

# The Essential Role of the Value Proposition In Economic Development



# Flint McGlaughlin – CEO and Managing Director, MECLABS Institute

Flint McGlaughlin is the CEO and Managing Director of MECLABS Institute. The organization has partnered with key market leaders including *The New York Times*, Microsoft Corporation and Reuters Group.

McGlaughlin also serves as the Director of Enterprise Research at the Transforming Business Institute, University of Cambridge (UK), as the Chairman of the Board of Governors for St. Stephen's University, and as a Trustee for Westminster Theological Centre. McGlaughlin originally studied philosophy and theology at the University of London's Specialist Jesuit College.

Today, his primary research is focused on enterprise as transformative agent. His work has won multiple awards and has been quoted in more than 13,000 online and offline sources.





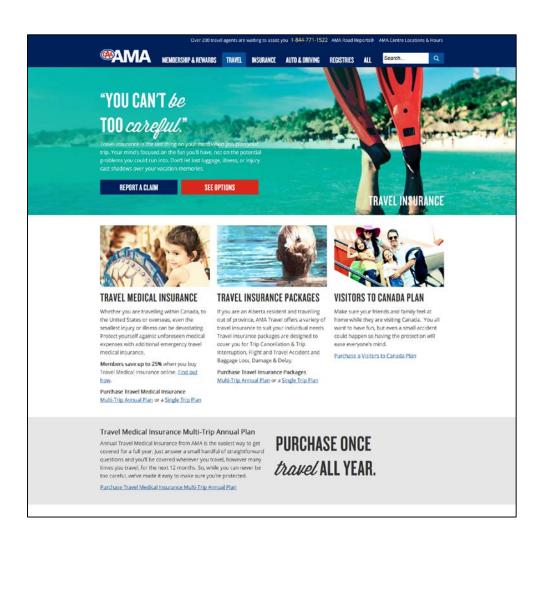


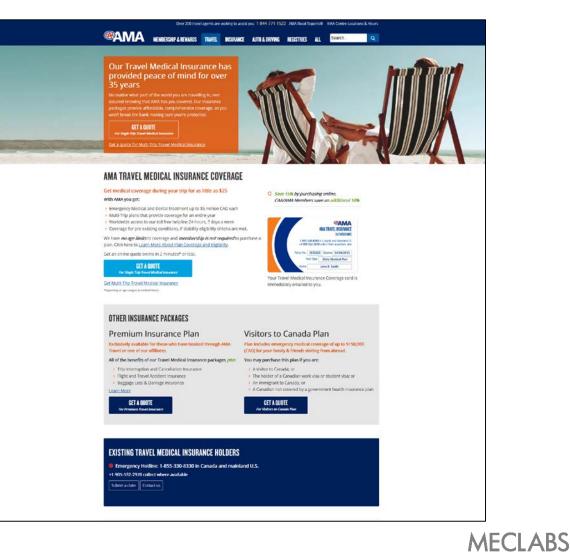
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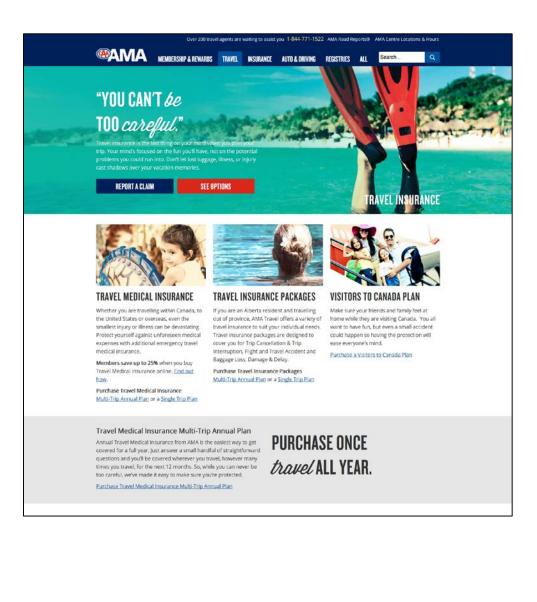


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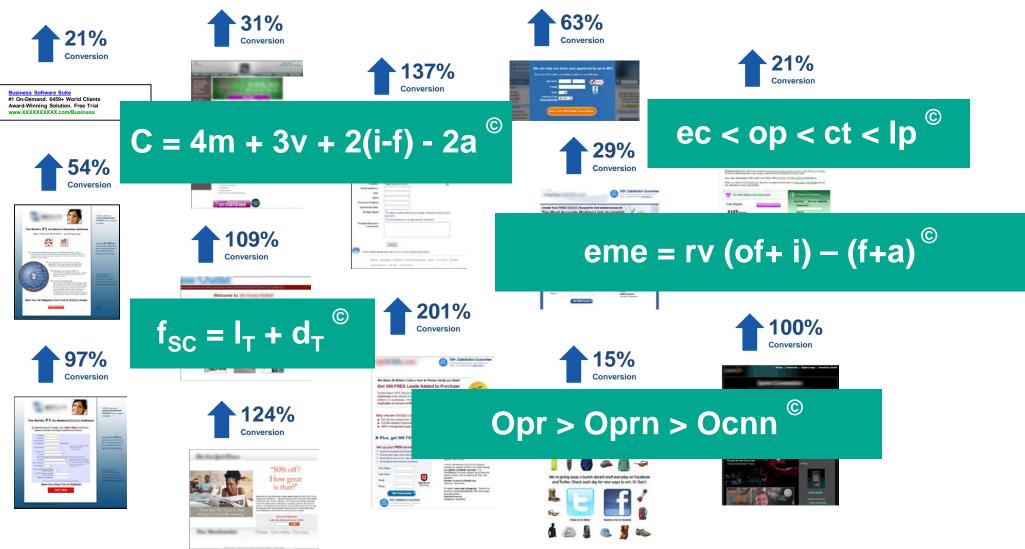
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## **MECLABS** Research



MECLABS

MECLABS is the largest research institution dedicated to answering the single question: "Why do people say 'yes'?"

#### Over 20+ years of validated research, including:

- 20,000+ sale path experiments
- 500,000+ executive interviews
- 2,200+ brand-side case studies
- 36,980 companies benchmarked



Today we are going to focus on **two thought movements** that, when understood together, can have an **exponential impact** on our efforts to attract business and growth to our regions.



# Point #1: We need to understand the primary cognitive equation that underlies all choice.



Source: Communicating Value and Web Conversion Graduate Certificate - MECLABS.com/UF



## **Experiment: Control**

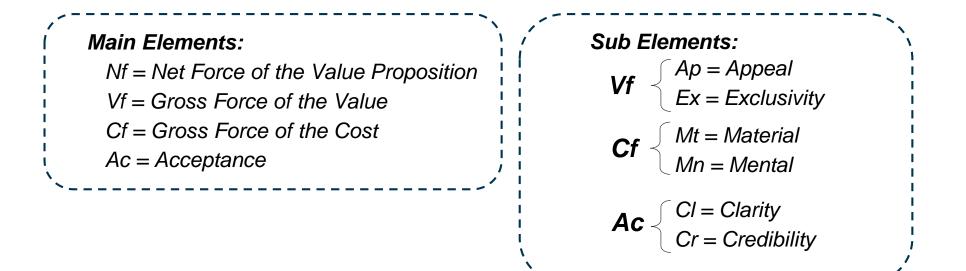






#### **Value Proposition Heuristic**

$$Vf_{Ac} - Cf_{Ac} = Nf \qquad Vf = (Ap \neq Ex) \\ Ac = (Cl \neq Cr) \\ Cf = (Mt \neq Mn)$$





## **Value Proposition Framework**

# Fundamental Question: If I am [who I am], why should I [take this action] rather than [this/these other action(s)]?

(Econ. Dev. Application): If I am [your ideal prospect], why should I [invest in your region] rather than [any other region]?

## **Philosophical Foundation**

Value Proposition (Econ. Dev. Application): If I am your ideal prospect, why should I invest in your region rather than any other region?

**1.** You are fundamentally answering **a first-person question** posed in the mind of your customers. It always implies a "because" answer.

**2.** A value proposition focuses on a **specific prospect segment**. This requires you to consider whom you will not serve and the associated trade-offs.

**3.** A value proposition is an **ultimate reason – the reason "why";** it is the culmination of a careful argument supported by evidentials.

**4.** A value proposition must differentiate you from your competitors. In at least one way, you must have **an "only" factor**.



## **Experiment: Control**







After review and testing, the researchers at MECLABS identified the following value proposition for this offer.

Value Proposition: "Because we have the most comprehensive<sup>1</sup> and accurate<sup>2</sup> lead database."

- 1. Includes access to over 210 million U.S. consumers, 14 million U.S. businesses, and 13 million executives.
- 2. We have a team of 600 researchers who verify the data daily and make over 26 million verification calls a year (80,000 calls a day).

Let's see how this intensified value proposition was translated to the webpage

#### **Experiment: Treatment**

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Treatment Satisfaction Guarantee ive any bad data, we will refund your questions asked! Learn More >> We Make 26 Million Phone Calls a Year to Ensure You Get The Most Accurate Mailing Lists Available! Get 500 FREE Leads Trusted since 1972, has compiled the most comprehensive added to you databases in the industry including 210 million U.S. consumers, 14 million U.S. busines 13, 13 million executives and more, all cleaned for duplicates and anone verified. Why choose 600 full-time researchers dedicated to building, verifying, and updating your data ► Our tele-research associates make over 80.000 calls a day to phone verify your data 100% money-back guarantee on every single lead >> Plus, get 500 FREE leads added to your purchase!\* Set up your FREE access to What Our Customers Are Saving It's a powerful tool for small businesses to Search our business and consumer database market like the big guys. Preview leads, get a guote, and download lists Haydens Build a list 24 hours a day 7 days a week Sparta, New Jersey Personalized online service to assist you I would recommend to anyone looking for speedy service, accurate listings First Name: and great customer service. It is refreshing to receive a follow-up phone call Last Name: within a week, just to make sure that I am Q satisfied. Email: Ruhter Auction & Realty Inc. QUALYS' Hastings, Nebraska Phone: It's great, one-stop shopping. There's no need to coordinate between the mail house Get Free Access and the printer Habitat America Annapolis, Maryland 00% Satisfaction Guarantee ou receive any bad data, we will refund

money, no questions asked



#### **Experiment: Side-by-side**

Searching for the Most Accurate Mailing Lists? Your Hunt is Over!		Register Today To Get Your 500 Free Leads!	
Get 500 Free Lead with Qualifying Pur	chase	Why Should You Market Today?	
To receive your *500 Free Leads, fill the form below. Once received you will be one of our business consultants.  *First Name *Last Name *Company Name *Email Address *Phone Number Once your information is submitted your emailed to you.  >> Click Here	e contacted by	and mailing lists available anywhere. Nearly 4 million customers use our services to find new customers, grow their sales, and for other direct marketing, telemarketing, customer analysis and credit reference purposes. Why Choose ? • Safe & Secure online shopping • Expert advice to help you succeed • Privacy & Do Not Call compliant • Free Gusiness Resource Center • 100% Satisfaction Guaranteed Plus Phone Verified Data! We make more than 26 million phone calls each year to verify and enhance our business databases. Why? To ensure you have the freshest, most comprehensive information available. No other company in the industry does that. Period! How Can We Help? From mailing lists to email marketing, we're your one-stop shop to grow your sales. We'll focus on your marketing needs so you can focus on your business and grow your sales!	
isclaimer: Receive 500 FREE leads himum purchase of 2,000 business nsumer leads. Offer valid one per c	leads or 4,500		
	Proud m	ember of:	

**Treatment** 

#### Satisfaction Guarantee eive any bad data, we will refund your money, no questions asked!Learn More >>

Get 500 FREE Leads added to your

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#### We Make 26 Million Phone Calls a Year to Ensure You Get

#### The Most Accurate Mailing Lists Available!

Trusted since 1972, has compiled the **most comprehensive** databases in the industry including 210 million U.S. consumers, 14 million U.S. businesses, 13 million executives and more, all cleaned for duplicates and phone verified.

#### Why choose

- ▶ 600 full-time researchers dedicated to building, verifying, and updating your data
- ▶ Our tele-research associates make over 80,000 calls a day to phone verify your data
- ▶ 100% money-back guarantee on every single lead

#### >> Plus, get 500 FREE leads added to your purchase!\*

#### Set up your FREE access to

- Search our business and consumer database
- Preview leads, get a quote, and download lists
- Build a list 24 hours a day 7 days a week
- Personalized online service to assist you
- First Name: \_\_\_\_\_\_ Last Name: \_\_\_\_\_\_ Email: \_\_\_\_\_\_ Phone: \_\_\_\_\_\_ Get Free Access



#### What Our Customers Are Saying

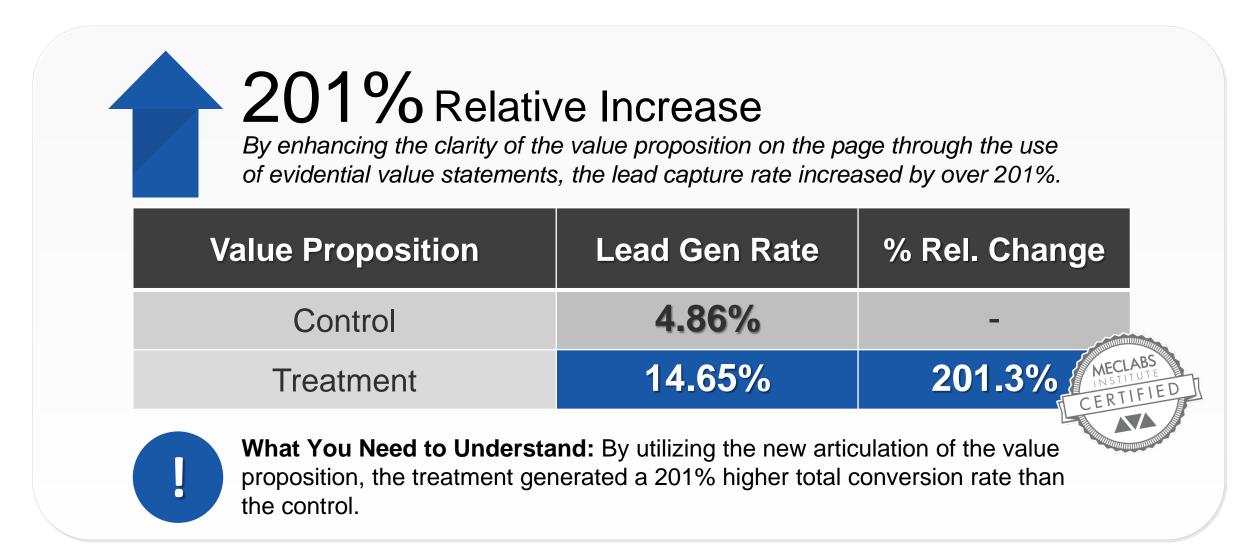
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I would recommend to anyone looking for speedy service, accurate listings and great customer service. It is refreshing to receive a follow-up phone call within a week, just to make sure that I am satisfied. Ruhter Auction & Realty Inc. Hastings, Nebraska

It's great, one-stop shopping. There's no need to coordinate between the mail house and the printer! Habitat America Annapolis, Maryland



## **Experiment: Results**





#### **Point #2:**

# We need to understand the four force elements of the value proposition.



Source: Communicating Value and Web Conversion Graduate Certificate – MECLABS.com/UF



## **Experiment: Control**







100% Satisfaction Guarantee Our data may not be perfect, but we think our guarantee is pretty close.



Searching for the Most Accurate Mailing Lists? Your Hunt is Over!

Get 500 Free Leads Today with Qualifying Purchase

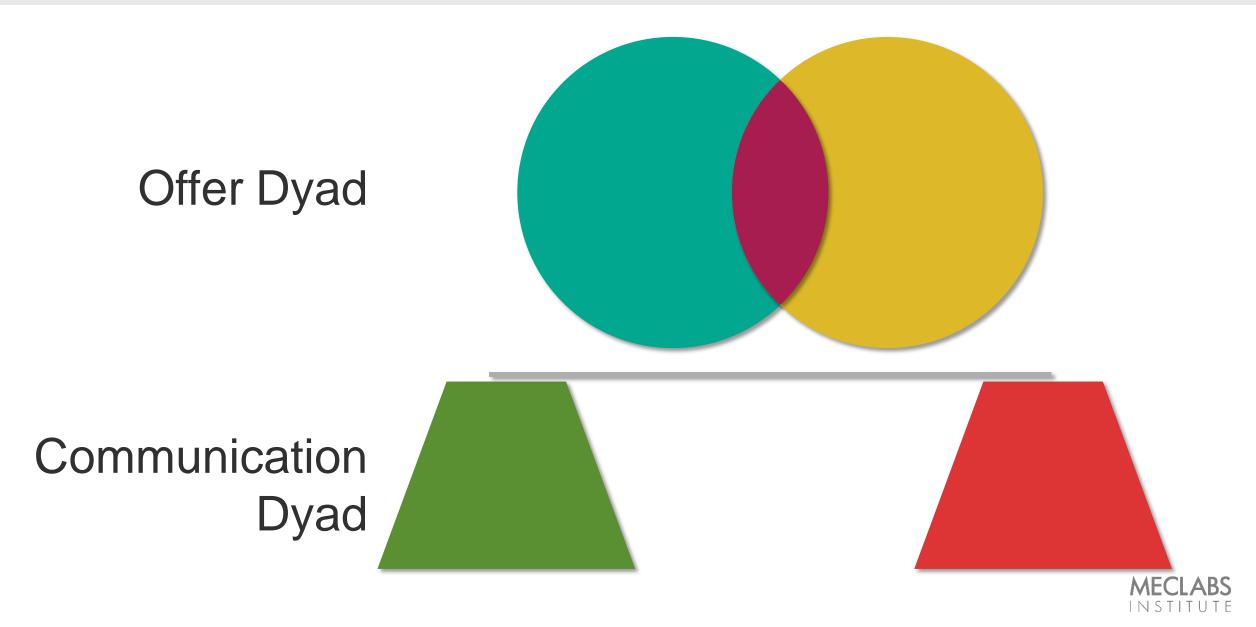
We Have the Best Data Guranteed!

Register Today To Get Your 500 Free Leads!

Why Should You Market Today? (Click to watch)

The industry leader in database marketing, offers the freshest, most accurate business and consumer sales leads and mailing lists available anywhere. Nearly 4 million

## **Two Dyads Create the Force of the Value Proposition**



#### **The Offer Dyad**

# Appeal: "I want this"



#### **The Offer Dyad**

# Appeal: "I want this"

*Exclusivity: "I can't get this anywhere else"* 

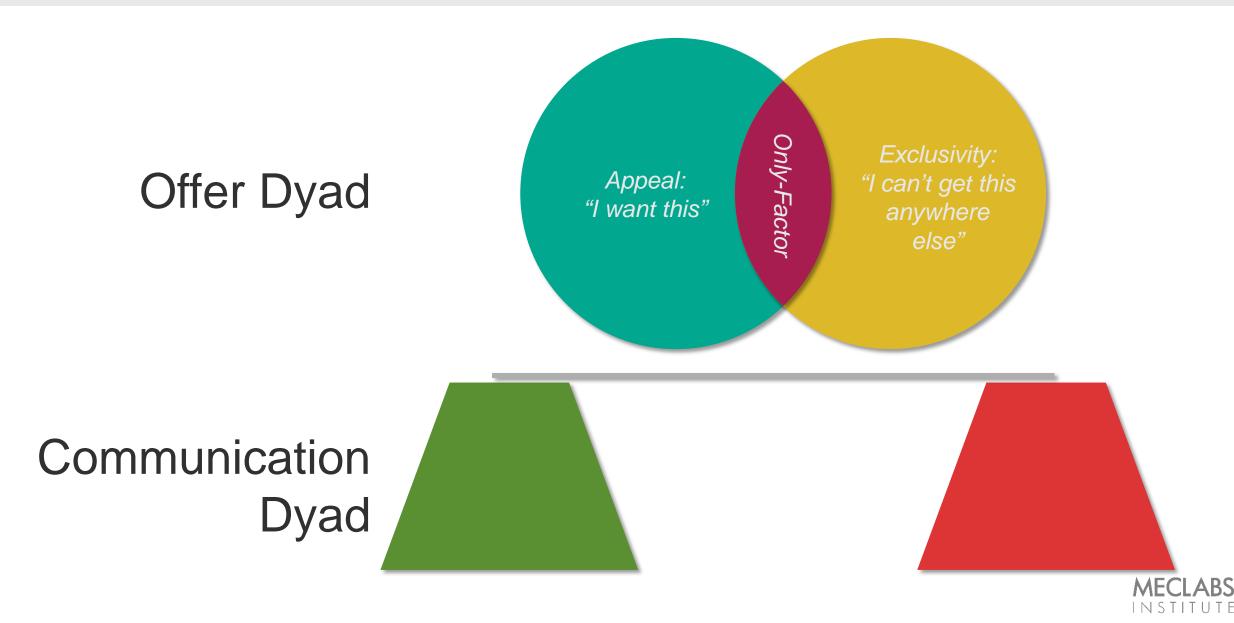


#### **The Offer Dyad**

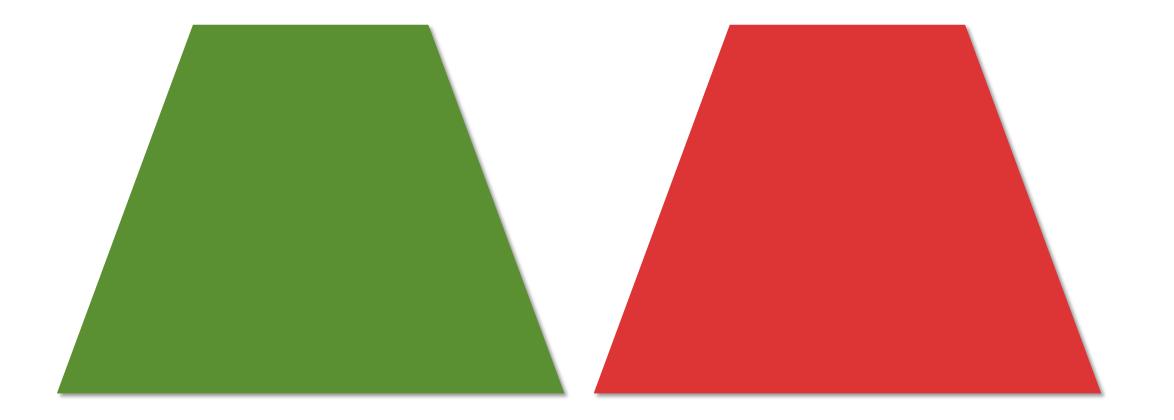




## **Two Dyads Create the Force of the Value Proposition**



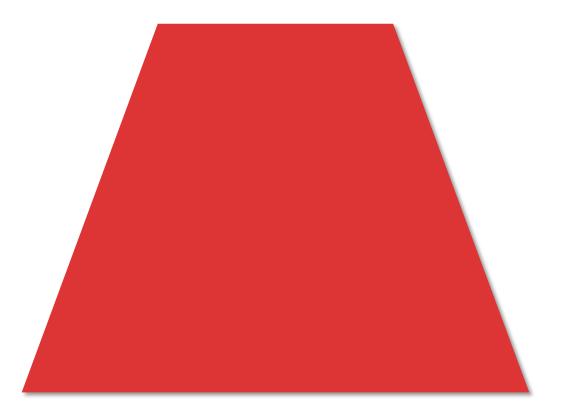
## **The Communication Dyad**





## **The Communication Dyad**

*Clarity: "I understand this"* 





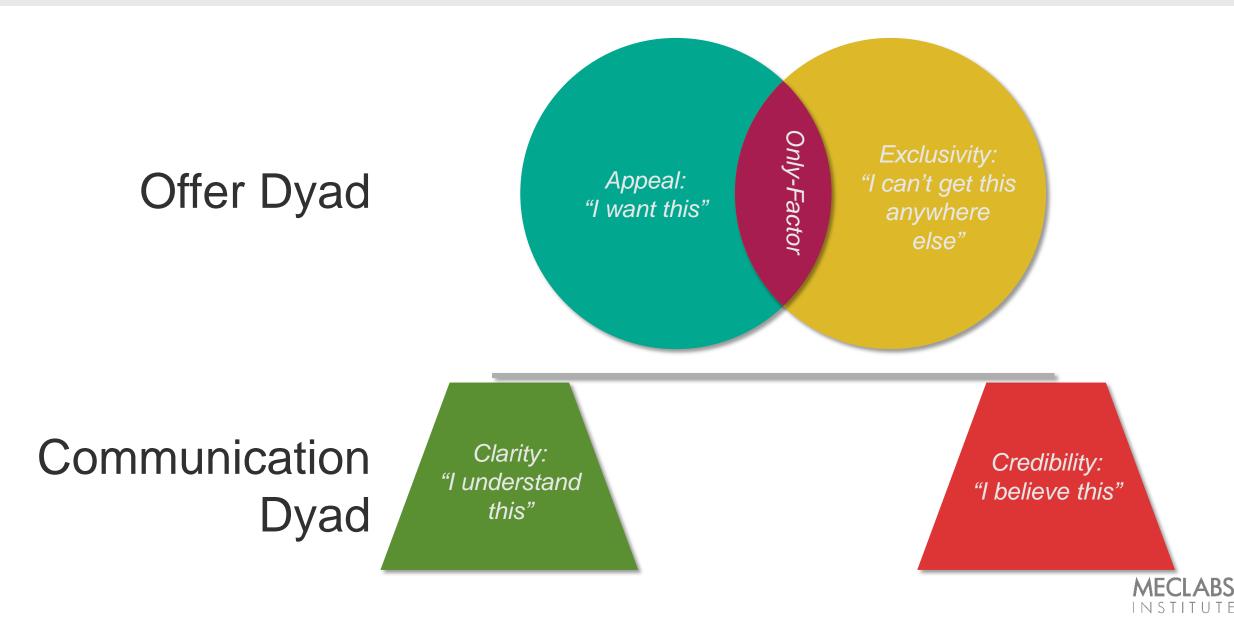
#### **The Communication Dyad**

*Clarity: "I understand this"* 

## *Credibility: "I believe this"*



## **Two Dyads Create the Force of the Value Proposition**



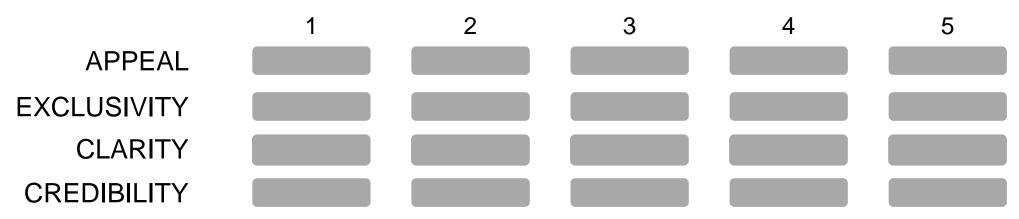
#### **Rate the Force**



at&t

#### **Tentative Value Proposition:**

"We have the nation's fastest mobile broadband network and the largest international coverage of any U.S. wireless carrier, offering the most phones that work in the most countries; the largest Wi-Fi network in the United States based on branded and operated hotspots."



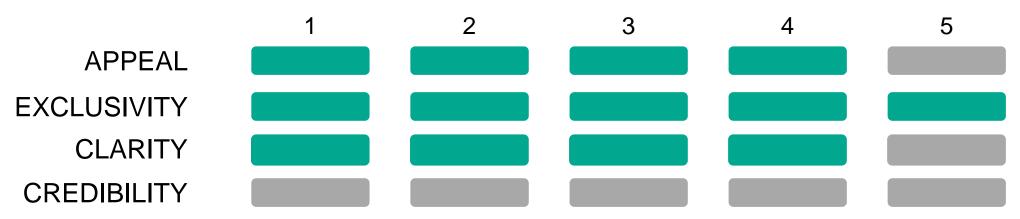
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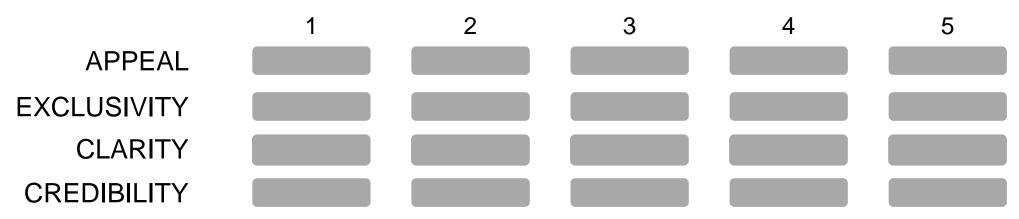
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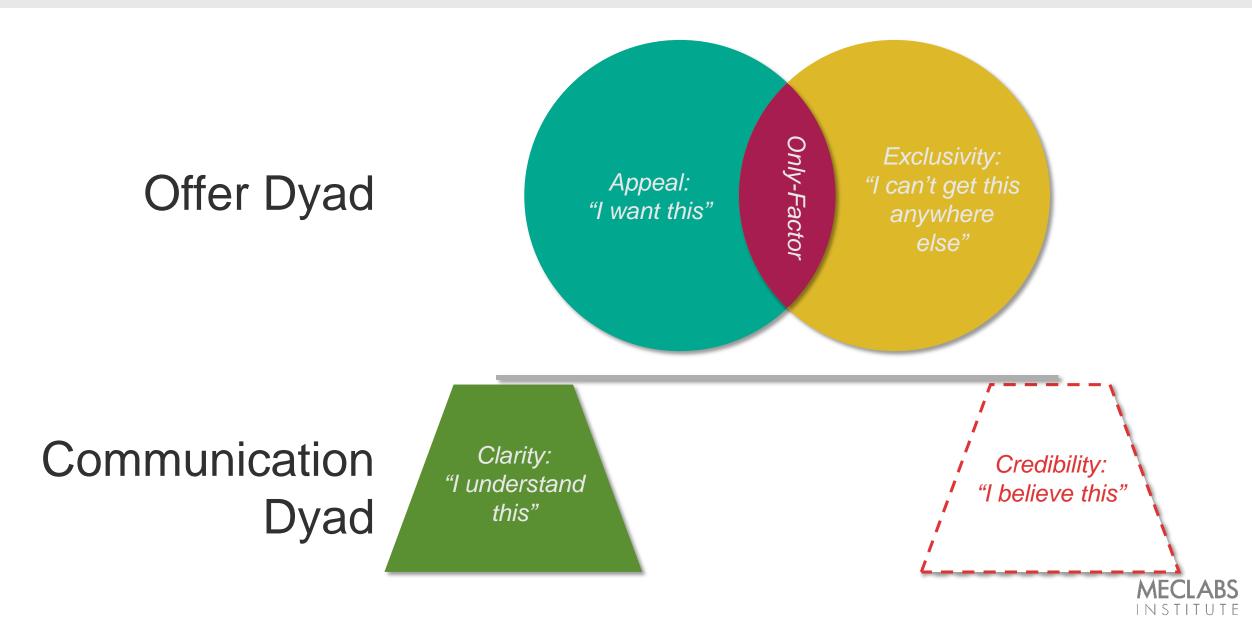
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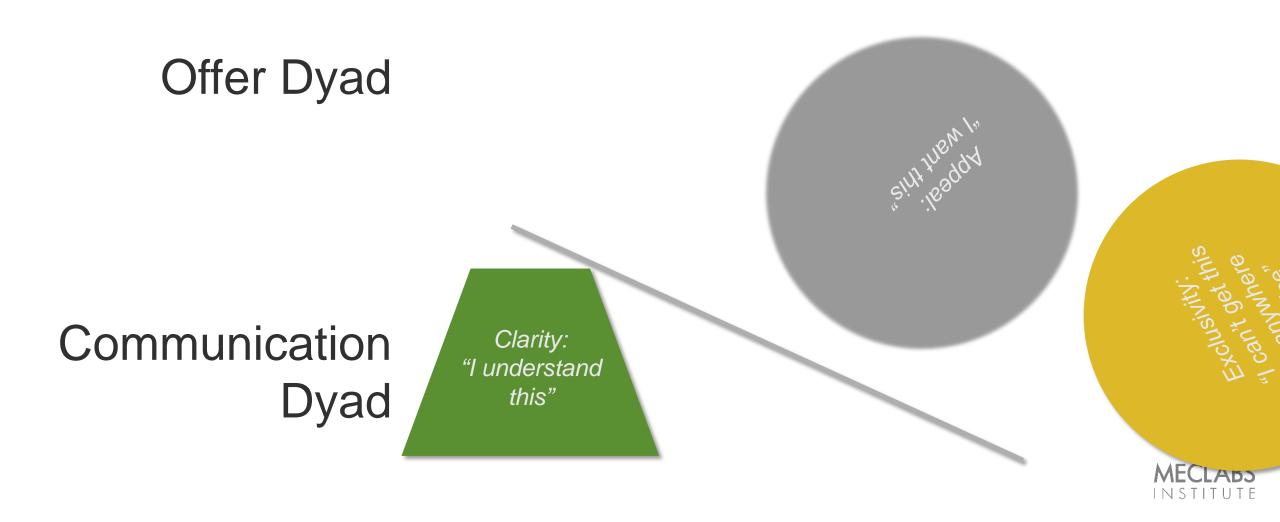
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## **Two Dyads Create the Force of the Value Proposition**



The Offer Dyad with the Communication Dyad



#### **Experiment: Side-by-side**

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			Privacy Polic

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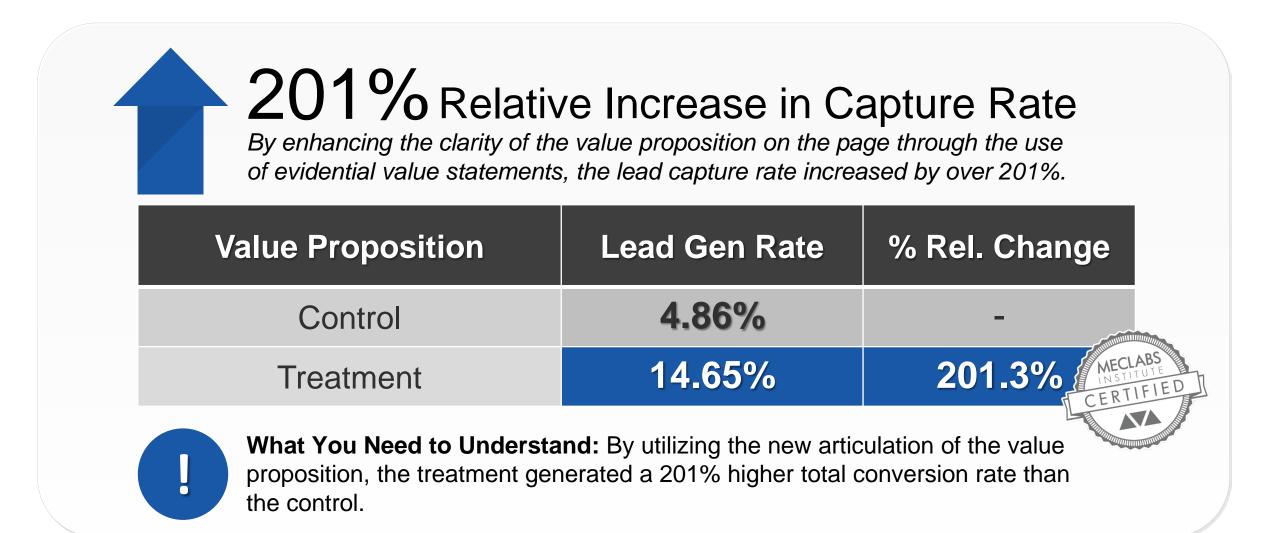
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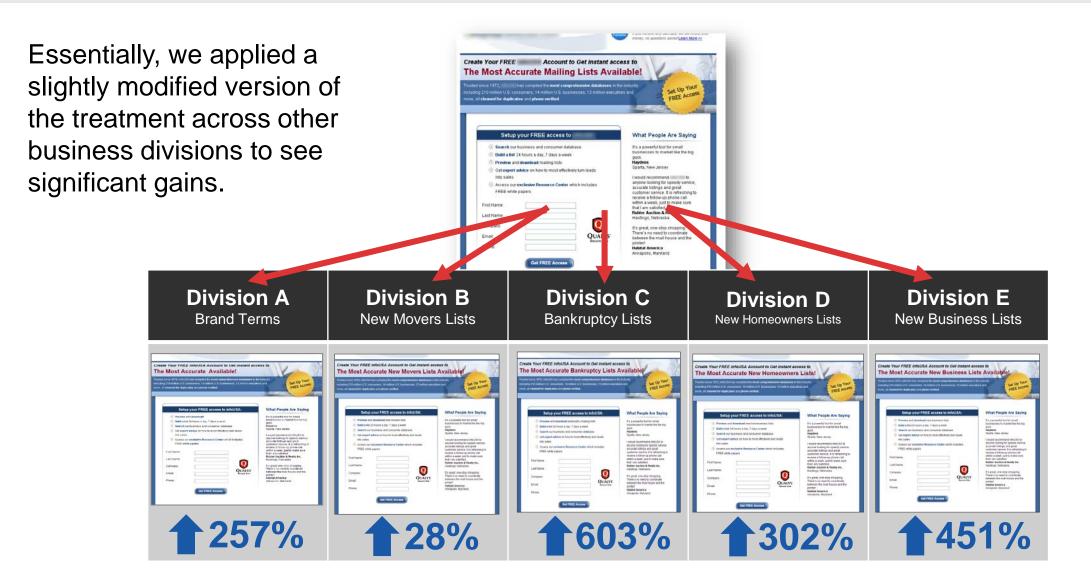


## **Experiment Results**

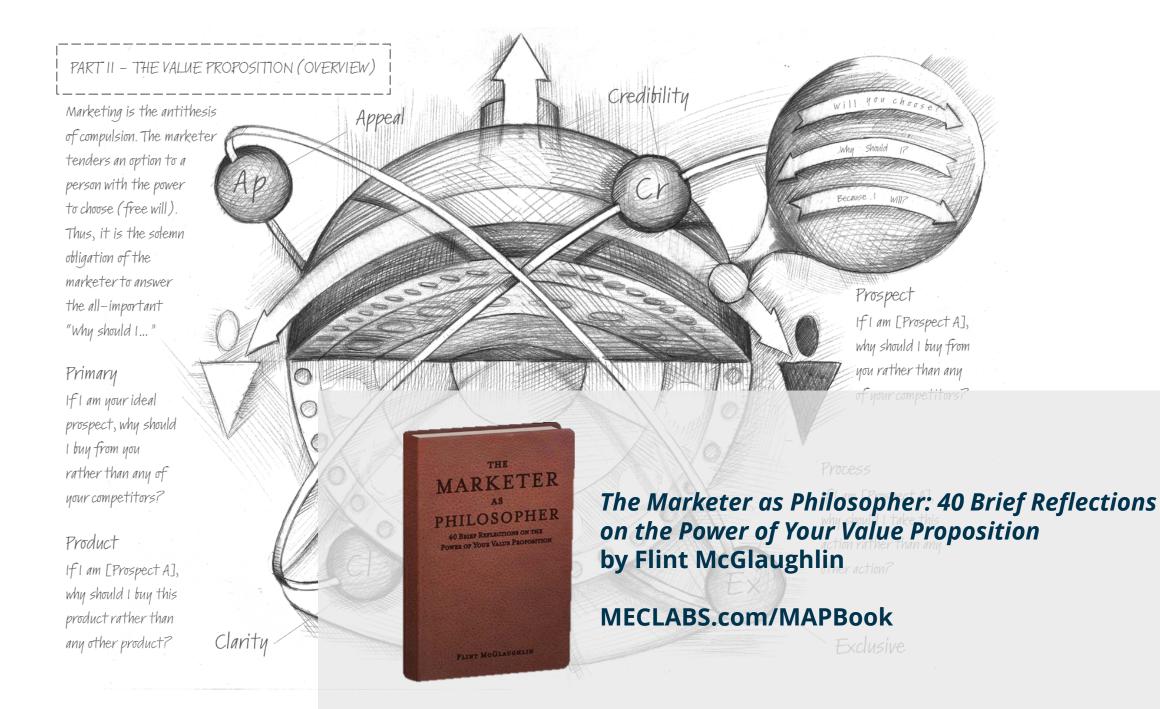




## **Experiment: Results**







# **MECLABS** INSTITUTE

## Get the only graduate certification in MECLABS Institute's patented methodology



Earn a graduate certificate from the University of Florida in **Communicating Value and Web Conversion:** 

- Able to complete 100% of the course online
- No out-of-state tuition rates
- No GRE or GMAT required for admittance

# Get more information at: MECLABS.com/UF



## Participate in a research project and drive conversion increases

Research that you see was developed from Research Partnerships from public and private organizations.

We are currently building our 2017 research calendar and looking for companies focused on finding out why customers say "yes" in the areas of subscription, lead gen, nonprofit and ecommerce.

To learn more, visit: MECLABS.com/Partners

