank you for contributing your ideas. And thank you for arguing with me when I got off track. Your enthusiasm has made the book much better than it would have been if I had written in isolation.

The web has changed not only the rules of marketing and PR, but also the template for business books. *The New Rules of Marketing & PR* is an interesting example. My online content (the e-book and my blog) led me directly to a print book deal. Other publishers would have freaked out if an author wanted to put parts of his book online (for free!) to solicit ideas. The people at John Wiley & Sons encouraged it. So my thanks go to them as well.

Life with the New Rules

The New Rules of Marketing & PR has sold remarkably well since the initial release in June 2007. The first edition made the *BusinessWeek* bestseller list for multiple months. Since then, the revised editions have remained a top title for well more than a decade among thousands of books about marketing and public relations. Want to know the amazing thing? I didn't spend a single penny advertising or promoting it.

Here's what I did do when I launched the first edition: I offered advance copies to approximately 130 important bloggers, I sent out nearly 20 news releases (you'll read later in the book about news releases as a tool to reach buyers directly), and my publisher alerted contacts in the media. That's it. Thousands of bloggers have written about the book over the years (thank you!), significantly driving its sales. And the mainstream media have found me as a result of this blogger interest. The *Wall Street Journal* called several times for interviews that landed me quotes in the paper because the journalists had first read about my ideas online. I've appeared on international and local television and radio, including MSNBC, Fox Business, and NPR. I've been interviewed on hundreds of podcasts. Magazines and newspaper reporters email me all the time to get quotes for their stories. How do they find me? Online, of course! And it doesn't cost me a single penny. I'm not telling you all this to brag about my book sales or my media appearances. I'm telling you to show you how well these ideas work and to assure you that you can achieve a similar result in your business.

But the coolest part of my life since the book was published isn't that I took advantage of the new rules of marketing and PR, nor that this book has been selling like hotcakes as a result. No, the coolest part of my life right now is that people like you contact me every day to say that the ideas in these pages have transformed their businesses and changed their lives. Really! That's the sort of language people use. They write just to thank me for putting the ideas into a book so that they could tap into the new realities of marketing and PR.

Take Jody. He sent me an email to tell me the book had an unexpected effect on him and his wife. Jody explained that, to them, the really exciting and hopeful idea is that they can actually use their genuine voices online; they've left behind the hype-inflated, PR-speak their agencies had used so tediously.

Jim wrote to tell me, “More powerful than saying I read your book twice, I used it to innovate a new writing model. I’ve been building my audience from scratch on LinkedIn ahead of publication of my first novel and I’ve now got over 70,000 subscribers.”

Jorge, who lives in Portugal, commented on LinkedIn that “it was because of this book that I started blogging. It took me one entire day to do my first blog post. Now I use content marketing in a regular basis and all my business comes from Mr. Google! Thanks David and thanks *New Rules* . . . (and Mr. Google)!”

Andrew left a comment on my blog: “David, your book so inspired me, I decided to start a brand-new business (launching shortly) based around the principles you espouse. You cogently expressed many of the things that I’d been grappling with myself. So your book has certainly changed one life.”

Mark said, “I took your advice back in 2006 and started a blog. If you Google ‘fix sales problems,’ you will find 42 million listings, and I am number one in the world! Thanks again for the advice years ago, and I forced myself to do it and I am glad I did.”

Julie, who is a senior executive at a PR firm, handed out copies to all 75 of her staff members. Mike wrote to say that his company takes advantage of all the trends and techniques described in the book. He purchased a bunch of copies to share with everyone in his organization. Larry bought copies for all the members of his professional association. Robin, who works for a company that offers public relations services, purchased 300 copies for clients. People approach me at conferences asking me to sign wonderfully dog-eared, coffee-stained, Post-it-noted copies of the book. Sometimes they tell me some funny secrets, too. Kathy, who works in PR, said that if everyone read it, she’d be out of a job! David told me he used what he learned to find a *new* job.

While all this incredible feedback is personally flattering, I am most grateful that my ideas have empowered people to find their own voices and tell their own stories online. How cool is that?

Now let me disclose a secret of my own. As I was writing the first edition of this book, I was a bit unsure of the global applicability of the new rules. Sure, I’d found a number of anecdotal stories about online marketing, blogging, and social networking outside North America. But I couldn’t help but wonder at the time: Are organizations of all kinds reaching their buyers directly, with web content written in languages other than English and for cultures other than my own?

I quickly learned that the answer is a resounding yes! About 25 percent of the book's English-language sales have come from outside the United States. And as I write this, the book has been or is being translated into more than 29 other languages, including Bulgarian, Finnish, Korean, Vietnamese, Serbian, and Turkish. I'm also receiving invitations from all over the world to speak about the new rules. I've traveled for talks to Bulgaria, Sweden, Saudi Arabia, India, Japan, the United Kingdom, Spain, Estonia, Latvia, Turkey, Egypt, Italy, Croatia, the Netherlands, Australia, New Zealand, Malaysia, Trinidad, Colombia, and the Dominican Republic. So I can say with certainty that the ideas in these pages do resonate worldwide. We are indeed witnessing a global phenomenon.

What's New

This seventh edition of the book builds on the completely revised sixth edition with another extensive rewrite. I have checked every story, fact, and figure. But I've also listened. In the past decade, I've met thousands of people like you, people who have shared their stories with me. I have drawn from those experiences and included in these pages many new examples of success. For those of you who have read earlier editions, you'll still find many fresh ideas in these pages.

I've made some more significant additions as well. The tools of marketing and public relations are constantly evolving. Consider this: When I wrote the first edition of the book, Twitter didn't even exist and Facebook was available only to students. Now Twitter is an essential tool of marketing, and as of March 31, 2019, Facebook had 2.38 billion monthly active users around the world. And those are just two examples.

Here's another example of how the ideas in this book have become mainstream: I first wrote about newsjacking, the art and science of injecting your ideas into a breaking news story to generate tons of media coverage, get sales leads, and grow business, back in 2011. I'm honored and grateful that because of people like you who learned about my pioneering ideas around newsjacking in previous editions of this book, the concept has become incredibly popular.

In fact, Oxford Dictionaries listed "newsjacking" in the Oxford English Dictionary in 2017 and named it to the short list of contenders for word of

the year. In their announcement, Oxford Dictionaries said: “In the space of a few short years, newsjacking has gone from an experimental technique to a staple in every social media-savvy marketing department’s arsenal. Brands from across industry sectors fully embraced the strategy this year, increasingly taking advantage of current events to not only push their brand into the public consciousness, but to align themselves with certain ethical or moral positions. Blending ‘news’ and ‘hijacking,’ the word itself dates back to the 1970s with reference to the theft of newspapers in order to sell them to scrap dealers. Its contemporary iteration, however, dates from the early twenty-first century, as first popularized by marketing and sales strategist David Meerman Scott.” You will learn about Newsjacking in Chapter 21, where I have added several new examples in this edition of the book.

Since the last edition of the book was published, the number of people using voice assistants from the likes of Amazon, Google, and Apple has dramatically increased. That means understanding how people use voice to ask questions has become an important aspect of Search Engine Optimization, and I’ve added a section about this.

In early 2019 Google shut down its social networking service Google Plus (G+), so I needed to remove that section from the book. Google Plus launched in mid-2011 to great excitement. Initially available by invitation only—a clever ploy to get early adopters like me to sign on—G+ became the fastest growing social network in history when it opened to everybody in September 2011. However, once people started to use the service, it didn’t seem much different than Facebook. Most didn’t stick around. Less than a decade after launch, the service was abruptly shut down. We can learn several lessons from this saga: (1) “Me too” social networks never succeed, and (2) never tie the majority of your personal brand to a single social network.

I used my scalpel to cut other stories and concepts that I felt were no longer appropriate, including an entire chapter on viral marketing that was in previous editions. With the tremendous rise of social media, newsjacking, and real-time connections between people around the world, the fact that information travels quickly and grows in reach is an aspect of many ideas in various chapters in the book. The idea no longer needs its own chapter.

Finally, this edition includes a brand-new chapter on artificial intelligence (AI) and machine learning. Since the last edition of the book was

published, the rise of AI in marketing and public relations has become an important way to automate routine tasks to save time and money as well as to increase the success of marketing initiatives. The chapter explores ways that AI can help marketers, such as analyzing which blog or email newsletter topics have the greatest chance of getting seen and shared, the best ways to write headlines for maximum exposure, the best time and day to post it, which channels are the best to share it on, and what hashtags are appropriate to use. As you consider AI in your organization, think about the routine tasks that drive business value that might be possible to automate. Even if you're not using AI yet, you need to know what's possible in this, perhaps fastest changing aspect of marketing.

Writing Like on a Blog, but in a Book —

Because the lines between marketing and PR have blurred so much that the distinction is now virtually unrecognizable, the best online media choice is often not as obvious as it was in the old days. I had to organize the book by chapters for the various tools, including blogs, video, social networking, and so on. The truth is that all these techniques intersect and complement one another.

These online media are evolving very rapidly, and by the time you read these words, I'll no doubt have come across new techniques that I'll wish I could have put in the seventh edition. Still, I believe that the fundamentals are important, which is why Chapter 10 (where you'll start to develop your own online marketing and PR plan) is steeped in practical, commonsense thinking.

The book is organized into three parts. Part I is a rigorous overview of how the web has changed the rules of marketing and PR. Part II introduces and provides details about each of the various media. Part III contains detailed how-to information and an action plan to help you put the new rules to work for your organization.

While I think this sequence is the most logical way to present these ideas, there's no reason why you shouldn't flip from chapter to chapter in any order that you please. Unlike a mystery novel, you won't get lost in the story if you skip around. And I certainly don't want to waste your time. As I was writing, I found myself wishing that I could send you from one chapter to another chapter with hyperlinks, like on a blog. Alas, a printed book doesn't allow that, so instead I have included more old-fashioned references where I suggest you skip ahead or go back to review specific topics.