



KATRINA NOELLE

President, KNow Research
Co-Founder, Scoot Insights

ABOUT KATRINA

Katrina Noelle has been at the helm of the insights agency KNow Research, delivering fresh insights through custom research design since 2003. Her full-service, female-forward, consultancy remains on the front lines of research, with a senior-level team of boots-on-the-ground investigators delivering valuable insights to clients, with expertise in the Financial Services, Retail, Health, Fitness & Beauty industries. She is also Co-Founder of Scoot Insights, a trademarked decision-making methodology, grounded in qualitative research.

Katrina is proud to have made KNow Research a certified member of the Women's Business Enterprise National Council (WBENC), as well as being a champion of women in the research community, helping young women successfully launch their businesses and grow in their careers.

Katrina has a Bachelor of Arts degree in Communication from Northwestern University. She received her professional training from the Burke Institute, and she is currently an active member and mentor for the Insights Association, WBENC, WIRe, QRCA, BAARQ and ESOMAR.

Katrina has spoken at numerous industry events at both larger and more intimate venues, facilitating interactive workshops and roundtables, and presenting speeches and stories from the podium.

RECOGNITION

In 2022, Katrina was honored with the **IPC Laureate Distinction** from the Insights Association. This lifetime recognition of distinction in the field gives Katrina the opportunity to lead by example in the areas of ethics and integrity, serve as a mentor to less experienced colleagues and students, and fulfill her role of ambassador for the industry and the Insights Association, where she also serves on the board of the West Chapter.

"At our Senior Leadership Retreat, Katrina led one of the highest-rated workshops. I received numerous compliments afterwards on how many new insights were delivered in only 90 minutes. Our group left feeling better-educated about this customer group, and inspired to apply this new knowledge to our operations and marketing plans. She receives the highest recommendation from us!"

-Gina Nowicki, Crossroads Trading Company



KNow
RESEARCH

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CREATE YOUR OWN OFFSITE EXPERIENCE

For solopreneurs, consultants, freelancers & small business owners
who are looking to grow their businesses

KEY TAKE-AWAYS

Learn how design your own solo offsite, to carve out time and creatively work on yourself and your business.

You'll give yourself a refreshing and motivating pat on the back for past achievements and the tools to step into the next phase of your business with energy and purpose.

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DETAILS

This interactive roundtable discussion will start with a framework for designing your own offsite, party of one. You'll learn tools and techniques that will help you design a plan for an offsite that will result in the most actionable, freeing, centering, and refueling outcomes for you and your business.

We will discuss how to:

- **Structure your offsite intentions, agenda, location, and atmosphere**
- **Draw up a framework for your offsite, based on your goals for the year**
- **Leverage your resources to ensure your offsite is a chance to think freely, and NOT a financial burden**
- **Prepare your materials and exercises (including some exercise examples)**
- **Make a plan to fit in time for rejuvenation for your mind AND body, as well as for your business**

WHY?

Solopreneurs, consultants, freelancers & small business owners miss out on a key corporate perk: the Offsite, a chance to reflect, examine, ideate, iterate, bond and set goals.

"As a qualitative research practitioner, I've spent 16+ years helping brands do work on themselves. I believe that solopreneurs, consultants, freelancers & small business owners deserve the same treatment.

In this discussion, I will share with you the techniques that researchers use to gain consumer insights and guide brands down the right path. These techniques allow you to utilize the offsite as a means to propel yourself, and your business, forward. Give yourself the gift of a solo offsite experience in 2020!"

-Katrina Noelle, Presenter



METHODOLOGY INNOVATION: PILOTING & TESTING YOUR WAY TO SUCCESS

For client and agency-side researchers, designers, and marketers who are looking to update their approaches, stay current, grow their skills, and better serve the needs of their clients.

KEY TAKE-AWAYS

Audience members will be given a framework for ideation, piloting, testing, and assessing the benefits and values of new approaches to methodology.

Learn how to make those sometimes-difficult decisions about which methods to move forward with, grounded in specific examples from our most recent tests.

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DETAILS

We will share the ins and outs of methodology innovation by sourcing ideas from your internal and external stakeholder teams, setting up pilot tests, refining approaches, and introducing them to your client base.

This discussion works well as a short presentation, or in a more interactive, roundtable setting. In either case, we will start with a framework for gathering new ideas from your team, then unpack how to use beta testing to work out the kinks, test with friendly audiences, and finally how to convince stakeholders of your approach's merit.

Using the customer decision journey (CDJ) framework, we will walk through the following steps to practice innovating your own techniques and methodologies:

- 1. Brainstorm with your team, clients, and vendors**
- 2. Pilot and test techniques with trusted partners until they are ready for prime time**
- 3. Refine your process along the way**
- 4. Decide if, when, and how to launch your approach**

WHY?

Our teams at KNow Research and Scoot Insights continually refresh our methodologies to innovate our in-person, synchronous techniques and make them compatible with our participants' (and clients'!) ever-changing world.

We offer all the traditional market research methodologies (e.g. interviews, focus groups, digital bulletin boards/ diaries, shop-alongs, and usability), as well as our own proprietary techniques (e.g. Pop-Up Insights booths and Scoot Sprints). This discussion will teach you how to create an innovative approach for your own organization!



NO CUSTOMER LEFT BEHIND: KEEPING INSIGHTS ALIVE IN YOUR ORGANIZATION

For client and agency-side researchers who are looking to update their approaches, stay current, grow their skills, and better serve the needs of their clients.

KEY TAKE-AWAYS

Audience members will learn how to create an efficient and effective customer feedback loop within their organization.

Learn why a continual flow of insights is essential to any organization, and how to achieve success with DIY resources and resolve!

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DETAILS

Customer research has a reputation for being lengthy, costly, and potentially overwhelming to undertake. This can leave compelling and insightful feedback out of the learning and development process entirely. By leveraging DIY tools, platforms, processes, and techniques, companies can keep customer insights alive!

This presentation will offer a realistic approach to insights gathering which any organization can implement by giving a crash course in best practices for conducting, optimizing, and utilizing customer insights in order to understand your target audiences and better serve them in the long run.

We will cover the selection of business objectives, methodologies, resources, and tools needed to run your own projects, as well as when, and how, to tap into expert support along the way.

You will learn how to:

- **Assess & maximize your internal/ existing resources**
- **Balance time and budget to find tools and practices that will work best for your organization**
- **Make in-house insights work efficient and effective**
- **Choose appropriate additional tools**

WHY?

In order to gain the richness of understanding which comes from market research, we must challenge ourselves to find ways to fit customer insights into the learning process, how to think creatively, and how to design efficient and effective methodologies.

We want to de-mystify qualitative research, and to help companies not only keep insights in the mix, but to launch their projects and choose their methods strategically so that the insights generated will take root and grow over time, keeping organizations more in-tune with their target audiences needs.



GCUC COWORKING: CASE STUDY

LEARN ABOUT THE FUTURE OF COWORKING THROUGH MIXED METHOD INSIGHTS DESIGN

KEY TAKE-AWAYS

Learn how to update your thought leadership potential through a mixed method approach to research and including all facets of your target audience

We will share a blueprint to get a 360-degree view on how your program / brand compares to other organizations, measure program satisfaction within your community, and expand your reach to those who need it.

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DETAILS

This case study presents the multi-phased approach, our team used to explore the future of coworking for the [GCUC](#) organization.

Findings gave GUCU a clear communications and messaging strategy to inform a broader audience about their 'unconference conference' and community. The insights also resulted in strategic and tactical marketing efforts, including the education of the broader community about the importance of coworking in the post-pandemic future of work.

BACKGROUND

Every year, our team at KNow Research chooses a deserving non-profit organization for our annual pro-bono project. This year's recipient was GCUC, an organization dedicated to providing a place for the coworking community to connect, collaborate, learn and grow. Rooted in over 30 conferences around the world, with an extensive resource library, place for discussions, curated deals and discounts and more, GCUC provides a home for the industry it serves.

KNow's efforts included a refresh of a community survey, a pop-up intercept approach with non-community members, and participation in the 'unconference conference' to get a well-rounded view of the possibilities for the organization - and coworking as a whole.

WHY?

Our presentation focuses on the actionable outcomes of our GCUC Case Study, and emphasizes ways to help organizations access mixed method insights on a tight budget. Audience members will learn how to conduct this 360-degree assessment of your engaged audiences to get actionable insights to inform strategic and tactical marketing efforts within your community.

You will learn how to use these results for:

- Increasing community support by promoting unique benefits
- Spearheading thought leadership in your industry
- Improving your current content and community engagement
- Capitalizing on improved program content
- Implementing "out of the box" ideas in real world settings



ADAPTIVE QUAL

TOOLS AND APPROACHES FOR QUALITATIVE RESEARCH WHEN THINGS CHANGE

KEY TAKE-AWAYS

Learn new tools to enhance collaboration in online qualitative interviews, consider ways to enhance quantitative studies with qualitative insights, and explore deliverables that are shareable and inspiring for both internal clients and outside stakeholders.

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Using examples from recent projects, the team from KNow Research will demonstrate new ways to approach qualitative research when the tried-and-true won't work. Using case studies from 3 recent projects we will show how qualitative research can be adaptive and agile in data collection, application, and reporting.

BACKGROUND

Qualitative research was ripe for adaptation for many years, but change can be slow. Clients are pressed with deadlines and are wary of being the guinea pig to try new approaches. Each year KNow Research conducts pro bono research that allows us to experiment and prove new techniques that we then use with our clients.

WHY?

As we all learned in 2020, we can't always count on the old ways of conducting research. And even pre-COVID, KNow made it a company priority to always be on the look out for new approaches. Traditional methodologies still have their place but can be expensive and slow turnaround. Insights professionals need new, quick and adaptive methods that allow them to continue to learn from target audiences no matter the data collection instrument, budget and timeline.

You will learn how to:

- Adapt quickly
- Use mixed methods when needed
- Spice up your deliverables
- Engage your participants, your team and your stakeholders

