INSIGHTS RESOURCE GUIDE





It is hard to believe that my journey through the market research and insights industry has spanned over 35 years! During that time, lifelong relationships have been created and strengthened. So many of you have helped and supported this journey throughout my career in the insights industry, and for that I am so thankful.

While my dream was to play for the Boston Red Sox, marketing research, leadership and dedication to the insights community is where my real home base and team turned out to be. The seven different roles that define my career, and both local and national involvement in the MRA and AMA, helped develop skills and strengthened commitment to this industry.

During this challenging time globally, the Insights Resource Guide (IRG) created by M/A/R/C is our team giving back to your team and this great industry. Frequently asked for guidance and perspective about who to talk to, what resources to use, and who are the credible influencers within the market research industry, we hope this guide is a piece of your journey. Sharing our contacts and resources in one easy place, IRG is my way and the team at M/A/R/C's way of giving back for the help and support received for over 35 years.

If you are currently working, transitioning jobs or entering the marketing research industry, our guide covers a broad variety of topics, such as influential suppliers and clients, some of the impactful people to know, and useful podcasts recommend. Our goal is to share our knowledge and our amazing network so that not only can we all be more informed, but also this industry can flourish.

Enjoy the IRG and share freely with anyone you believe who could benefit. The entire guide is user friendly with every picture, link and email address interactive.

I also want to hear from you! If you feel that IRG can improve or we have missed something impactful, we want to know and will save your thoughts for our

annual updates.



Merrill Dubrow
CEO, M/A/R/C Research
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Michelle Adams

Founder and President

Marketing Brainology



Carrie Angiolet

Principal and President

Illuminas



Dominic Atkinson

Co-Founder

DIG Insights



Steve August
Founders Coach
Steve August Coaching



Elaine Bageris

Consumer Insights Manager

Wolverine Worldwide



Ryan Barry
CRO
Zappi



Anne Beall
CEO
Beall Research



Scott Bishop

Chief Innovation Officer

Z Energy NZ



Dyna BoenAdvisory Board Member

Women In Research



Pamela Bracken

Department Head of Curriculum Development

University of Georgia

"Now more than ever businesses need to understand consumers and how to integrate into their lives during unique times. The industry has an exciting time ahead as we've successfully embedded technology to make basic work efficient and are at the beginning of the faster, cheaper, better frontier."

- Ryan Barry



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Jamin Brazil
Co-Founder and Advisor
Valley Innovators



Executive in Residence

University of Michigan Department of



Rex Briggs

Founder and Executive Chairman

Marketing Evolution, Inc.



Anne Brown

CEO

Gazelle Global Research Services



Andrew Cannon

CEO

Valo Foresight Services



Dave Carruthers

Founder and CEO

Voxpopme

Michael Brereton



Lee Carter

President and Partner

Maslanksy + Partners



Simon Chadwick

Managing Partner

Cambiar Consulting



Lynette Cooke

Health Division CEO

Kantar



Lisa Courtade

Executive Director of Global Insights

Merck

"Every day is full of opportunity and challenge. The challenges and obstacles we encounter offer us an opportunity to reframe, reimagine, and reinvent what we do and who we are as an insights profession and as individuals."

- Lisa R Courtade



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Melanie Courtright

CEO

Insights Association



Kim Dedeker

Principal and CRO

Mizzouri



Ed Dobbles

VP of Advanced Analytics

Diageo



Jill Donahue

Director of Brand Insights

Nestle Purina North America



Michelle Elster

President

Rabin Research Company



Pamela Forbus

SVP Consumer Exp., Data Science and Insights

The Walt Disney Studios



Dan ForemanChairman of the Board
Zappi



Heidi Freund

Director of Market Research

CVS



Adam Froman
CEO
Delvinia



Gayle Fuguitt

Founder and CEO

Tempus Futures

"Digital transformation is no longer a luxury for Market Research firms. It is a requirement for survival today and into the future."

- Adam Froman



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Michelle Gansle Global Lead Insights Transformation Mars



Don Golden CEO Precision Sample, LLC



Lisa Gudding Executive Vice President Ipsos



David Guenthner Director of Brand and Innovation Insights Domino's



Sr. Dir. of Global Market Research Eli Lilly and Company



Jami Guthrie VP of Consumer Insights McDonald's



Michael Halberstam Chairman

Justin Hawkins



Kim Harrison Founder Focus Forward and FF Transcription



Assoc. Mngr., Consumer Insights, Innovation Cereal Partners Worldwide



Jay Hawreluk CEO AcuMax Index

"The AcuMax Index reveals your unique wiring and the environment in which you best thrive. Working in a positive that matches your wiring increases engagement, job satisfaction and productivity." - Jay Hawreluk



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Tiffany Hays
Founder and CEO
FUELglobal



Steve Henke
Founder and President
Harpeth Marketing



Jeffrey Henning

CRO

Researchscape International



Diane HessanCEO
Salient Ventures



Tim Hoskins

President

Quester



Vanella Jackson

Global CEO

Hall and Partners



Randall Janisch

Research Manager

Ford Motor Company



Barry Jennings

Director of Cloud and AI Market Insights

Microsoft



Tom Johnson

EVP of Sales

Dynata



Tyler Kettle

UX Research Manager, Local Insights

Google

"Although our client companies are in very challenging situations, they also know that this is a terrible time to lose touch with customers. We can be at the center of their going-forward strategies."

- Diane Hessan



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Kathryn Korostoff

President

Research Rockstar



Brad Larson

Founder and CEO

Ironwood Insights Group, LLC



Joan Lewis

Member Board of Directors

Malibu Boats



Bernie Malinoff

President

element54



Jack Marquardt

VP Brand Communications

Fruit of the Loom, Inc.



Sarah Kotva
VP
Fieldwork, Inc.



Duncan Lawrence
Strategic Advisor
Escalent



Roseanne Luth
Owner
Luth Research



Raj Manocha

President

Methodify



Michael McCrary

CEO

PureSpectrum

"Wondering how market research and insights career opportunities will evolve over the next 5 years? Start by looking at trends in corporate strategy. It becomes evident that market research and insights is now just one part of a much broader information ecosystem built to support data-driven decision making."

- Kathryn Korostoff



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Scott Megginson

President

Kantar Canada



Michael Mermelstein

President

G2 and Associates



Colleen Moore Mezler

President and CEO

Moore Research Services



Chuck Miller

President

Digital Marketing & Measurement,



Bethany Moffett

Vice President, Client Development

Dynata



Product Management

Lowe's Companies, Inc.



Owner

Morgan Search International



Leonard Murphy

Executive Editor

Greenbook



Camille Nicita

President and CEO

Gongos, Inc.

Karen Morgan



Matt O'Mara

Equity Partner

Cranbrook Search Consultants

"The rate of change within the Insights Industry has never been greater; the talents and skills necessary to be successful today are significantly different than those of just a few years ago. The insights professional of tomorrow will need to be tech savvy and comfortable working with massive amounts of data from disparate sources. While at the same time, able to effectively communicate meaningful insights that drive change."

- Matt O'Mara



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Jude Olinger

Founder and CEO

The Olinger Group



Chip Olson

CEO

The Olson Research Group



Dan PickerelSr. Manager of Global Insights and Analytics
Mondelez



Richard Popper
CEO

P&K Research



Robert Porter

CEO

Research America



Ray Poynter

CRO

Potentiate



Jami Pulley

CEO and Co-Founder

Veridata Insights



Steve Quirk

Owner and President

Quirk's Marketing Research Media



Finn Raben

Director General

ESOMAR



Zain Raj ^{CEO} Shapiro+Raj

"No matter how big and high-tech Insights becomes, remember that it always comes down to the person. Maintain your network, sincerely meet your peers and stay in touch over time. It may not seem business related but it will help you learn and grow in ways you never thought possible. Stay open minded and creative and never back away from a challenge: there is always a solution, sometimes you just have to looker harder to find it."

- Jami Pulley



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Jessica Richards

MSMR Program Director

Michigan State University



Tchicaya Ellis Robertson

Sr. Principal

Accenture



Isaac Rogers
CEO
20/20 Research



Dave Rothstein

CEO

RTi Research



Dale SankoDirector of Consumer Insights

DSW



Steve Schlesinger

CEO

Schelsinger Group



Tanya Schooley

Director Commercial Insights of US Oncology

AbbVie



Terrae Schroeder

Head of US Insights

Kellogg Company



Kristen Shook

Product Manager

ViiV Healthcare



Merrill Shugoll
President
Shugoll Research

"Ever evolving, creative, forward thinking, engaging – these are just some of the characteristics that have continued to excite me about the insights industry. 30+ years and my enthusiasm for the insights world continues to grow."

- Steve Schlesinger



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Jay Shutter
CEO
Illuminas



J Walker Smith
Chief Knowledge Officer
Kantar



Richard Spreng
Interim Department Chair
Michigan State University Department



Colson Steber

Co-CEO

Communications For Research, Inc.



Terry Sullivan

Founder

BuzzPro



Diane SurettePresident and CEO

Burke, Inc.



Stacey Symonds

Sr. Dir. of Customer and Trip Health

Expedia Group



Phil Terry

Founder and CEO

Collaborative Gain



Sherri Thomas

Founder and President

Career Coaching 360



Daryl Travis

CEO

Brandtrust

"Never has our resolve to adapt been tested so thoroughly, as it has in these past few months. Yet our agility and pragmatism in the face of these trials has helped our industry identify new opportunities and cultivate distinctive capabilities that will serve our clients in this moment and for years to come."

- Diane Surette



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Tim Urmston SEEK Company





Randy Wahl President M/A/R/C Research



Brett Watkins President L&E Research



Dan Wheeler SVP of Marketing and Innovation Wahlburgers



Dan Womack Head of Insights Aflac



Michael Vigeant CEO GreatBlue Research, Inc.



Anita Watkins Global Head of Qualitative Kantar



Iacci Weber Consumer Insights Manager The Wendy's Company



Monika Wingate CEO Digsite



Kristi Zuhlke CEO KnowledgeHound

"Our world is changing rapidly due to the 2020 global pandemic causing brands to face an even tougher competitive landscape than before. This makes understanding the changing mindsets and behaviors of consumers absolutely vital to success. Qualitative research goes beyond soundbites to understand the deeper motivations and cultural and social influences on human behavior. It's an exciting time to help clients understand people to inspire brand growth."

- Anita Watkins



Click on picture to view LinkedIn profile | Added 7/7/2020



Fiona Blades

President & Chief Experience Officer

MESH Experience



Laura Drews-Freund
Co-Owner and CEO
Cranbook Search Consultants



Scott Hanson

MSMR Program Director

University of Texas at Arlington



Chris Hauck
Consultant
HauckEye



Glad Markunas

VP Consumer Insights

US Sports Camps



Ayalla Ruvio

Assocaite Professor

Michigan State University



Sanford Schwartz

Partner

Phoenix Marketing International



David ShankerFounder
David Shanker Consulting, LLC



Nick Thomas

Consultant



Susan Waltman

Global President

Ipsos

"We have always wanted to be listened to by the C-Suite. Now we have the opportunity to be heard. At this pivotal moment clients are hungry for agile intelligence to make decisions with confidence."

- Fiona Blades



GRIT REPORT'S INNOVATIVE SUPPLIERS

Access the Full June 2020 GRIT Report here | Click on logos to view company website

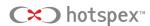








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KANTAR

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GRIT REPORT'S INNOVATIVE CLIENTS

Access the Full June 2020 GRIT Report here | Click on logos to view company website

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INSIGHTS ORGANIZATIONS

Click on logos to learn more about each organization



















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5 minutes now - A Lifetime of Knowing Yourself Better!

On your journey, choices stand in front of you and the path you choose is important. Be less confused, be happier and save time by understanding how to make the most of a transition and what is really right for you...

The AcuMax Index 5-minute assessment will help you, know you! Your 12 custom reports will help bring clarity to:

- 1. Determine the ideal working environment you will thrive in.
- 2. How you buy in to new ideas and process communication.
- 3. Understand your decision-making process.
- 4. Maximize your unique strengths and have insight to minimize your limitations.
- 5. Prepare for your interview with interviewing questions that are unique to your wiring.
- 6. Know "Why" you are you!

Please feel free to reach out with any questions. We are here to help.

Those in transition due to the COVID-19 pandemic, please utilize this valuable resource. Click the link below and the discount code "*IRG2020*" for a reduce rate on the AcuMax Index.



Jay Hawreluk Founder & CEO

https://www.acumaxindex.com/individual/ Use discount code IRG2020



Career Coaching 360



Career Change Resources -Career Coach Sherri Thomas

Start here to get the strategies, tools and framework to change your career.

My clients know 3 things...

Sherri Thomas

Career Coach & Leadership Coach

480-636-8899

Service@CareerCoaching360.com

- 1. I teach them the art of mastering their own career.
- 2. I teach them how to find their passion.
- 3. I show them how to find high quality, high paying jobs.

Career Coaching 360





9 WAYS TO MARKET YOURSELF BETTER!

Whether you're a recent MSMR grad who wants to break into the industry, someone who's been laid-off and is looking for a new opportunity or a seasoned pro in search of your next career challenge, the **#1** way to achieve your goal is to **market yourself effectively**. Here are 9 ways to do that...

- **1. Participate** Discussions on industry bulletin boards and in targeted LinkedIn groups; share your thoughts, ideas, knowledge and expertise. And don't sell... focus on adding value.
- **2. Present at conferences** Nothing will enhance your credibility like public speaking. Reach out to event organizers to find out about upcoming speaking opportunities.
- **3. Present a webinar** We don't all get selected to speak at conferences, so create your own speaking opportunities by delivering a webinar. Then record the webinar and share it afterward.
- **4. Write** With deep knowledge of a particular methodology, industry or market segment, you need to write about it. Frequently. Post the articles on your LinkedIn profile or even submit them to Quirks, GreenBook and others to see if they'll publish them.
- **5. Develop a video series** As an alternative or complement to blogging, create a video series. Today's technology makes it easy to create and edit videos... and hosting them on YouTube or Vimeo is easy.
- **6. Create a podcast** Do you know a bunch of people in our industry... people that others would like to hear from? Then create a podcast and share the interviews.
- **7. Support your associations** They can all use volunteers... on committees, for day-to-day support or on-site during a conference. It's a great way to meet people in our industry and be recognized for your help.
- **8. Be seen** If you want to be seen as someone significant in our industry, then you need to 'be seen' literally. Attend conferences and network like crazy. Then follow-up with everyone you meet.
- **9. Find influencers** the people in this industry who seem to know everyone. Reach out to them and curate a genuine relationship. You never know where it will lead.
- **A final comment...** be patient. Like any marketing plan, marketing yourself takes time. Plan your work... then work your plan.



Steve Henke is Founder & President of Harpeth Marketing, Specialists in marketing & sales solutions for the Market Research Industry. You can reach him at **Steve@HarpethMarketing.com**.







Melanie Courtright CEO

The economic fallout from the COVID-19 crisis has been severe for many companies and individuals throughout Insights. The Insights Association has played a leading role in providing support during this difficult time.

IA membership enables access to its <u>Career Center</u>, which offers job seekers several free resources, including the ability to upload resumes, get a complimentary resume review, and create customized job alert emails based upon specific criteria.

The association has hosted numerous free forums to discuss important issues, such as navigating the CARES Act and other relief measures and providing advice and encouragement to job seekers. Recordings and transcripts from these sessions, along with the latest guidance from the government, insights industry-focused sentiment surveys, and a long list of COVID-19-related consumer research may be accessed on IA's

Consumer Insights and Data Analytics will play an essential role in the global economic recovery and the Insights Association will be a vital resource to guide the way forward. Please reach out to IA for more information.

Free Membership

In an effort to give future insights professionals a leg-up on their careers, the Insights Association is offering free Individual membership to college students. To join, please complete and submit **this form**.

Those laid off due to the COVID-19 pandemic and based in the U.S., Canada, and United Kingdom may also utilize free Individual memberships. To join, please complete and submit **this form**.







Branding and Keyword Optimization Strategy

LinkedIn is the number one online networking tool worldwide. It's the first place your key contacts, prospects and clients will go to learn more about who you are, what you do and how you can help. Having a strong, consistent online and offline brand throughout your marketing and networking efforts will help you build brand awareness, loyalty and trust over a period of time. It will help you build solid relationships over time that will help you get new clients and land new jobs.

Below are our favorite 12 LinkedIn Branding and Social Selling tips that will help you get found online and tell professionals who you are, what you do and how you can help. Please take a look and reach out if you have any questions or needs. We would be happy to help!

- 1. Keep your name simple. First and Last name only.
- 2. A simple, clear headshot. At least 400x400 pixels
- **3.** Your branding headline is an excellent way to differeniate yourself from the competition and what value you can bring to others.
- **4.** The contact info section should be filled with easy to reach contact including phone number, email, and website.
- **5.** Your summary section should be written in first person. Answer questions like, "Who are you?", "How can I help you?", and "How can you help me?" Be interesting and personal.
- **6.** Include photos, videos, and websites to your summary as an extended way to showcase your experience.
- 7. In the skills and expertise section, place the top 15 words most relevant to your brand first.
- **8.** Within your experience section, list all relevant positions you have held. Focus on key beneifts you provided to the companies you worked for.
- **9.** The best way to get a prospect interested in you is for them to see how you have helped others. Seek out at least 2 recomendations.
- **10.** Include all relevant education, not just college, but also technical skills and certificates.
- **11.** If you manage a company LinkedIn page, keep information up to date and include background information.
- **12.** Join at least 3-6 LinkedIn groups: large groups in your region, industry, profession, and those related to your personal interests.



GET TO KNOW US

The Marketing Research Education Foundation (MREF) is our industry's philanthropic arm. We're connecting the MR Industry and working to improve childrens' lives.

MREF is mobilizing our industry to join together and improve access to education for kids worldwide. Our impact includes:

- Raising \$60,000 for Feeding America and Food Banks Canada to provide meals for those in need during the COVID-19 pandemic
- Ongoing sponsorship of the class of 2029 at The Joseph School in Haiti. Our annual gift helps provide school supplies, curriculum, uniforms and shoes, transportation and two meals per day
- Annual grants to <u>organizations</u> throughout North America that are committed to improving the lives of children in their communities

We are currently planning our 2020-21 campaign and would love your help!

CLICK HERE TO LEARN MORE

OUR MISSION

To unify, inspire and activate the marketing research community to focus its collective resources to educate children and youth worldwide.





NAVIGATING YOUR JOB SEARCH THROUGH THE COVID CHAOS



IDENTIFY YOUR STRENGTHS FIND YOUR PASSION PRIORITIZE & AVOID BURNOUT

COACHING SESSIONS INCLUDE:

Interview Coaching
Strategic Career Planning
Resume and LinkedIn Profile Reviews
Leveraging Networking and Social Media

Special low rates for Individual Insights Association Members

Laura Drews-Freund
Co-Owner, Cranbrook Search

laura@cranbrooksearch.com





QRCA YOUNG PROFESSIONALS GRANT

The Young Professional Grant (YPG) celebrates the next great generation of young quallies. This program was created in 2014 to help advance young qualitative researchers' careers via access to networking and educational sessions at the QRCA's Annual Conference. Since 2014, we have awarded 83 ambitious qualitative researchers that are making a difference in the world this valuable opportunity.

Grants cover all conference registration fees, a USD \$1,300 value, plus a one-year QRCA membership, a USD \$175 value, and are awarded to up-and-coming young adults aged 35 years and younger.

In case you don't know us yet, the QRCA is a not-for-profit association of researchers involved in designing and implementing qualitative research, consisting of moderators, ethnographers, consumer experience specialists, online qualitative professionals, social media experts, branding and strategy authorities and more.

Click here to learn more about the Young Professionals Grant

MEET THE QRCA 2020 YOUNG PROFESSIONALS GRANT RECIPIENTS





<u>INS</u>IGHTS TECHNOLOGY - QUALITATIVE SOFTWARE

Click on logos to view company website and learn more













INSIGHTS TECHNOLOGY - SURVEY SOFTWARE

Click on logos to view company website and learn more







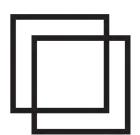




SAMPLE PROVIDERS

















FOCUS GROUP FACILITIES









TRANSCRIPTION COMPANIES















Thank you for using the Insights Resource Guide (IRG). Our hope is IRG has provided you with some additional knowledge and direction as you build your career in the insights community.

I personally consider every one of the influential people and resources referenced in the guide to be invaluable in understanding how to adapt as needed and positioning yourself for long term success in the ever-changing insights industry.

Please share this guide so others can benefit as well. To all of my friends and industry contacts, thank you for supporting me during my journey. For those I have yet to meet, please don't hesitate to reach out. I look forward to further discussions and getting to know you. And if there are people or resources you feel we have missed, feel free to add your own resources when you share this guide.

Like many insights professionals, I started in this industry by accident as an interviewer. Decades later and a little wiser, this is without question the greatest industry in the world!

I hope you feel the same way!



Merrill Dubrow CEO, M/A/R/C Research merrill.dubrow@marcresearch.com

