

## **Contents**

## Introduction

"Positioning" is the first body of thought to come to grips with the problems of communicating in an overcommunicated society. . . 1

Chapter 1. What Positioning Is All About

Chapter 2. The Assault on the Mind

Chapter 3. Getting Into the Mind

The easy way to get into a person's mind is to be first. If you can't be first, then you must find a way to position yourself against the product, the politician, the person who did get there first.....19

Chapter 4. Those Little Ladders in Your Head

To cope with our overcommunicated society, people have learned to rank products on mental ladders. In the rent-a-car field, for

einemothers her

example, most people put Hertz on the top rung, Avis on the second rung, and National on the third. Before you can position anything, you must know where it is on the product ladder in the mind
Chapter 5. You Can't Get There from Here  A competitor has no hope of going head-to-head against the position IBM has established in computers. Many companies have ignored this basic positioning principle and have suffered the consequences
Chapter 6. Positioning of a Leader To be a leader you have to be first to get into the mind of the prospect—and then follow the strategies for staying there 43
Chapter 7. Positioning of a Follower What works for a leader doesn't necessarily work for a follower. An also-ran must find a "creneau" or hole in the mind not occupied by someone else
Chapter 8. Repositioning the Competition  If there are no "creneaus" left, you have to create one by repositioning the competition. Tylenol, for example, repositioned aspirin
Chapter 9. The Power of the Name The most important marketing decision you can make is what to name the product. The name alone has enormous power in an overcommunicated society
Chapter 10. The No-Name Trap Companies with long, complex names have tried to shorten them by using initials. This strategy seldom works
Chapter 11. The Free-Ride Trap Can a second product get a free ride on the advertising coattails of a well-known brand? In the case of products like LifeSavers gum, the answer is no
Chapter 12. The Line-Extension Trap Line extension has become the marketing sickness of the past decade. Why it seldom works

Chapter 13. When Line Extension Can Work  There are cases, however, of successful line extension (GE, for example.) A discussion of when to use the house name and when to use a new name
Chapter 14. Positioning a Company: Xerox Xerox owns the copier position. But as Xerox moves into the office automation field, how should the company be positioned? 127
Chapter 15. Positioning a Country: Belgium  The answer to the problems of a national airline like Sabena Belgium World Airlines is to position the country, not the airline
Chapter 16. Positioning an Island: Jamaica "Sand and surf" has become a visual cliché for all Caribbean islands. How do you establish a unique position for one of them?
Chapter 17. Positioning a Product: Milk Duds  How a product with a small budget can get into the mind by positioning itself as the long-lasting alternative to the candy bar149
Chapter 18. Positioning a Service: Mailgram Why a totally new service has to be positioned against the old
Chapter 19. Positioning a Long Island Bank How a bank successfully struck back when its territory was invaded by its giant neighbors from the Big City
Chapter 20. Positioning a New Jersey Bank One of the best ways to establish a position is to find a weakness in your competitor's
Chapter 21. Positioning a ski resort: Stowe How an outside expert can add credibility to a positioning claim
Chapter 22. Positioning the Catholic Church  Even institutions can benefit from positioning thinking. An outline

of the logical steps that could be taken to position the Roman Catholic Church
Chapter 23. Positioning Yourself and Your Career You can benefit by using positioning strategy to advance your own career. Key principle: Don't try to do everything yourself. Find a horse to ride
Chapter 24. Positioning Your Business To get started on a positioning program, there are six questions you can ask yourself
Chapter 25. Playing the Positioning Game To be successful at positioning, you have to have the right menta attitude. You have to become an outside-in thinker rather than an inside-out thinker. This requires patience, courage, and strength of character
Index
Chapter 17. Positioning a Product; Milk Dude  Jow a product with a shall budger can set into the mild by positioning itself as the long-jasting alternative to the candy ban "14¢  tioning itself as the long-jasting alternative to the candy ban "14¢
Chapter 18. Positioning a Servicer Maligram  Why a totally new service has to be positioned against the service of the service and
Chapter 19. Positioning a Long Intend Bank How a bank successfully struck oack when its tentiory was invaded by its giant neighbors from the life City, or as a second
ment rements of being event somen varieties and new connection.  Chapter 20. Positioning a New Jerens Assistant print print of the best ways to establish a position is to find a wealness.
an a second product set of the right of the reduction position of well-known \$19,000 to see all see all \$19,000 mountains of well-known \$19,000 to a position set of the reduction of well-known as outside expert can add credibility to a position set as a position set of the reduction of well-known as the reduction of the reducti
Theotor 12. The Line-Katensien Trap