Different: Escaping the Competitive Herd, Crown Publishing Group, 2011, 2011

Why trying to be the best β̄\' competing like crazy β̄\' makes you mediocreEvery few years a bookвЪ"through a combination of the author's unique voice, storytelling ability, wit, and insightB\(Tau\)'simply breaks the mold. Bill Bryson's A Walk in the Woods is one example. Richard Feynman's вЪњSurely You're Joking, Mr. Feynman!вЪќ is another. Now comes Youngme Moon's Different, a book for вЪњреорle who don't read business books.вЪќ Actually, it's more like a personal conversation with a friend who has thought deeply about how the world works вЪ¦ and who gets you to see that world in a completely new light. If there is one strain of conventional wisdom pervading every company in every industry, it's the absolute importance of вЪњсотретінд like crazy.въќ Youngme Moon's message is simply въьGet off this treadmill that's taking you nowhere. Going tit for tat and adding features, augmentations, and gimmicks to beat the competition has the perverse result of making you like everyone else.въќ Different provides a highly original perspective on what it means to offer something that is meaningfully different BB"different in a manner that is both fundamental and comprehensive. Youngme Moon identifies the outliers, the mavericks, the iconoclasts BT" the players who have thoughtfully rejected orthodoxy in favor of an approach that is more adventurous. Some are even вЪњhostile,вЪќ almost daring you to buy what they are selling. The MINI Cooper was launched with fearless abandon: вЪњWorried that this car is too small? Look here. It's even smaller than you think.вЪќ These are players that strike a genuine chord with even the most jaded consumers. In fact, almost every success story of the past two decades has been an exception to the rule. Simply go to your computer and compare AOL and Yahoo! with Google. The former pile on feature upon feature to their home pages, while Google is like an austere boutique, dominating a category filled with въњехtras.въќ Different shows how to succeed in a world where conformity reignsвъ¦but exceptions rule.From the Hardcover edition.

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Are people polite to computers? responses to computer-based interviewing systems, Clifford Ivar Nass, Youngme Moon, Paul Carney, Harvard University. Graduate School of Business Administration. Division of Research, 1998, , 16 pages. The present studies were designed to test whether people are "polite" to computers. The tendency for people to engage in polite, "socially desirable" behavior in interpersonal.

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Machines and Mindlessness Social Responses to Computers, Clifford Ivar Nass, Youngme Moon, 1999, , 18 pages. .

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