

## Fredericksburg Regional Chamber of Commerce

### Social Media Workshop

March 10, 2011

Presentation collaborators:

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#### **Agenda**

Start with Planning

Brief Overview – Big Five

What are Benefits?

What are Issues?

Let's Look at some Case Studies.





http://www.youtube.com/watch?v=1FZ0z5Fm-Ng





## Planning: Finding Your Sweet Spot





#### **The Four Sweet Spot Components**

**Your Business** 

Your "Buyers"

**E-Marketing Channels** 

**Business Resources** 





### **Your Business**

Your Buyers

E-Marketing Channels

**Business Resources** 





#### **The Business Profile Has Three Major Inputs**

Your Offerings

The Business's Physical Presence

**Current Marketing Efforts** 





**Your Business** 

**Your Buyers** 

E-Marketing Channels

**Business Resources** 





#### **Get Inside Your Buyer's Head**

- 1. Understand their problems, using their language.
- 2. Focus your message on solving their problems, *using* their language.

3. Know where your buyers go to look for solutions to those

problems.

4. Be there.





#### **Business vs. Buyer-Focused Problem Statement**

#### **Business-Focused:**

The client is struggling because their business has poorly structured policies and procedures that create inefficiencies. The owner needs to work longer hours to make up for it.

#### **Buyer-Focused:**

My spouse is complaining because I work too many hours on my business and I'm never home. Sometimes I even have to miss my kids' sports events because I work Saturdays to try to catch up. I can never seem to get out from under this pile.





**Your Business** 

Your Buyers

### **E-Marketing Channels**

**Business Resources** 





#### What is a Channel?

A "Channel" is a communication mechanism, a way to distribute your marketing message.

There are many!





#### **What Channels Are Available?**

#### Traditional Internet Marketing

A professional website

Pay-per-click advertising

E-Mail marketing

Article marketing

News releases

Online shopping directories

E-commerce

Affiliate marketing

Search engine marketing

Specialty directories

Local directories

#### Social Media Marketing

Social networking

Ratings and reviews sites

Social bookmarking

Blogging & micro-blogging

Local directories

Coupon sites

Mobile advertising

Professional online networking

Multimedia / Video

**Answer Sites** 

Online groups /communities

How do I decide which ones will work for me?

Research!





**Your Business** 

Your Buyers

E-Marketing Channels

**Business Resources** 





### **Determining Your Time Commitment**

How much time and/or money are you willing and able to commit?

Most online tools don't cost (much) money, but hiring someone to do the work does.

Different activities take different amounts of time.





#### **Put It All Together**

Look at each channel and ask these questions...

- Does my current business profile/culture/climate fit with this channel?
- 2. Are my buyers using this channel to solve their problems/fill their needs?
- 3. Can I consistently invest the amount of time needed to successfully leverage this channel?
- 4. Does it fit with the other channels I am considering?





## **Build A Roadmap**





#### Create a 6-Month Plan

Throttle – introduce one new thing each month

**Prioritize** 

Define specific time blocks.

- Weekly
- Daily







### Measure ROI





#### **Tools for Measuring Success**

Google Analytics

Google Alerts

**Landing Pages** 

Comments

Followers & Fans

Likes, Forwards and Shares





## The Big Five





### The Big Five

- Facebook >600 million
- Twitter > 200 million
- Blogs 133 million
- LinkedIn > 100 million
- YouTube > 85 million





#### **Facebook**

- 1 out of every 12 people on earth, half log in daily – 46% men, 54% women
- 35+ demographic represents 1/3 of user base
- 18-34 year olds 48% check FB right when they wake up, 28% on mobile phones before getting out of bed
- 71% of U.S. web audience on FB

Source: Mashable.com





#### **Twitter**

- 1 out of 36 people on earth 48% men, 52% women 60% outside U.S.
- 52% update status daily 37% login through mobile device
- 25% follow a brand, 67% will purchase that specific brand
- 48% of user base is "in college" but ony 8% of teenagers report use

Source - gigaom.com and Pew Internet & American Life Project





### **Blogging**

- Key tactic in "owned media" and website search engine optimization
- May be declining in use among teens (about half as many bloggers since 2006)
- Use appears to be growing in 35+ demographic
- Mobile 47% of American adults use cell phones and tablets computers to get their news

Source - Pew Internet & American Life Project





#### LinkedIn

- Replacing the Rolodex and email lists
- 44 million U.S., 56 million non-U.S.
- 17 million in groups, 1.2 million posts and comments per week
- 6 million+ sales professionals; 4 million+ engineers; 4 million+ IT professionals; 2.5 million+ finance professionals; 1.4 million+ accounting professionals

Source - LinkedIn.com





#### YouTube

- 38 million daily visitors about 100 million visits per day – 2 billion views
- 62% of visitors in 35+ demographic
- Average user spends 15 minutes a day watching
- Second largest search engine on internet

Source - Google Adwords and YouTube.com





# Facebook and LinkedIn

**Up-Close & Personal** 





### Facebook – strengths and weaknesses

- Now nearly 700mm, granular to user and operator
- Friends social activity and messaging
- Fans word of mouth
- Like more word of mouth across platforms
- Ads highly specific targets, these are your friends



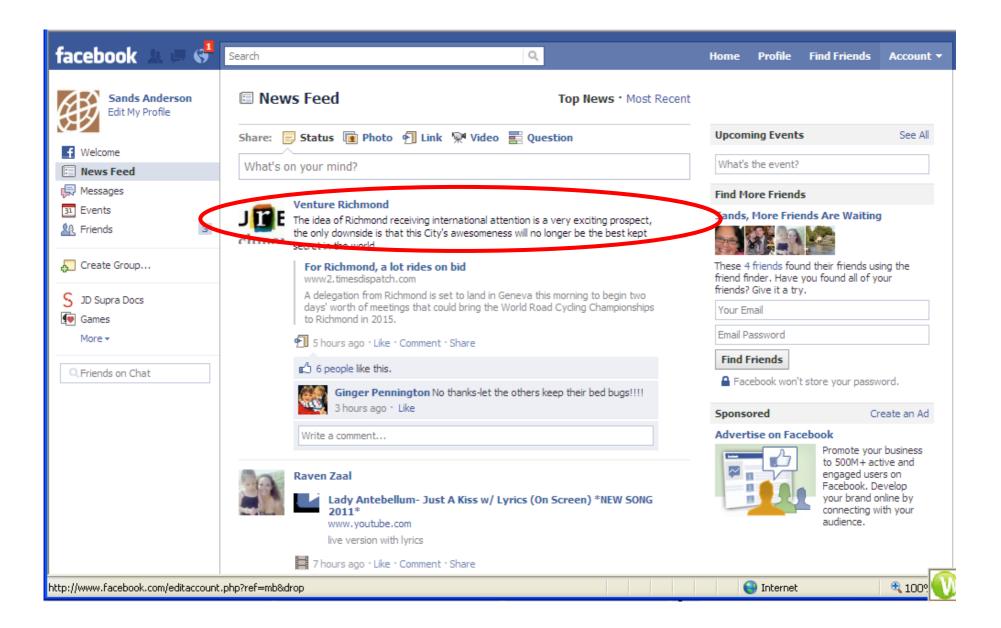


#### Facebook - How To

- Status update is key 90% of Facebook users interact via the news feed ("Home")
- Offers and interests must go together
- Friends and Fans are the main distribution channels
- If you are in other channels, automate your updates















#### Sands Anderson

#### Could Your Web Site Hale You Into a Far-Flung Lawsuit?

Sands has just uploaded a new document to JD Supra

These days most businesses have web sites of some sort. Have you ever wondered if a dissatisfied or injured customer in Peoria, Illinois or Honolulu, Hawaii could make you defend a lawsuit in their state just because they can view your website there? This ...

S Friday at 3:20pm via JD Supra Docs · Like · Comment · Read Document

#### Sands Anderson

#### How local is a local business license?

Sands has just uploaded a new document to JD Supra

In a March 4, 2011 decision, the Virginia Supreme Court dealt a blow to localities attempting to collect local business license taxes from multi-state companies which engage in lending and credit transactions (in this case, Ford Motor Credit Company) in Vi...

#### See More

May 4 at 3:30pm via JD Supra Docs · Like · Comment · Read Document





WIND DEGICAL TO WITHYERE

Play Dragons of Atlantis!

search.mylife.com

Create Your World Create your empire, grow your army, and rule the world in the most advanced game on facebook. Click here to play now!

MvLife can tell you if

someone is looking for

vou! Click Here to find

Build a great and powerful city, raise an

army and train mighty Dragons in the best new

MMO on Facebook.



#### Sands Anderson

#### **Constitutional Ruminations in Boston**

Sands has just uploaded a new document to JD Supra

My attendance at a legal conference in Boston has allowed me a chance to reflect on the remarkable stability of our country's legal system. Clearly, to err is human and our judicial branch has had and will have numerous screw ups. Yet, I am chastened by th...

#### See More

S April 30 at 12:10pm via JD Supra Docs · Like · Comment · Read Document

#### RECENT ACTIVITY

Sands and Renee Marshall are now friends, Like Comment





🔩 100°

**David Saunders** 

C. Thomas Ebel

Sands Anderson

Marks & Miller

Venture Richmond





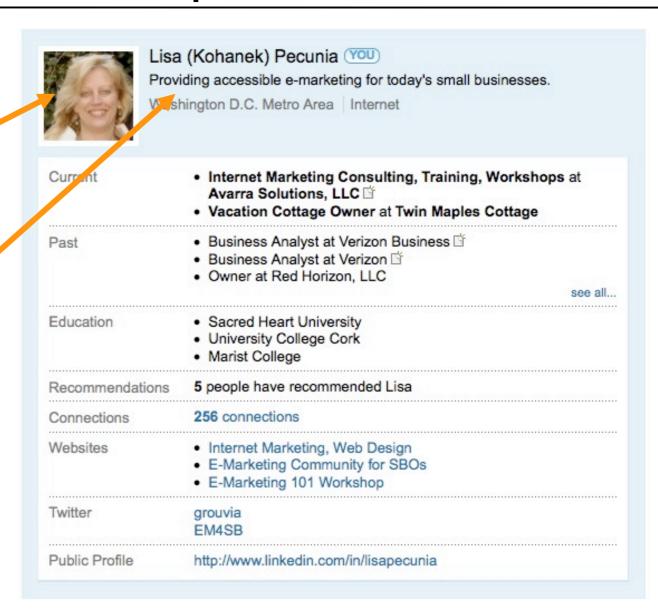


#### **Picture**

Professional-looking headshot of you.

#### **Headline**

5-second elevator pitch.







#### Job Title(s)

Use skills, not a role.

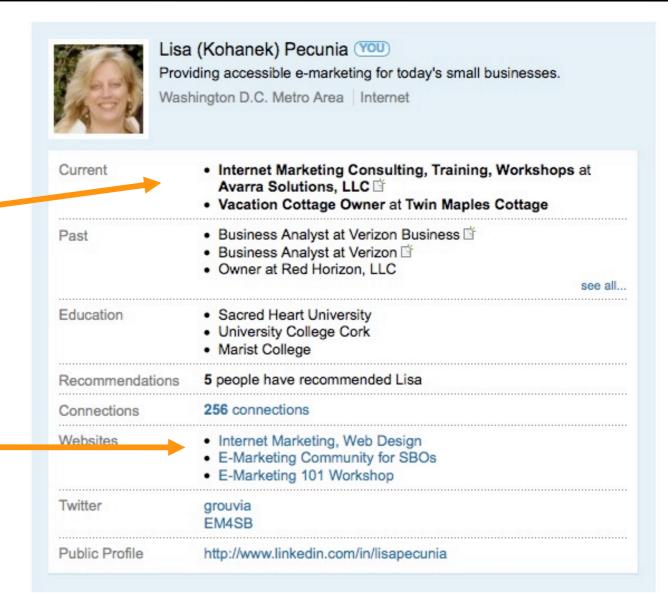
"Expert E-Marketer,"

not

"CEO / Founder"

#### **Links**

Use all three. Title them with keywords.

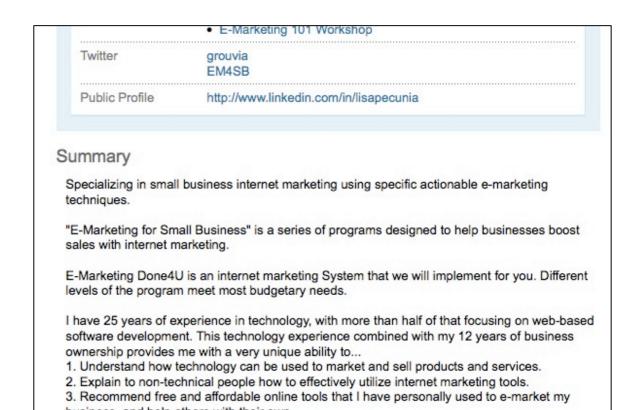






#### **Summary**

This is your "story." Don't be boring, be memorable.







#### **Your Network Grows Exponentially**

3 degrees.

#### **Your Network of Trusted Professionals**

ou to 4,483,600+ professionals — here's how your network breaks lown:	
Your Connections Your trusted friends and colleagues	182
Two degrees away Friends of friends; each connected to one of your connections	58,000+
Three degrees away Reach these users through a friend and one of their friends	4,425,400+
Total users you can contact through an Introduction	4,483,600+





#### **How Does Your Network Grow?**

November 2010

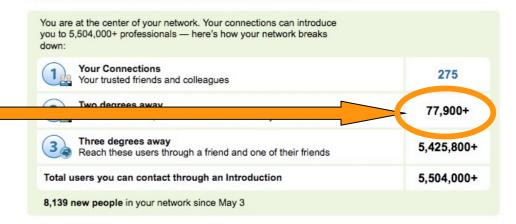


May 2011

#### **Your Network of Trusted Professionals**



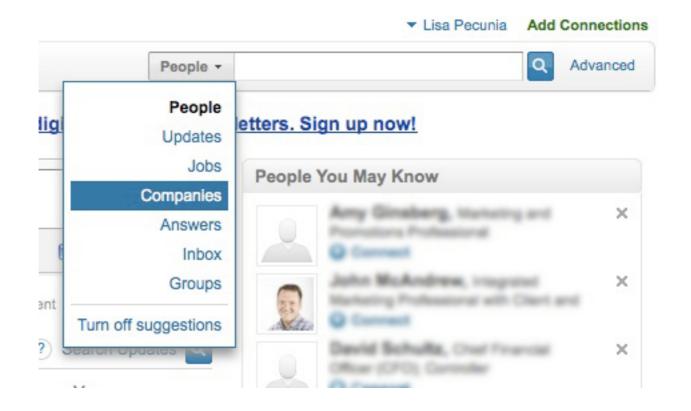
#### **Your Network of Trusted Professionals**







#### The LinkedIn Search Feature is Very Powerful







#### **Advanced People Search**







inked 🛅 🧸	Go to LinkedIn Ads »				▼ Lisa Pecunia	Add Connections
Home Profile	Contacts Groups Jobs	Inbox Companies	More	People +		Q Advanced
Find People	Advanced People Search	Reference Search	Saved Searches			
Keywords:	:		Title:			
First Name:	:			Current or past 💠		
Last Name:	:	10.	Company:			
Location	Located in or near:			Current or past   \$		
Country	: United States	•	School:			
Postal Code:	Lookup					
Within	50 mi (80 km) 💠					
		Sea	rch			





#### **Example**

ind People	Advanced People Search	Reference Search	Saved Searches	
Keywords:	Human Resources		Title:	Director
First Name:	:			Current
Last Name:			Company:	GEICO
Location:	Located in or near:		Current or past	
Country	United States	•	School:	
Postal Code:	22401 Lookup			
Within:	50 mi (80 km)			
		Sea	rch	







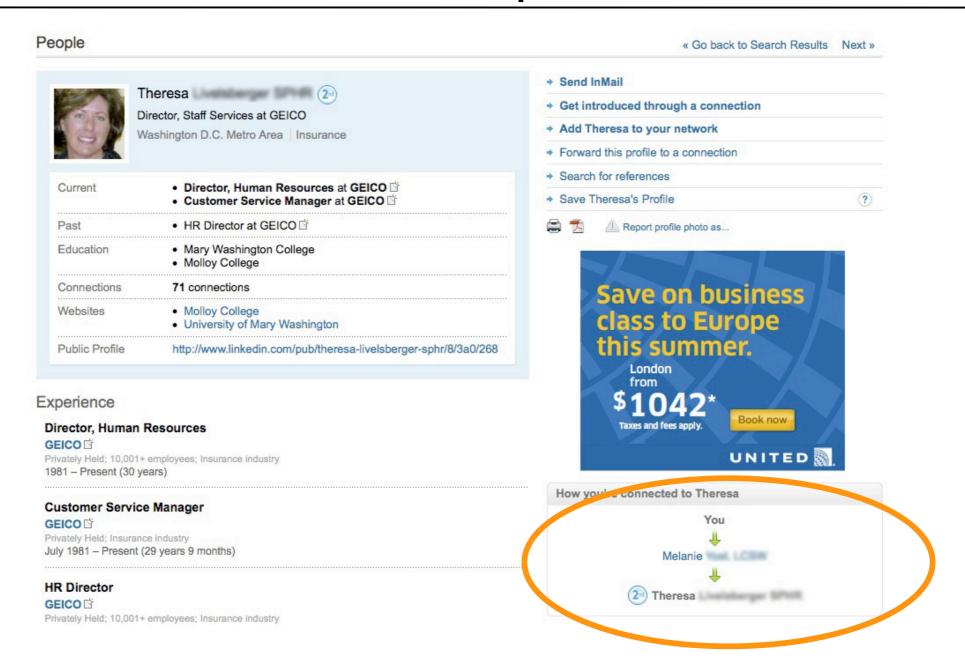
















#### **LinkedIn Groups**

Groups can be public or private.

Groups gives you access to people who are members, but are NOT in your network.

Find groups where your *target audience* 

Can join up to 50.

Only display on your profile if it's "on-bran







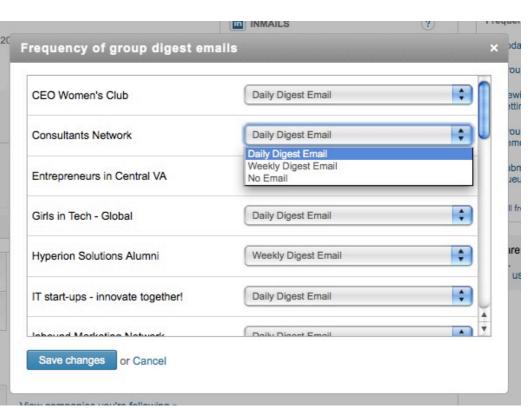
#### **Using Groups for Networking**

Introduce yourself to people in your groups.

Join discussions & add relevant comments.

Don't sell.

Listen to your buyers. Help the Set your notification preferences Scan the digests regularly.







# Proceed With Caution





#### Cautions and precautions

- Unbreakable laws?
  - Listen
  - Focus content and connections
  - Compound interest "Earned"
  - Influence follow it, earn it
  - Acknowledge Publish and participate
  - Reciprocate
- Mistakes
- Netiquette





# Real world examples





