



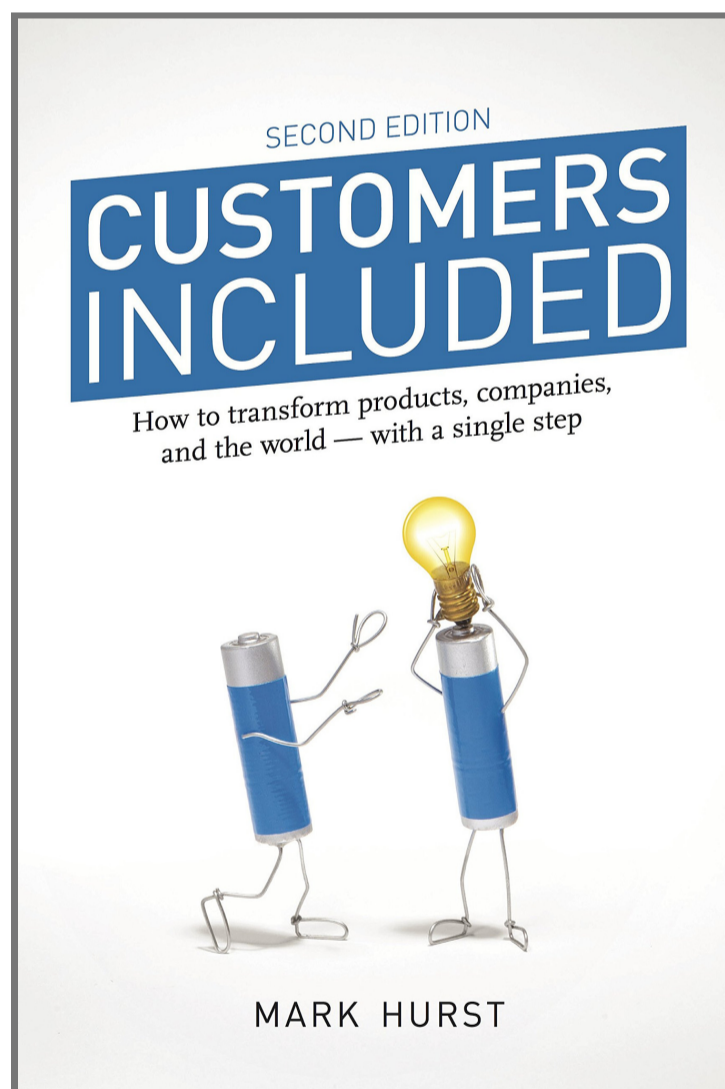
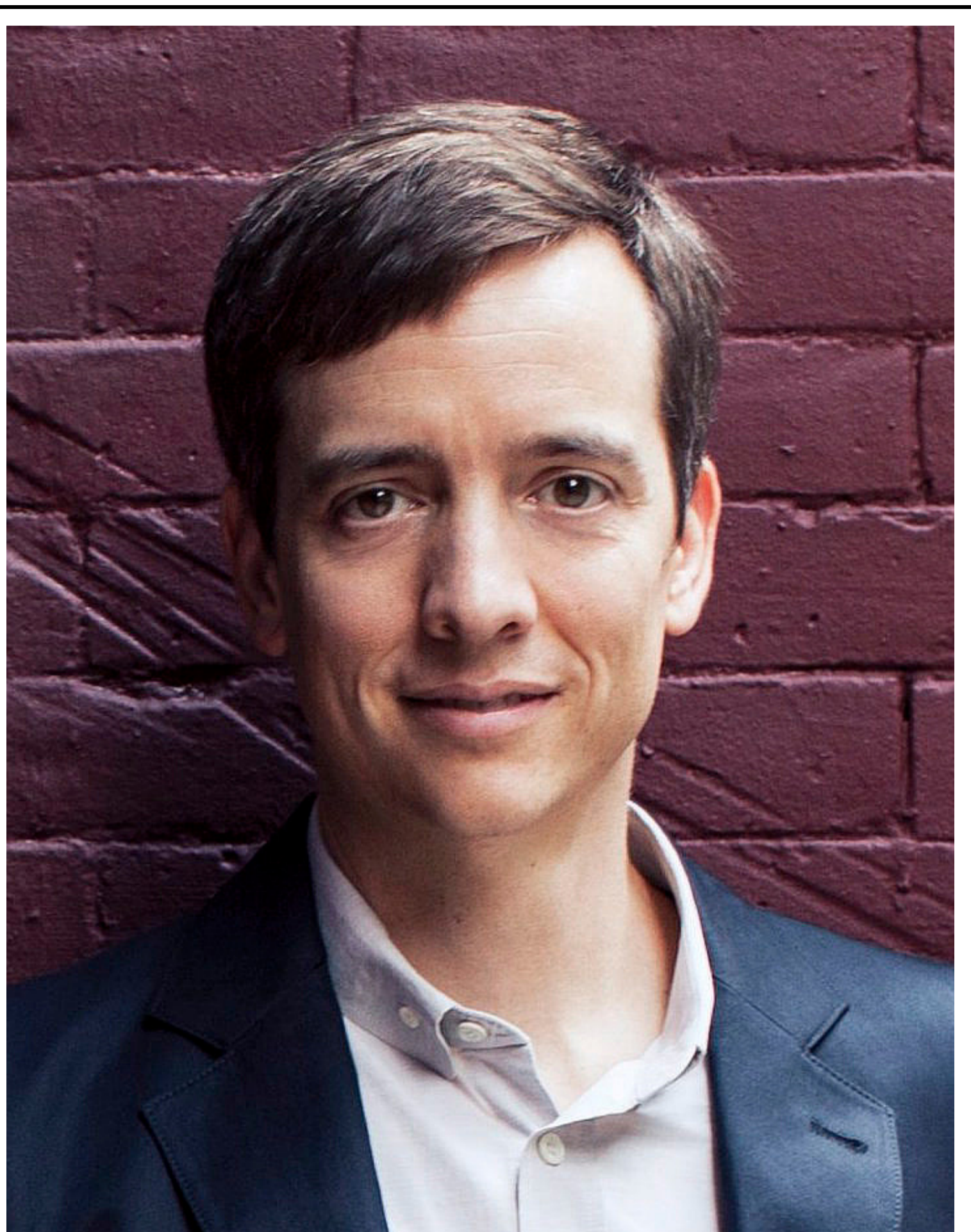
## IMPROVING USER EXPERIENCE

## SOLVING EMAIL OVERLOAD

MARK HURST, A NEW YORK-BASED author and consultant, has written two books to help teams improve how they research, innovate, and communicate.

Hurst gives talks and workshops – from Amazon to NASA, and beyond – to teach and inspire teams to improve.

Contact Mark Hurst through his company, Creative Good:  
[www.creativegood.com](http://www.creativegood.com)



"This is *The Elements of Style* for the digital age."  
— Seth Godin, author, *The Dip*

**BIT  
LITERACY**  
Productivity in the age of information and e-mail overload

**MARK HURST**

- *Customers Included*, 2nd Edition: Hurst shows how teams can make better decisions by including users in the process.
- *Bit Literacy*: Hurst describes a solution for email and information overload he has taught for over 20 years.