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Chartered Marketer, Fellow of CIM Accredited
Course Director
for CIM

ICF Accredited
Coach

Award winning
Client side
marketer and
consultant with
over 20 years

Delivered growth for a Variety of household brands

Founder and director Labyrinth marketing step changing the growth of brands, agencies and people

Podcast Host and Author- The Whole Marketer





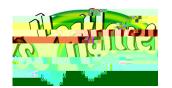
















































What?

Why?

what

why



## Customer insight:

that way

why they behave

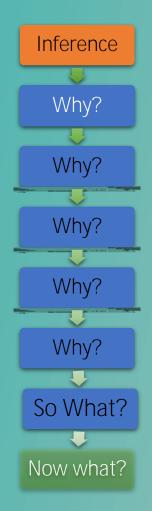


" Marketing is the management process responsible for identifying, anticipating and satisfying customer requirements profitably." CIM











## 5 Whys Example

identified value growth in cat food

Premium brands of cat food are in growth, driving the value

Cat owners are willing to pay a premium for cat food

Because cats are part of their family

Because they like to treat their cats and give them the best

Because they feel bad for leaving them at home all day

Cat owners want to treat their cats because they are part of the family and to alleviate guilt from leaving them at home alone

Use this human truth in future communication and expand your premium range



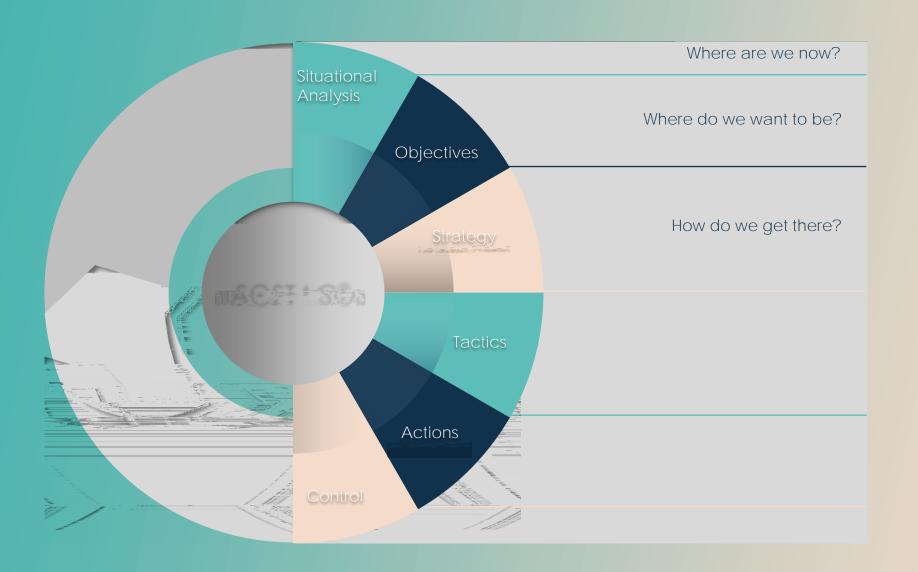


What?

So What? Now What?























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