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***“Advertising in the Age of Alexa, AI, and Algorithms or:***

 ***How to Stop Worrying and Build Your Brand”***

**Journalism & Media 438.1**

**Spring 2021/Lou Killeffer**

**Description & Learning Objectives** This is an intensive, seminar-like course requiring active classroom participation exploring advertising and brand theory and their rapidly evolving best practices in response to decades of *continuous digital disruption.* Through selected readings, class discussion, student research, and live interface with some of today’s most enlightened, real-world practitioners, we'll investigate:

* How the never-ending cascade of content on powerful platforms shapes both attitudes and behavior, indeed, how we live our lives, with profound consequences for our shopping behavior, purchase decisions, and the marketing strategies designed to engage consumers through *“advertising”.* ​​
* How and why previously proven marketing communications methods, and entire ad-based business and service models, have been challenged, destroyed, and discarded.
* How and why the fundamental objectives and tools in creating brand-based relationships remain remarkably constant in a dynamic arena driving changes in technology, culture, and commerce, and
* What all this might mean for those students seeking a career in the maturing or emerging wings of the constantly evolving profession…

**Class Meets** **Remotely/Synchronously, 5:30-6:45pm Tues/Thurs, *via******UNC Zoom.*** You’ll find some useful tips here: [**go.unc.edu/tips-zoom-classes**](http://go.unc.edu/tips-zoom-classes). **Please look for my emailed invite with each class link,**join five minutes prior with your laptop - not your phone - on mute, and let’s all stay on mute *while listening to each other* until we talk

**Professor** [Lou Killeffer](https://www.linkedin.com/in/loukilleffer/)

**Phone** 917.327.8963

**Email** loukilleffer@unc.edu

**Office Hours** As I maintain a full schedule at my agency, I technically have no office hours at the University but am happy to speak with any student by phone or email. I can also arrive before or stay after class to discuss something *by appointment*. Please email me to schedule a convenient time.

**Attendance** Your attendance is expected in order to complete the course. If you must miss class, let me know *before* class via email. You cannot miss more than *three* classes without sufficient reason or advanced notice all semester.Should you miss more than threeclasseswithout sufficient reason or advanced notice, *your final grade will be lowered by 5 points* regardless of your performance in class.

**Class Participation** Zoom or no Zoomthis course requires your ***active* *engagement and participation***. You’re expected to direct your attention to the class and our work when we are in session. Please come prepared, be an active listener, share relevant thoughts and opinions, and add to each class discussion and understanding. *Multi-tasking in class with web or mobile-based devices dramatically reduces your ability to contribute and ultimately your grade.* This is simply not an environment where you can successfully participate if you’re not fully engaged.

**Critical Thinking** Advertising and marketing, indeed, business in general requires creativity in all its forms, an open and curious mind, a willingness to continue learning, the free exchange of ideas, and insight driven critical thinking and analytical reasoning - the ability to confidently “connect the dots”.

**Working in Teams** Business also increasingly depends on the collaboration and performance of cross-functional teams. *This has always been true of the ad agency and in-house agency models and will be essential to your work, growth, and success in this class*.

**Original Research Project** You will have a three-month long team research assignment to investigate and understand student media usage, advertising awareness and avoidance, brand awareness, and shopping behavior. Investigating, for example: how much time students spend on various media platforms and formats; how much and what kind of marketing and/or advertising students see daily; how aware they are of the amount they consume; how they’re actually responding to it, pro and con, and why; what personal information students willingly share and what information they will not share; as well as what, if any, concerns students may have about cookies, data capture, and/or privacy, etc.

For example, the assignment may require your team’s choice of: the research sample, going in hypotheses, the overall research design - including applying specific research methods and tools - and a comprehensive report on your methods and key findings. Your report will be both a formal 15-minute Oral Presentation to the Class with accompanying Q&A (where you’ll be expected to answer questions thoughtfully and thoroughly as your answers will influence the appraisal of your work), and a bound and a digital copy of your completed project. You’ll find prior student examples here:

* [**Presentation/d/14ZQBESK-GVitP2GXFoRxbLZj\_tyW8m9rJMCfHhsGh58/edit#slide=id**](https://docs.google.com/presentation/d/14ZQBESK-GVitP2GXFoRxbLZj_tyW8m9rJMCfHhsGh58/edit#slide=id.g6bd8f88701_1_0)
* [**Presentation/d/1mB34cTeC1dNnpXpb6tRHN3DnbP2VVMGXlB33Z6**](https://docs.google.com/presentation/d/1mB34cTeC1dNnpXpb6tRHN3DnbP2VVMGXlB33Z670nTw/edit?usp=sharing)
* [**Presentation/d/1nc6XwT8FbFeLQ6frMFHbbwl\_T7bm7RWDBa\_bTd**](https://docs.google.com/presentation/d/1nc6XwT8FbFeLQ6frMFHbbwl_T7bm7RWDBa_bTdmvQaE/edit?usp=sharing)

**Guest Speakers** active in advertising, marketing, and public relations, who’re quite literally writing the book on what you’ll study this semester, will join us as the course progresses. We’ll provide each of them *a concise list of your questions* *before hand* to ensure their visit and your learning are most rewarding.

**Required Reading** Our class discussions, and your exams, will proceed from the required reading, including:

* **Confessions of an Advertising Man**, David Ogilvy, 2013 edition **Key**: Chapter I *How to Manage an Advertising Agency*; Chapter II *How to Get Clients;* Chapter III *How to Keep Clients;* Chapter IV *How to Be a Good Client*; Chapter V *How to Build Great Campaigns*
* **Frenemies: The Epic Disruption of the Ad Business (and Everything Else)** Ken Auletta, 2018 **Key**: Introduction; Chapter 1 *The Perfect Storm*; Chapter 2 “Change Sucks”; Chapter 3 *Goodbye Don Draper;* Chapter 5 *Anxious Clients;* Chapter 7 *Frenemies;* Chapter 9 *The Privacy Time Bomb;* Chapter 10 *The Consumer as Frenemy;* Chapter 12 *More Frenemies;* Chapter 13 *Marketing Yak-Yaks and Mounting Fear;* Chapter 14 *The Client Jury Reaches its Verdict*; Chapter 16 *Mad Men to Math Men* Chapter 17 *Dinosaurs or Cockroaches*; Chapter 18 *Goodbye Old Advertising Axiom*
* **ZAG: The Number One Strategy of High-Performance Brands**, Marty Neumeier, 2007 **Key**: Introduction; Part 1 Finding Your Zag; Part 2 *Designing Your Zag;* Part 3 *Renewing Your Zag*
* **The Belief Economy: How to Give a Damn, Stop Selling, and Create Buy-In**, David Baldwin, 2017 **Key**: John Replogle’s Forward; Introduction; Chapter I *A New Kind of Consumption and Why it Might Consume You;* Chapter III *Capitalism as a Force for Good, Proving Once and For All, Karl Marx was a Schmuck;* Chapter IV *Why You Should Think of* *Your Brand as a Verb*; Chapter VI *You Don’t Have to Live Like a Saint to Save the World*; Chapter VII *How to Become a Belief Driven Brand by Doing Good*; Chapter VIII *The Crime of the Century: The Great Social Media Hoodwink*
* **Topic Summaries/Course Handouts** Additional required reading will include:
* [*Advertising-in-the-Age-of-Alexa*](https://www.fivemilerivermktg.com/single-post/2017/09/26/Advertising-in-the-Age-of-Alexa)
* *Social Media During COVID-19*
* *2020 Holiday Shopping*
* *2020 Marketing Trends*
* *Keeping Current*
* [*David-Ogilvy-on-First-Principles*](https://www.fivemilerivermktg.com/single-post/2017/09/11/David-Ogilvy-on-First-Principles)
* [*How-to-Build-a-Dynamic-Brand*](https://www.fivemilerivermktg.com/single-post/2017/01/18/How-to-Build-a-Dynamic-Brand)

# [*3 Ways to Win Reopening*](https://www.fivemilerivermktg.com/post/3-ways-to-win-reopening)

# [*"Hey Alexa, what just happened here?"*](https://www.fivemilerivermktg.com/post/hey-alexa-what-just-happened-here)

* [*Frenemies-by-Ken-Auletta*](https://www.fivemilerivermktg.com/single-post/2018/09/09/From-Mad-Men-to-Math-Men-Frenemies-by-Ken-Auletta)
* *FB*
* *FB 2020*
* *Google*
* [*The-Genius-of-Iconic-Brands*](https://www.fivemilerivermktg.com/single-post/2017/06/06/The-Genius-of-Iconic-Brands)
* *Amazon*
* [*Consumer-Centric-Companies*](https://www.fivemilerivermktg.com/single-post/2017/01/03/12-Defining-Characteristics-of-Consumer-Centric-Companies)
* *Ecommerce*
* *Voice Search*
* *Client/Agency Challenges*
* [*Challenges-CMOs-Face-Today*](https://www.fivemilerivermktg.com/single-post/2018/09/23/Trust---the-Challenges-CMOs-Face-Today)
* *Chatbots*
* *Soaring Mobile Ad Spend*
* [Age-of-surveillance-capitalism](https://www.theguardian.com/technology/2019/jan/20/shoshana-zuboff-age-of-surveillance-capitalism-google-facebook)
* *Artificial Intelligence*
* [A-sprawling-surveillance-state](https://theintercept.com/2019/02/08/jeff-bezos-protests-the-invasion-of-his-privacy-as-amazon-builds-a-sprawling-surveillance-state-for-everyone-else/)
* [*What-your-brand-sounds-like*](https://www.fivemilerivermktg.com/single-post/2019/03/26/Yes-it-matters-what-your-brand-sounds-like)
* [*For-Whom-the-Bell-Tolls*](https://www.fivemilerivermktg.com/single-post/2019/03/10/For-Whom-the-Bell-Tolls)
* [*Looking-for-a-Reason-to-Believe*](https://www.fivemilerivermktg.com/single-post/2017/11/13/Looking-for-a-Reason-to-Believe)
* [*Mad-Men-Seek-Math-Men*](https://www.fivemilerivermktg.com/single-post/2019/06/08/Mad-Men-Seek-Math-Men)

**If, for whatever reason, you’re disinterested** *in actively participating in class, creativity and critical thinking, the required reading, project-based learning, the perspectives of speakers from the profession, or uncomfortable with close teamwork and collaboration with your student peers* ***then this is not the class for you!***

**Evaluations**

# **Grade** **Minimum Percentage Required**

A 93

A- 90

B+ 87
B 83
B- 80

C+ 77
C 73

C- 70

D+ 67
D 60

F 59 and below

**Your Course Grades** will consist of the work you complete with your team and your individual performance.

**Team Component**

* Take Home Exam 10%
* Research Project 30%

**Individual Component**

* Attendance & Class Participation 20%
* Mid-Term Exam 20%
* Final Exam 20%

**Honor Code** Each student will conduct herself or himself within the guidelines of the University honor system ([**http://honor.unc.edu**](http://honor.unc.edu/)). All academic work should be done with the high levels of honesty and integrity that the University demands. You’re expected to produce your own work. If you have any questions about your responsibility or your instructor’s responsibility under the Honor Code, please see me, Senior Associate Dean Charlie Tuggle, or speak with the Student Attorney’s Office or the Office of the Dean of Students.

**Seeking Help** If you need individual assistance, it’s *your* responsibility to meet with the professor. If you are serious about improving your performance in the course, the time to seek help is as soon as you’re aware of the problem, whether the problem is difficulty with the course material, a disability, or an illness.

**Diversity** Policy on Prohibiting Harassment and Discrimination is outlined in the Undergraduate Bulletin [**http://www.unc.edu/ugradbulletin/**](http://www.unc.edu/ugradbulletin/). UNC is committed to providing an inclusive and welcoming environment for all members of our community and does not discriminate in offering access to its educational programs and activities on the basis of age, gender, race, color, national origin, religion, creed, disability, veteran’s status, sexual orientation, gender identity, or gender expression.

**Special Accommodations** If you require special accommodations to attend or participate in this course, please let the instructor know as soon as possible. If you need information about disabilities visit the Accessibility Services website at [**https://accessibility.unc.edu/**](https://accessibility.unc.edu/)

**Accreditation** The School of Media and Journalism’s accrediting body outlines a number of values you should be aware of and competencies you should be able to demonstrate by the time you graduate from our program. Learn more here: [**PROGRAM/PRINCIPLES.SHTML#vals&comps**](http://www2.ku.edu/~acejmc/PROGRAM/PRINCIPLES.SHTML#vals&comps)No single course could possibly give you all of these values and competencies; but collectively, our classes are designed to build your abilities in each of these areas with special emphasis on these:

1. Understand and apply the principles and laws of freedom of speech and press for the country in which the institution that invites ACEJMC is located, as well as receive instruction in and understand the range of systems of freedom of expression around the world, including the right to dissent, to monitor and criticize power, and to assemble and petition for redress of grievances.

2. Demonstrate an understanding of the history and role of professionals and institutions in shaping communications.

3. Demonstrate an understanding of gender, race ethnicity, sexual orientation and, as appropriate, other forms of diversity in domestic society in relation to mass communications.

4. Demonstrate an understanding of the diversity of peoples and cultures and of the significance and impact of mass communications in a global society.

5. Understand concepts and apply theories in the use and presentation of images and information.

6. Demonstrate an understanding of professional ethical principles and work ethically in pursuit of truth, accuracy, fairness and diversity.

***7. Think critically, creatively, and independently.***

**8. *Conduct research and evaluate information by methods appropriate to the communications professions in which they work.***

***9. Write correctly and clearly in forms and styles appropriate for the communications professions, audiences and purposes they serve.***

10. Critically evaluate their own work and that of others for accuracy and fairness, clarity, appropriate style and grammatical correctness.

11. Apply basic numerical and statistical concepts.

12. Apply tools and technologies appropriate for the communications professions.

**Current Class Schedule** *Which may change to accommodate the needs of the class or our guests:*

**Class 1 Jan 19 *Welcome to Continuous Disruption & Why It’s Here to Stay***… Introduction, Overview, Expectations, Syllabus & Reading List,

 Student Questionnaires, LK, Sherpa, Research Project

**Class 2 Jan 21 *Advertising in the Age of Alexa, AI, and Algorithms or: How to Stop Worrying and Build Your Brand*** Research Project Teams Assigned, Calendar Review

 **` Read:** [*Advertising-in-the-Age-of-Alexa*](https://www.fivemilerivermktg.com/single-post/2017/09/26/Advertising-in-the-Age-of-Alexa)Confessions of An Advertising Man, Chapter I *How to Manage an Advertising Agency*; Chapter II *How to Get Clients*

**Class 3 Jan 26 *Introducing David Ogilvy: the “Father of Advertising”***

**Read:**Confessions of An Advertising Man, Chapter III *How to Keep Clients;* Chapter IV *How to Be a Good Client;* **Topic Summaries**: *Social Media During COVID-19*, *2020 Holiday Shopping* and *2020 Marketing Trends*

**Class 4 Jan 28 *David Ogilvy “The Father of Advertising” and his Children***

**Read:** [*David-Ogilvy-on-First-Principles*](https://www.fivemilerivermktg.com/single-post/2017/09/11/David-Ogilvy-on-First-Principles)*,* Confessions of An Advertising Man, Chapter V *How to Build Great Campaigns*

**Class 5 Feb 2  *From Commodity to Product to Brand***

 **Read:** [*How-to-Build-a-Dynamic-Brand*](https://www.fivemilerivermktg.com/single-post/2017/01/18/How-to-Build-a-Dynamic-Brand)

**Class 6 Feb 4 *From Commodity to Product to Brand***

**Read:** [*3 Ways to Win Reopening*](https://www.fivemilerivermktg.com/post/3-ways-to-win-reopening)

**Class 7 Feb 9** ***Facebook and Google: “The Digital Duopoly”***

Read**:** Frenemies, Introduction, Chapter *1 The Perfect Storm*; Chapter 2 “Change Sucks”; Chapter 3 *Goodbye Don Draper* [*Frenemies-by-Ken-Auletta*](https://www.fivemilerivermktg.com/single-post/2018/09/09/From-Mad-Men-to-Math-Men-Frenemies-by-Ken-Auletta)*;* **Topic Summaries:** *FB, FB 2020, and Google*

**Class 8 Feb 11 *There are Brands and then There are Iconic Brands***

**Read:** [*The-Genius-of-Iconic-Brands*](https://www.fivemilerivermktg.com/single-post/2017/06/06/The-Genius-of-Iconic-Brands) **Topic Summary:** *Amazon*

**Project Team Take Home Exam**

 **Feb 16 Independent Study - No Class - UNC “Wellness Day”**

**Class 9 Feb 18 The *Twelve Characteristics of Consumer Centric Companies***

**Read**: [*Defining-Characteristics-of-Consumer-Centric-Companies*](https://www.fivemilerivermktg.com/single-post/2017/01/03/12-Defining-Characteristics-of-Consumer-Centric-Companies) and Frenemies, Chapter 5 *Anxious Clients;* **Topic Summaries:** *Ecommerce & Voice Search*

**Class 10 Feb 23** ***Agency or Client: Taking Orders versus Making Decisions?***

 **Read: Topic Summary:***Client/Agency Challenges* and

[*Trust---the-Challenges-CMOs-Face-Today*](https://www.fivemilerivermktg.com/single-post/2018/09/23/Trust---the-Challenges-CMOs-Face-Today)

**Project Team Take Home Exams Due**

**Class 11 Feb 25 *Amazon’s Most Critical Insight***

 **Read:** Frenemies, Chapter 7 *Frenemies* & Chapter 9 *The Privacy Time Bomb* and **Topic Summary:** *Chatbots*

**Class 12 Mar 2 *The “Most Personal Device” Anyone’s Ever Had is Also the Most Dominant Ad Platform with 7.2BN Global Users that Are Always On (and What’s Working/Not?)***

**Read:** **Topic Summaries:** *Soaring Mobile Ad Spend* and *The Privacy Paradox*

**Class 13 Mar 4  *The Seismic Ad Shift From Creating Interest to Intent: Predicting Behavior and the Rise of “Surveillance Capitalism” (and Course Gut Check)***

# **Read:** [Age-of-surveillance-capitalism](https://www.theguardian.com/technology/2019/jan/20/shoshana-zuboff-age-of-surveillance-capitalism-google-facebook) and [*"Hey Alexa, what just happened here?"*](https://www.fivemilerivermktg.com/post/hey-alexa-what-just-happened-here) and [amazon-builds-a-sprawling-surveillance-state](https://theintercept.com/2019/02/08/jeff-bezos-protests-the-invasion-of-his-privacy-as-amazon-builds-a-sprawling-surveillance-state-for-everyone-else/) and **Topic Summary:** *Artificial Intelligence*

**Class 14 Mar 9 Team Research Project Discussion: Objective, Sample, Hypotheses, Methodology and Design**

 **Read:** Frenemies, Chapter 10 *The Consumer as Frenemy*

 **Mar 11 Independent Study - No Class - UNC “Wellness Day”**

# **Midterm Mar 16**  **Midterm Exam: Short Concise Answer/Fill in the Blank, from Your Reading and Our Class Discussions via UNC Zoom**

**Class 16 Mar 18 *What’s New with Amazon, Alexa and Voice***

**Guest Speaker**: **Patrick Givens, Principal Product Marketing Manager, Audio Advertising Lead, Amazon**

 **Read:**Frenemies, Chapter 12 *More Frenemies,* *and* [*Yes-it- matters-what-your-brand-sounds-like*](https://www.fivemilerivermktg.com/single-post/2019/03/26/Yes-it-matters-what-your-brand-sounds-like)

**Class 17 Mar 23 *Fall of Advertising and the Rise of PR* Guest Speaker: Grace**

**Ricks, Digital Marketing Specialist, Kaitlyn Goforth, Account Manager, Hayley Gardner, Account Specialist, Eckel & Vaughn, Raleigh Read:**Frenemies, Chapter 13 *Marketing Yak-Yaks and Mounting Fear;* Chapter 14 *The Client Jury Reaches its Verdict*; Chapter 16 *Mad Men to Math Men*

**Class 18 Mar 25** ***Q & A on Creativity, Brands, and Marketing*** **Guest Speaker**: **Lee Maschmeyer**, **CCO, Chobani, NYC** on brand building in direct response to the disruptive force of the internet – and taking creative responsibility in-house

**Read**: [*For-Whom-the-Bell-Tolls*](https://www.fivemilerivermktg.com/single-post/2019/03/10/For-Whom-the-Bell-Tolls)

**Class 19 Mar 30 Team Research Project**: **First Check-In**

 **Read:** Frenemies, Chapter 17 *Dinosaurs or Cockroaches*; Chapter 18 *Goodbye Old Advertising Axioms*

**Class 20 Apr 1 Reading Review of Classes 18, 19, 20, and 21**

**Read:** ZAG Intro; *Part 1, Part 2, Part 3*

**Class 21 Apr 6 *The Client Side of the Belief Economy* Guest Speaker: Jim**

**Geikie,** **Partner, One Better Ventures, Raleigh** on developing consumer brands that have *“a positive impact on the world”*

from Burt’s Bee’s to Leesa Sleep

**Read:** [*Looking-for-a-Reason-to-Believe*](https://www.fivemilerivermktg.com/single-post/2017/11/13/Looking-for-a-Reason-to-Believe)

**Class 22 Apr 8** **Team Research Project**: **Final Check-In**

 **Read:** The Belief Economy, Forward; Introduction; Chapter I *A New Kind of Consumption and Why it Might Consume You;* Chapter III *Capitalism as a Force for Good, Proving Once and For All, Karl Marx was a Schmuck*

**Class 23 Apr 13** ***The Belief Economy* Guest Speaker: Phil Simons, AE,**

**Baldwin&**

 **Read:** The Belief Economy, Chapter IV *Why You Should Think of*  *Your Brand as a Verb*; Chapter VI *You Don’t Have to Live Like a Saint to Save the World*

**Class 24 Apr 15** ***What’s Going on at Google These Days***

**Guest Speaker: Jalea Morris, Google Cloud for Telco, Media & Entertainment**

 **Read:** The Belief Economy, Chapter VII *How to Become a Belief Driven Brand by Doing Good*; Chapter VIII *The Crime of the Century-ish: The Great Social Media Hoodwink*

**Class 25 Apr 20**  ***A Tar Heel View from Manhattan***

**Guest Speaker: Anushka Jain, Analyst, Kantar, NYC** on her current entry-level job experience in the marketing world, what goes on, what she learned in school that she’s using now and what matters most and what doesn’t in succeeding at her job

 **Read:** [*Mad-Men-Seek-Math-Men*](https://www.fivemilerivermktg.com/single-post/2019/06/08/Mad-Men-Seek-Math-Men)

**Class 26 Apr 22**  **Class Wrap & Review; Prep to Final Exam**

**Class 27 Apr 27 *Presentations of Team Research Projects***

**Class 28 Apr 29 *Presentations of Team Research Projects***

# **Final Exam4pm May 14 Short Concise Answer/Fill in the Blank, from Your Reading and Our Class Discussions via UNC Zoom**



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12 January 2021