



Predictable Magic: Unleash the Power of Design Strategy to Transform Your Business

Deepa Prahalad, Ravi Sawhney

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Companies invest fortunes on innovation and product strategy. But, by some estimates, 80% of new products fail or dramatically underperform every year, though a few rare products succeed brilliantly. Why is this the case? Their creators have seamlessly integrated corporate strategy with design. They don't deliver utilitarian objects: they craft rewarding, empowering experiences. To outsiders, this looks like magic: incomprehensible, and impossible to reproduce. But it isn't. *Predictable Magic* presents a complete design process for making the "magic" happen -- *over and over again*. Veteran industrial designer Ravi Sawhney and business strategist Deepa Prahalad introduce Psycho-Aesthetics, a breakthrough approach for systematically creating deep emotional connections between consumers and brands. Step by step, the authors cover everything from research to strategy, implementation to consumer experience. They also demonstrate Psycho-Aesthetics at work – in case studies from some of the world's top companies, including Sprint, Medtronic, Amana, and Hyundai. You'll see how these great companies have used Psycho-Aesthetics to go beyond the utilitarian (or even the merely "beautiful"), to build products that powerfully connect with people... touch them... move them... time and again.

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