

Report Price: £3174.67 | \$3995.00 | €3701.03

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



In Canada, 18-34s represent close to one-quarter (23%) of the population. An open-minded segment, they have a strong sense of individuality with an optimistic outlook, of the belief that they have the power to impact change in the world. They feel understood by marketers, though not well represented in ads.

- Carol Wong-Li, Senior Analyst, Lifestyles and Leisure

# This report looks at the following areas:

- 18-34s feel understood by marketers but not well represented
- Millennials expect more from brand marketing efforts
- . Feeling too connected doesn't equate to an interest in fully disconnecting

Being highly connected, online reviews are now weighted on par with personal recommendations. Though connectivity is important, real connections remain rooted in physically spending time with others

# BUY THIS REPORT NOW

**VISIT:** store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533

> Brazil 0800 095 9094

Americas +1 (312) 943 5250

+86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

**EMAIL:** reports@mintel.com

**DID YOU KNOW?** 

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £3174.67 | \$3995.00 | €3701.03

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

### **Table of Contents**

#### Overview

What you need to know

Definitions

### **Executive Summary**

The issues

### 18-34s feel understood by marketers but not well represented

Figure 1: Attitudes towards how well marketing efforts resonate, November 2016

#### Millennials expect more from brand marketing efforts

Figure 2: Characteristics of social media posts enjoyed, 18-24s vs 25-34s, November 2016

# Feeling too connected doesn't equate to an interest in fully disconnecting

Figure 3: Agreement with 'I make a point to take time to unplug from technology', Millennials vs average Canadians (18+), November 2016

#### Opportunities

### Millennials are interested in making an impact on the world

Figure 4: Belief in ability to impact change and influence others, 18-34s vs 25-34s, November 2016

### 18-34s want to put their stamp on marketing

Figure 5: Desire for input on creation of ad campaigns, 18-24s vs 25-34s, November 2016

# Get physical: Millennials love getting stuff in the mail

Figure 6: Agreement with 'I love getting stuff in the mail', Women & mothers vs overall, November 2016

What it means

# The Market - What You Need to Know

One in five Canadians are Millennials

Millennials are more susceptible to economic changes

Exposure to greater diversity leads to more cultural interests

### **Market Factors**

# Close to one-quarter of the Canadian population are Millennials

Figure 7: Canadian population, by age group, 2016

# Millennials are financially responsible

# Though working, 18-34s most likely to feel the economic pinch

Figure 8: Monthly movement in selected components of the Canadian Consumer Price Index, seasonally adjusted, December 2011-December 2016

# Increasing diversity opens Millennials to more options

Figure 9: Region of birth of immigrants, by period of immigration, Canada, 2011

# **Key Trends - What You Need to Know**

# Millennials are more socially minded and will seek out like-minded brands

Technology creates connections - even helping Millennials go offline

What's Working?



VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 EMAIL: reports@mintel.com



Report Price: £3174.67 | \$3995.00 | €3701.03

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

# Giving consumers a reason to choose their brand

### Tuning in to the interests of 18-24s

Figure 10: DiGiorno Pizza Anthem Featuring Von Miller & Redfoo, January 2017

Millennials care about the community

# What's Not Working?

Millennials are ready to turn their backs on brands that don't share their values

### Millennials may be more sedentary

Figure 11: Body mass index, self-reported rate of being overweight or obese among Canadian adults, 2010-14

Figure 12: Make room for play, December 2015

### What's Next?

Technological connectedness to help Millennials disconnect

Let's get together! Simplifying the decision-making process for the group - Pimmr app

When a watch and a phone case leads to real interactions - Moodlock by Nescafé China

### The Consumer - What You Need to Know

Millennials are influenced by/influencers of their peers

Feeling too connected does not mean there's interest in fully disconnecting

Feeling understood by marketers, but not seeing themselves in ads

Attention is awarded to brands that aren't marketing for marketing's sake

Online reviews are seen as on par with personal recommendations

# **Being Influenced vs Influencing**

# Parents and friends are influential on Millennials

Figure 13: Influence of parents and friends on attitudes and opinions, by age, November 2016

Opportunity for brands to leverage parental influence on 18-24s

# Friends play a role in Millennials' sense of style

Figure 14: Style influences, 18-24s & 25-34s vs average Canadian (18+), November 2016

### Millennials feel they have a voice that is heard

Figure 15: Belief in ability to impact change and influence others, 18-34s & 25-34s vs average Canadian (18+), November 2016

# Everybody wins: helping Millennials make an impact will bring gains

Enhancing the ability to influence on social media will resonate with LGBT Millennials

# **Individuality vs Fitting In**

### Individuality is prized and respected

Figure 16: Attitudes towards self-expression (any agree), November 2016

### LGBT and women drive acceptance of gender experimentation

Figure 17: Acceptance of people experimenting with gender, LGBT vs all Millennials, November 2016

# **Being Connected vs Switching Off**

### Personal time for themselves is desired

Figure 18: Attitudes towards being connected and alone time, November 2016

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 | **EMAIL:** reports@mintel.com



Report Price: £3174.67 | \$3995.00 | €3701.03

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

### Millennial parents more likely to crave alone time

Figure 19: Company is Coming, Cold & Flu, Tylenol Complete Liquid Gels, November 2015

### For Millennials, hyper connectedness does not necessarily equate to desire for full disconnectedness

Figure 20: Agreement with 'I make a point to take time to unplug from technology', Millennials vs average Canadians (18+), November 2016

### True connections still formed in person

Figure 21: Agreement with the need to spend time in-person to feel connected, Millennials vs average Canadian (18+), November 2016

Figure 22: Agreement with `I do not spend enough time with others face-to-face', Millennials vs average Canadian (18+), November 2016

#### Millennials and Marketing

### Millennials feel understood but not represented

Figure 23: Attitudes towards how well marketing efforts resonate, November 2016

### Parents seeing greater resonance

Figure 24: Feeling understood and portrayed in ads, Parents vs Non-parents, November 2016

#### Market to the individual rather than the collective

Figure 25: Tide HE Turbo Clean: Baby food, June 2015

# Socializing with social media

### Getting physical: direct mail interests Millennials

Figure 26: Agreement with 'I love getting stuff in the mail', Women & mothers vs overall, November 2016

### **Social Media Preferences**

# Millennials want to be entertained and learn something

Figure 27: Characteristics of social media posts enjoyed, November 2016

# Younger consumers expect more from brands

Figure 28: Characteristics of social media posts enjoyed, Millennials vs the average Canadian, November 2016

# Parents want to learn something – but from real people

### Moms want to see the real deal

Figure 29: There are more ways to eat well this January at Iceland, January 2017

Figure 30: The Perfect Steak Dinner with Channel Mum, October 2016

# Music should be instrumental in reaching 18-24s

Figure 31: Entertainment and music value of social media posts enjoyed, by age, November 2016

### Staying On-Trend

# 18-24s pay attention to music, tech and social media

Figure 32: Trends interest, by age, November 2016

# 18-24s generally follow industries they can afford

# Feed me! Parents are paying attention to trends related to food

Figure 33: Keeping up with food trends, mother and father, November 2016  $\,$ 

# **Millennials and Online Shopping**

### Online reviews hold credibility

Figure 34: Attitudes towards online shopping, Millennials vs the average Canadian (18+), November 2016

Online reviews are on par with personal recommendations for 73% of parents

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com



Report Price: £3174.67 | \$3995.00 | €3701.03

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

### Shipping costs and product range remain an obstacle

### Bring on the goods: Millennials want a greater range of products online

Figure 35: Agreement with shopping more online if more products available in Canada, Millennials vs the average Canadian (18+), November 2016

The cost of entry is free shipping for 72% of Millennials

# Millennials: Canadian vs American

# 25-34s: marketing resonating stronger with Americans than Canadians

# Canadian 25-34s feeling left out in the cold compared to Americans the same age

Figure 36: Feeling understood and portrayed in ads, Canadians 25-34 vs Americans 25-34, November 2016 (Canada)/February 2016 (US)

Figure 37: How Millennials see themselves, Canadians 25-34 vs Americans 25-34, November 2016 (Canada)/February 2016 (US)

### Canadian 25-34s are more judgemental

Figure 38: Millennials see other Millennials as 'responsible', Canadians 25-34 vs Americans 25-34, November 2016 (Canada)/February 2016 (US)

# Canada's lag in online shopping is evident among Millennials

# Canadian Millennials are less likely to prefer shopping online

Figure 39: Preference for online shopping over in-store, Canadian Millennials vs American Millennials, November 2016 (Canada)/February 2016 (US)

# Less confidence is held towards online reviews for Canadian Millennials

Figure 40: Trust online reviews as much as personal recommendations, Canadian Millennials vs American Millennials, November 2016 (Canada)/February 2016 (US)

# **Appendix - Data Sources and Abbreviations**

Data sources

Consumer survey data

Consumer qualitative research

Abbreviations and terms

Abbreviations

APAC +61 (0) 2 8284 8100 EMAIL: reports@mintel.com