The Power Of Storytelling In Market Research

Matthew Harrison October 2018





THING-UMMY-BOB'

Note BOOK DEAS

Our mission is to create ideas that are humanly relevant

Christoph Becker Global CEO + COO

design

manufacture

is about to be transformed.

voxel by voxel

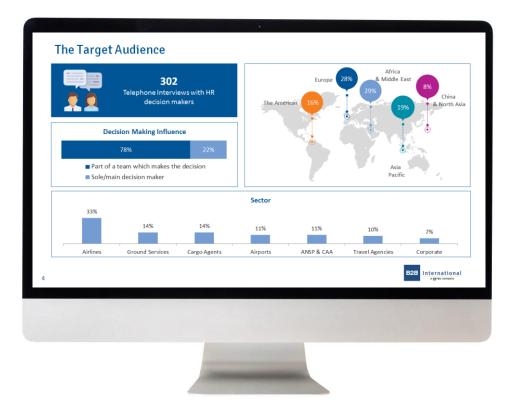




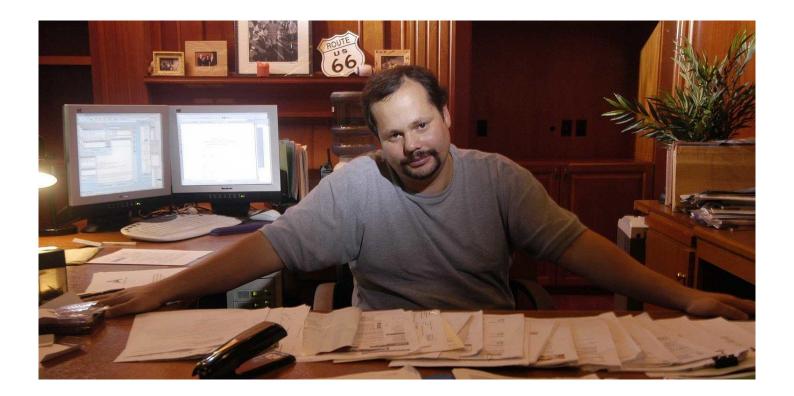
Fast and fair card payments businesses















Oral stories predate the written word, and continue to be committed to memory and passed from generation to generation The brain is trained to find the easiest connection between cause and effect, which is what stories enable us to do

We are more likely to remember stories if they are personal or emotional than statements of facts





JOHN YORKE

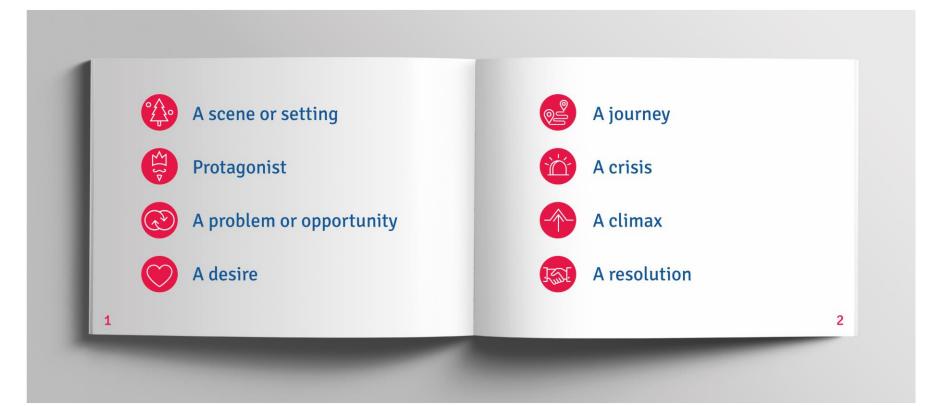
INTO the WOODS

HOW STORIES WORK

'All script-writers will want to read Into The Woods. All plots and archetypes BUSTED' CAITLIN MORAN

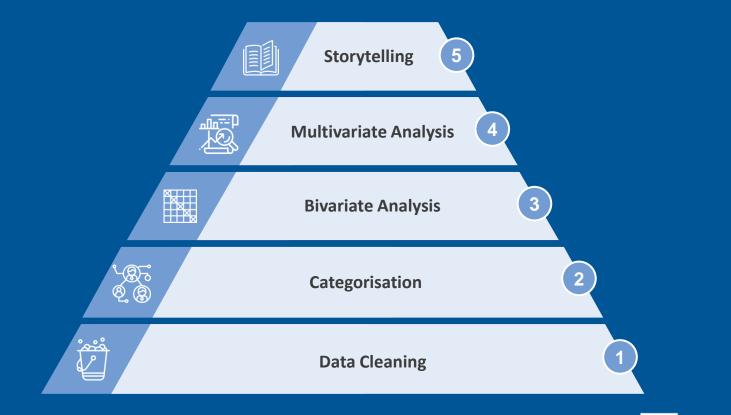


What Makes A Story?





Five Levels Of Data Analysis





1. Data Cleaning

Insight generated: None

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- More accessible
- Ordered
- Easier to work with



2. Categorisation

Insight generated: Overall 55% leave negative views, 25% mention service



- Coding
- Grouping
- Allocation



3. Bivariate Analysis

Insight generated: Satisfaction score & tips are related, smaller parties are more satisfied and negative reviews are more likely to mention service

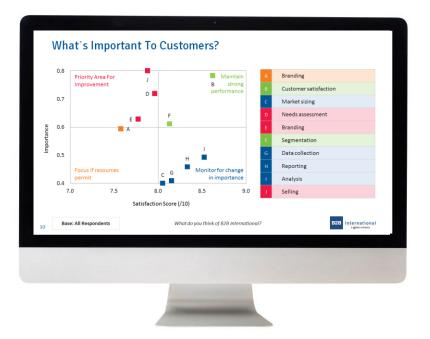
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Cross-tabulation



4. Multivariate Analysis

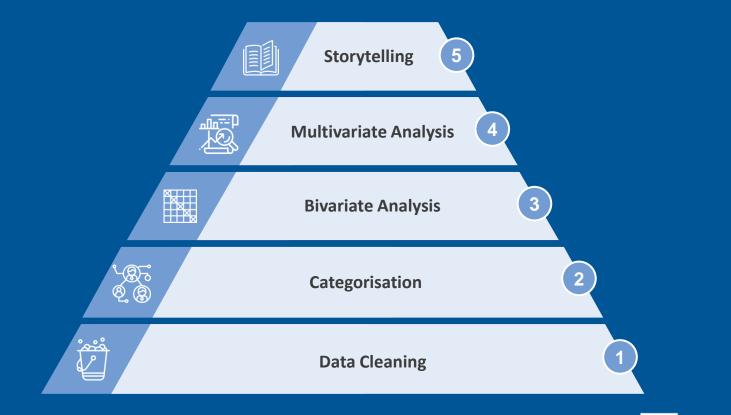
Insight generated: Confirmation that tips & satisfaction are related. The most satisfied group is small parties who arrive before 5pm.



- Regression
- Factor analysis
- Cluster analysis
- Correspondence analysis



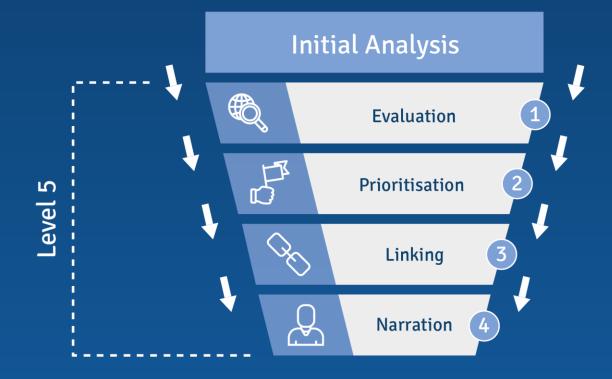
Five Levels Of Data Analysis





5. Storytelling

Insight generated: Negative feedback is high due to concerns about service, which has led to a lower satisfaction score and a reduction in tips. This is driven by large parties or peak time visitors.





Five Important Qualities Of A Storytelling Analyst



Broad research skills



Understanding the context



Time and effort

Trust and knowledge



A good storyteller



The 10 S's Of Market Research Storytelling





The Power Of Storytelling

Storytelling has the potential to turn market insights into action by making market research findings...



...but it must be as a **complement** to the data, **not a replacement** for it



Singapore

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