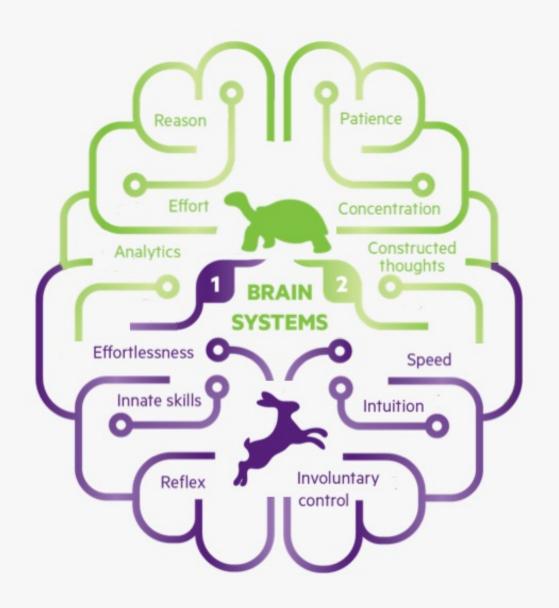


- Our brain is hardwired, and the chemistry of the brain guarantees that we feel first and think second
- BUT.....we think we do it the other way around!

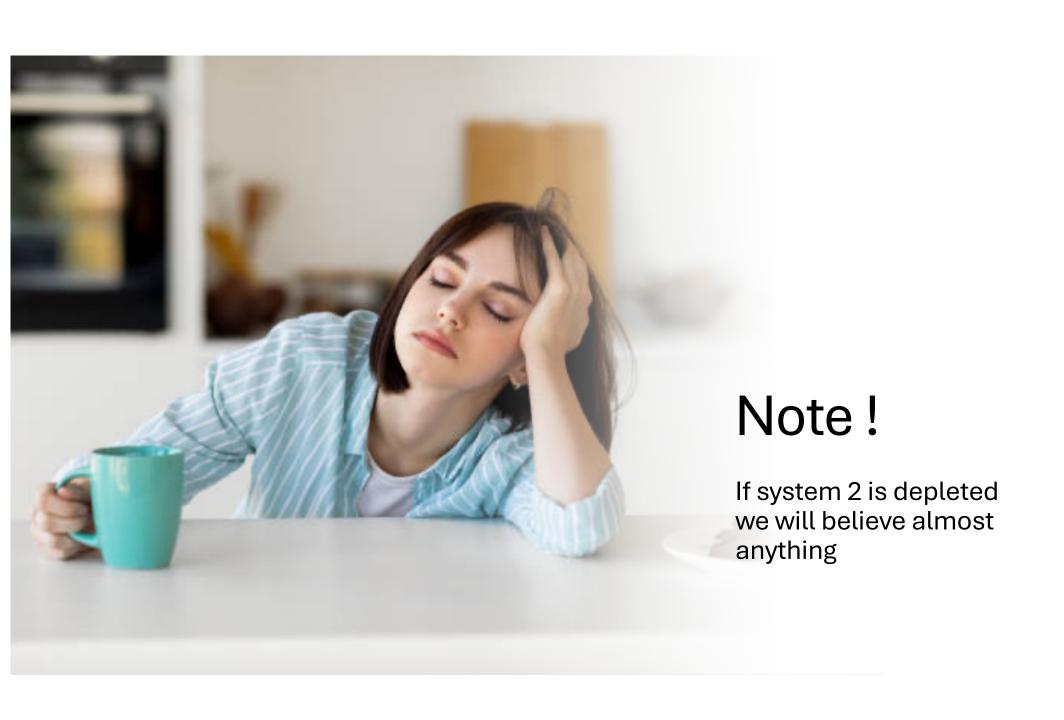




Cognitive Load

System 1 is very good – but has hard wired biases

System 2 is very good – but draining



Hard wired "instant views"

Called Biases













Nescafe £4.10 – 55 cups (7p)

How can you make two months' salary last forever?



The Diamond Engagement Ring.



King Frederick the Great of Prussia, Famine and Potatoes



King Frederick the Great of Prussia, Famine and Potatoes

Created value, by rebranding

You have to compete with Coke



Logic is safe, right!

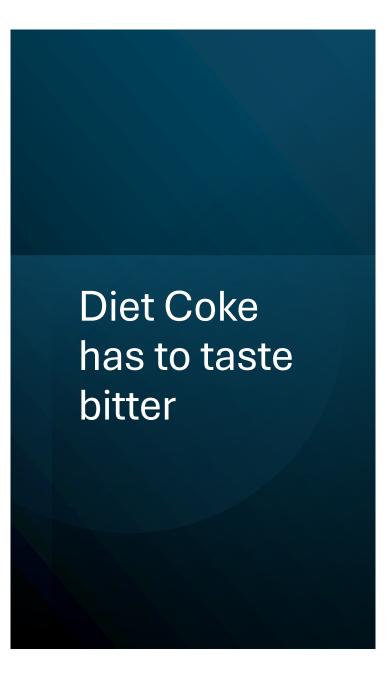




Difference is better









Apple











• How to get a new Car for £120

Theatre Tickets sales drop when on sale!





Biggest
Improvement in
Service
perceptions





Spend \$450,000 dollars or....



Over to Lyn...