



Prof. Dr. Mark Heitmann

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Master

Customers and Markets

(Dr. Thomas Schreiner, WS19/20)

Objectives

Successful management requires a thorough understanding of market responses. This course emphasizes the behavioral principles of customer decision making which are driving the relationships between customers and competing companies in a variety of markets. This course intends to develop in-depth knowledge for the assessment of opportunities and threats and for making well-grounded predictions of market outcomes. In particular, the following skills and capabilities will be trained:

1. Proficiency in various means of market orientation.
2. Application of recent scientific evidence on conscious as well as subconscious cognitive and emotional processes for assessing market potential and targeting customers.
3. Learn how to compete over the structure of consumer preferences and how to develop a successful competitive positioning.
4. Understand how to conduct experimental market studies and how to base market-oriented decisions on statistical evidence.

Content

The main topics of this course will be:

1. Basic theories, terms and concepts of market orientation and behavioral decision theory.
2. Positioning and the competitive set: Individual products, assortments and timing strategies.
3. Positioning and market communication: Differentiation and market response, product presentation and the role of environmental cues.

4. Positioning based on emotions: Demand for hedonic attributes, the role of subjective risks and emotional decision conflicts.
5. Current trends in Marketing (e.g., sustainable advantages, competing over social groups)

The course will be based on consumer psychological articles in leading academic journals. Lecture notes, more detailed information on the course schedule as well as reading assignments will be made available at the beginning of the course.

Organisation

Lecture	Fr, 06.12.19 - 31.01.20, 10-14 Uhr
Exercises	On Wednesdays or Thursdays
Contact	Katja Berger (katja.berger@uni-hamburg.de)
Module	Elective course in the area „Marketing“ (Module MA-MAME3)
Credits	6 credits
Language	Lecture and exercise in German; literature in English
Requirements	We recommend sufficient preliminary knowledge in Marketing and Statistics. The course is based on international journal articles. We will not revisit the methodological basics. Students without sufficient preliminary knowledge may have to conduct additional private studies.
Application	Please apply through STiNE (first registration phase)
Exam	Written Exam (60 Minutes), dictionary allowed 1 st round, TBA 2 nd round, TBA