BEHAVIORAL DATA'S ROLE IN DIMENSIONALIZING



. . .

A REALITY CHECK



LISA SPECK SR. ANALYTICS TRANSLATOR



WE MAKE CUSTOMER CENTRICITY HAPPEN



CARL VAN OSTRAND VP, CONSUMER INSIGHTS



GENERATIONALIZING CONSUMERS MATTERS

 An individual's age is one of the most common predictors of differences in attitudes and behaviors.



THE FUTURE FALLS ON THEIR SHOULDERS AND THEY FEEL PRESSURED TO SAVE IT.

The Trendera Files



MEET THE GEN Z WE KNOW TODAY



They are **diverse**

They are **resilient**

They want **peace**

They are **tech savvy**

They are **entrepreneurial**

They **don't** want to be put in a box

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BUT IS THIS WHO THEY REALLY ARE?

WE'VE BEEN WRONG BEFORE:

Millennials

Dau work othic

Lack loyalty

Lazy

The fact is Gen Z doesn't _____ even know who they are. **Yet.**



THE POWER OF BEHAVIORAL

TO GET IT RIGHT.

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PERMISSIBLE

LONGITUDINAL

COOKIE-PROOF

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CASE SIUDY

DIMENSIONALIZING CONSUMERS BEGINS WITH WHAT THEY DO WHEN YOU CAN'T SEE THEM.

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BEHAVIORAL
OFFICECONFIRMS</

An activist's

n activist's In mindset b

Individualization breeds identity

DISQC

Heavy reliance on digital

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BUT IT ALSO GOES SO MUCH DEEPER,

SHOWING US THE THINGS THEY ARE STRUGGLING WITH...



WHAT DOES THIS MEAN FOR BRANDS?

EARN THEIR TRUST ENABLE GOOD DECISIONS EVOLVE WITH THEM

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TO KNOW THIS DATA EXISTS AND NOT LEVERAGE IT, IS TO WILLFULLY CHOOSE NOT TO UNDERSTAND CONSUMERS

Provide insight into an audience you know **nothing** about

Add new layers to an audience you **already know** something about

Don't take stated at **face value**





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