

Social Media Marketing

Presented by Epic Marketing Consultants





Over 10 years of Marketing, Web & Graphic Design, and Social Media for Business experience.

Entrepreneur and Founder of QuBella Designs.

Wife.

Mama of one. Lover of animals, the outdoors, and video games.

> Geek who needs a creative outlet.

Jessica Bell, Vice President of Marketing Operations Epic Marketing Consultants



Solutions



Theory that is relative to your marketing needs.

SEARCH...

Credit Unions

Insights

Contact

Clients



Mission

Home

Our Mission

Epic Marketing is a full-service marketing agency that blends traditional, digital, and social media to create contemporary business solutions.

"Working with Epic is a seamless, satisfying experience with individuals who take a personal interest in the success of your business."

Resource Conservancy & Development Questions

- Is it important to have consistent messaging?
 - If so, why?
 - If so, how?
- Why have a website?
- How do you drive people to your website and social platforms?
- What purpose does the website and social media serve?
- How can it help RC&D's?
- Will it help connect with a younger audience?



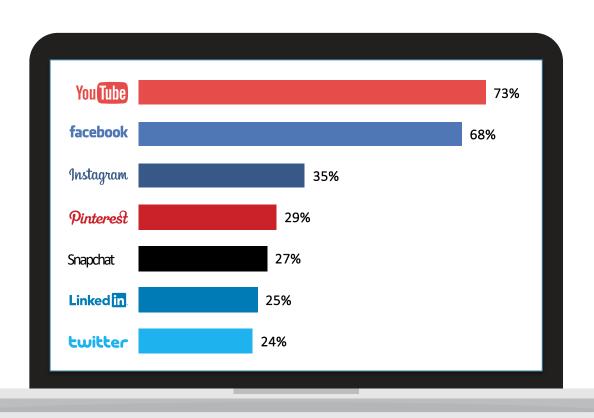
Resource Conservancy & Development Questions Cont.

- Have any RC&D's had success working to get funding from foundations?
- Has their success been through social media? Can it be achieved?
- Are there any regional projects that can highlight the impact of RC&D's on a regional level?
 - If so, share them on your website and social media platforms.
- How to brand from National down to Regional.
- How to support each other with collective efficiency.



USING SOCIAL MEDIA AS A CRITICAL MARKETING TOOL

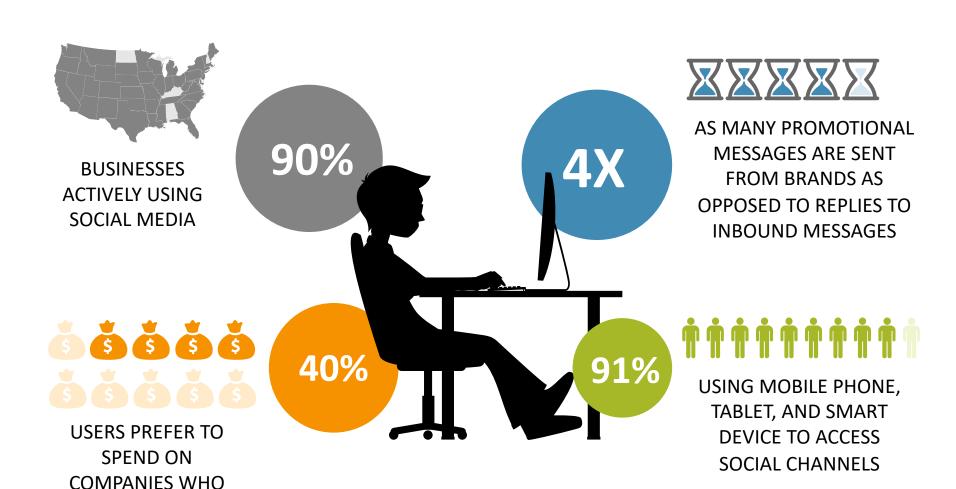
Percent of US Adults on Social Media Channels





ENGAGE THEM

Theory that is relative to your marketing needs





Social Media for Brand Building

- Over 3 billion people worldwide use social media, many of whom log into their accounts multiple times each day
- Increase and improve brand awareness
- Engage with your customers and the community, leading to stronger relationships and brand recognition
- Establish your brand as a leader in your industry and community, building consumer trust

Q: How to market on Social Media?



Goals & Objectives



Organization Goal: Brand Awareness =

Social Goal: Reach

Organization Goal: Thought Leadership =

Social Goal: Consumption (Education)

Organization Goal: Word of Mouth =

Social Goal: Shares, Likes, Retweets

Organization Goal: Interest =

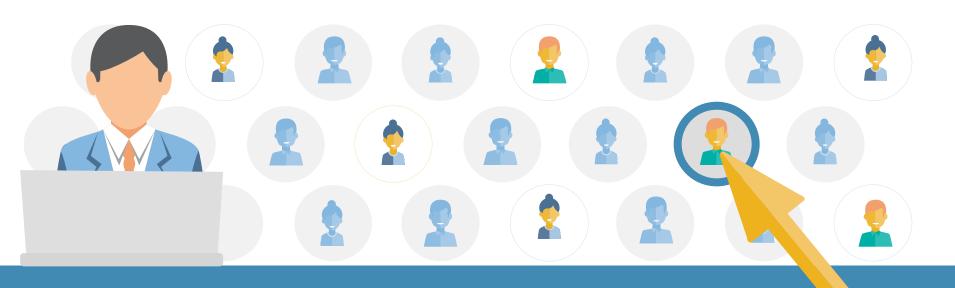
Social Goal: Click Throughs

Organization Goal: Fundraising =

Social Goal: Conversions (Donations)



Define Your Audience



Understand who your audience is to target and optimize content for engagement.



Questions to Consider:



Audience Variance by Network:

Each network caters to a different audience; how are you shifting your content?

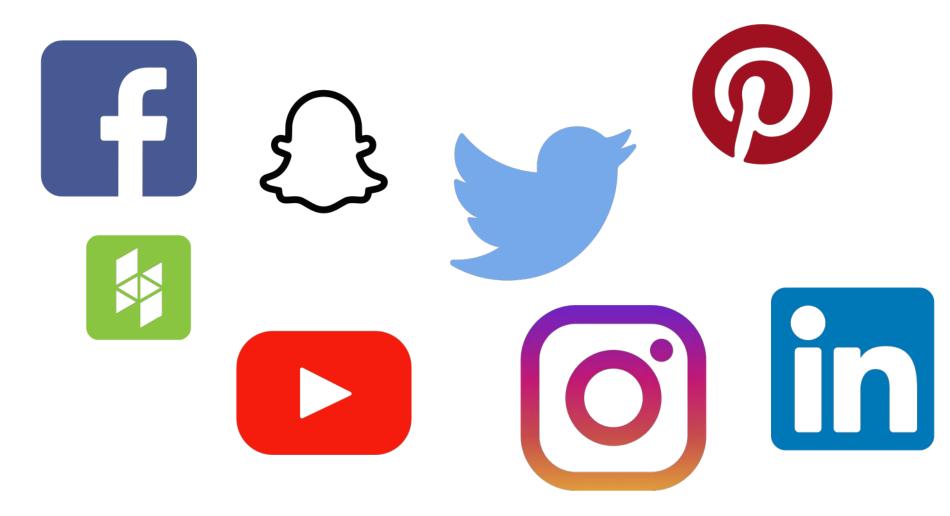


Location of Your Audience:

Are your followers really who and where you think they are?



Q: What platforms work best for your organization? What other platforms besides Facebook should you be using?

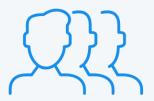




Prioritizing Social Media Channels

You don't have to be on them all, just the ones that matter to you and your audience.





Audience

Where do your potential customers hang out? Which social network has the right demographics?



Time

How much time can you devote to a social network? Plan on at least an hour per day per social network, at least at the start.



Resources

What personnel and skills do you have to work with? Do you have the resources to create what's needed?



Social Media Audit

Pulse Check

See what's working and what can be improved



Brand Perception

Consider how the brand is perceived on social



Optimize Posts

Align posts to goals and audience





Style & Format

Are profile image and information current and complete?



Brand Interactions

Does account interact with other brands?



Brand Voice

Does messaging, imagery, and content reflect the brand voice?



Social Media for Growth

- Website Traffic An active social media presence increases website traffic. Used strategically, even low-cost ads can increase traffic significantly and in turn help SEO efforts.
- Lead Generation Utilizing social media and social media advertising can increase lead generation through niche targeting. Over 76% of consumers are ready to have a conversation on social media. ¹
- Expand Reach An active social media presence opens the door to sharing your services with a more diverse audience.



Q: How do you reach more people to help raise awareness, and drive fundraising?

- Audience targeting
- Post consistently
- Post content that resonates with target audience (entertaining)
- Engage
- Search for talk triggers
- Facebook Group participation (managed and target community)
- LinkedIn Group participation (managed and target community)
- Share User Generated Content (UGC)
- Video



Channel Timing & Targeting



Time of Share: When is your audience actively sharing your content?

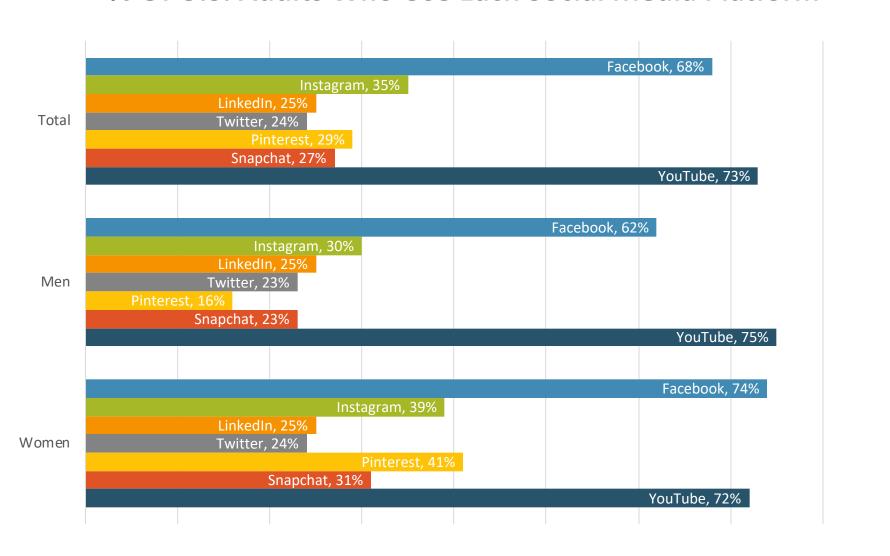


Audience Engagement: When is your audience reaching out for information?

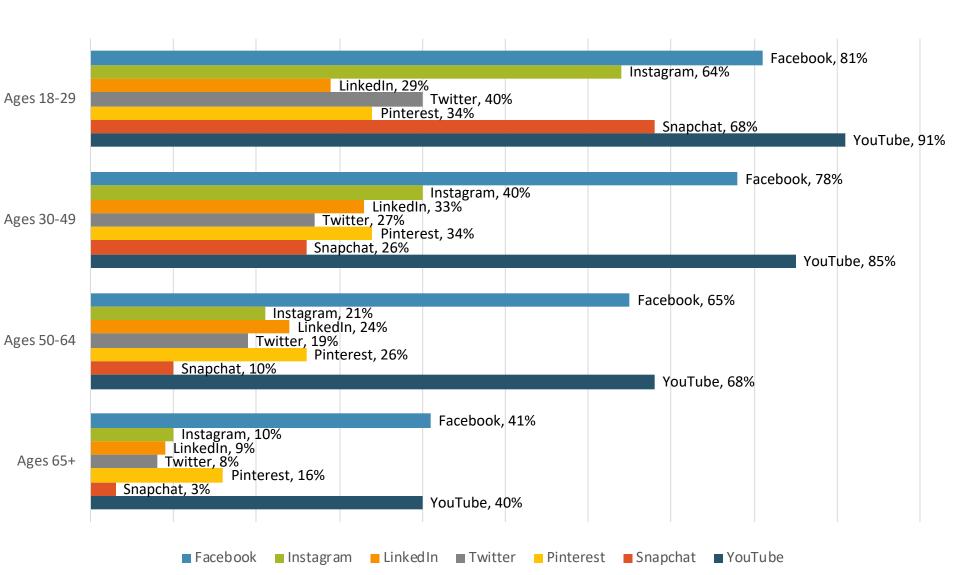


Community Events: What outside events or conferences are starting conversations?

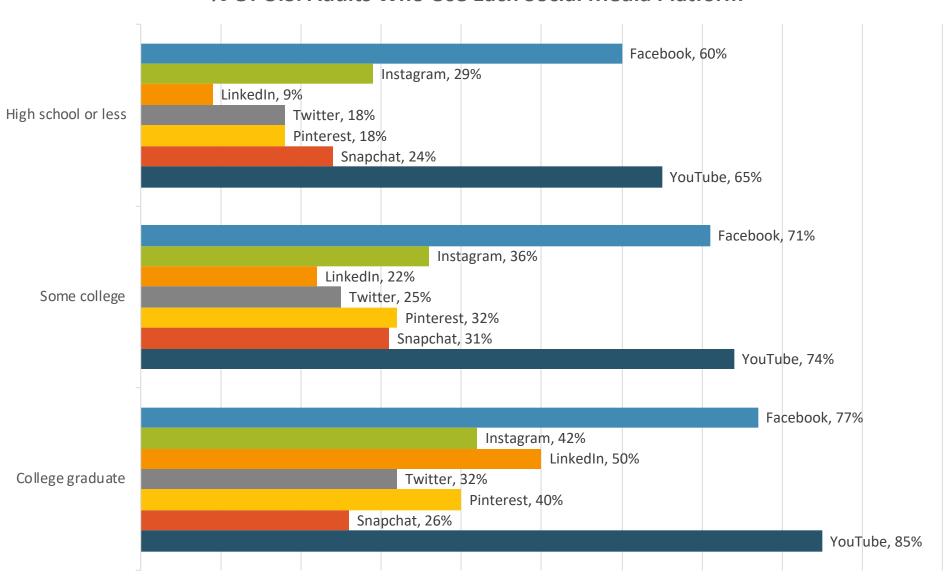


















Q: What is the optimal frequency of posting?



8 – 15 per week (posts) 5 – 14 per week (stories)





5 – 10 per week (posts) 8 – 16 per week (stories)



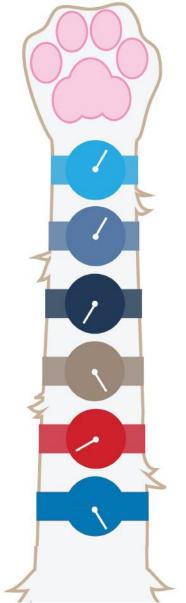
35 – 70 per week



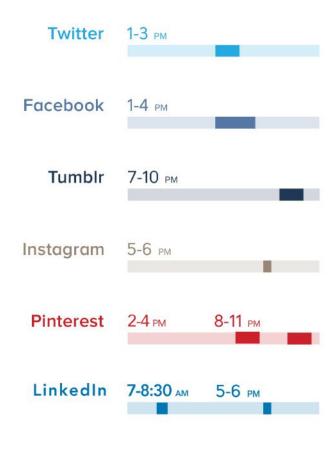
21 – 70 per week







Q: Best time to post on each platform?





Content

What Your Audience Cares About

Topic

What You Do

This is your content core



Questions to Consider:



Topics Frequently Mentioned: What is my audience interested in when they reach out to me?



Hashtags Being Used in Conversations: What outside trending topics resonate with my audience?



Interests of My Community: What is our audience talking about and how can we join the conversation?



Use Your Stories, Programs, and Events to Connect

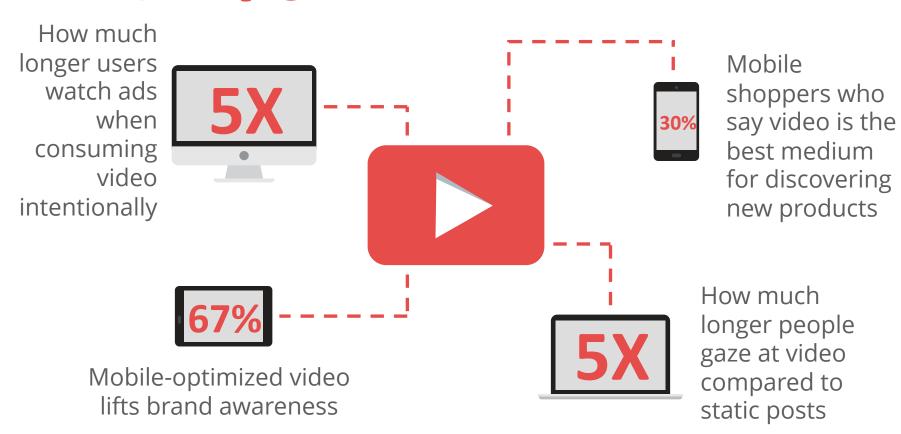
- Plan what to showcase and create a storyboard
- Decide what story to tell
 - Behind-the-scenes photos?
 - Educate your audience?
 - Need to discover more about your audience? Ask for your fans' feedback and use them to focus group new products or services.
- Overall theme/idea and include a combination of video and images.
- Be relatable, emotional, creative, authentic, and always stay on your message.
- Focus on your core values and those of your target audience.
- Celebrate and share praise!





Q: How Important is "going Live"?

71% OF PEOPLE HAVE INCREASED THEIR ONLINE VIDEO VIEWING





Start Following & Liking!

- Facebook, Twitter, Instagram, LinkedIn
- Find and follow/like accounts that meet with your values and/or are your target audience.
- Set a goal to follow X accounts per week/month across the platforms that your organization uses.
- Many accounts, especially if within the same field, will follow back! Increasing your follower count, reach, and engagement!



Connect with Social Media Influencers

- What is a Social Media Influencer?
 - Someone who has established credibility in a specific industry. They have access to a large audience online and can persuade others by virtue of their authenticity and reach.
- Social Media Influencers would include:
 - Local news media outlets & personalities
 - State and local government officials, business organizations, and leaders in the community.
 - Accounts with a large following that align with your values, mission, industry.

Q: What are the minimum essential Social Media tools for a nonprofit?

In order of priority:

- Scheduling: Sprout Social, Social Pilot, Hootsuite
- Content Curation: Sprout Social, Crowdfire
- Video Creation: Ripl, VideoScribe, Adobe Spark
- Image Creation: Adobe Spark, Stencil, Canva
- Hashtag Research: Socialert, Hashtagify

^{*}Based on which social media channels are employed.



Q: How can a nonprofit maximize Social Media when there is little time?



- Scheduling and content curation tools, such as Hootsuite
- Schedule 15 minutes a day to create, curate, and schedule content
- Schedule 15 minutes a day to engage with replies, likes, comments, RTs, etc.



500 MILLION





20% OF THE INTERNET USERS.



Q: 2019 Trends and What's New?

- Authentic audience engagement
- Brand stories
- Influencers
- Video
- Messenger
- Chatbots
- LinkedIn
- Mobile
- Geofencing
- Employee Advocacy
- User Generated Content (UGC)
- Augmented reality / virtual reality
- Gamification





Platforms











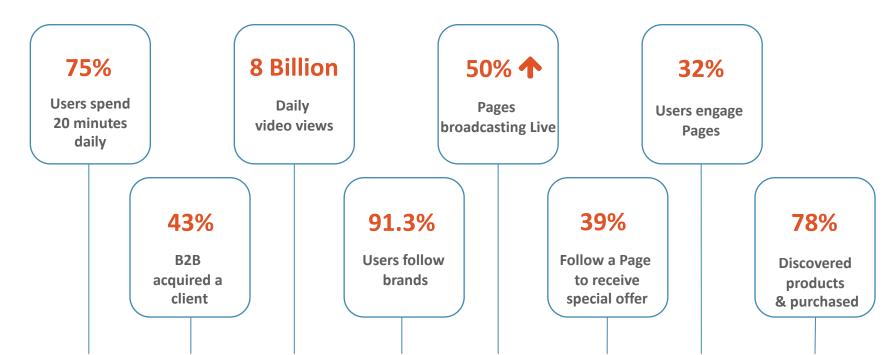




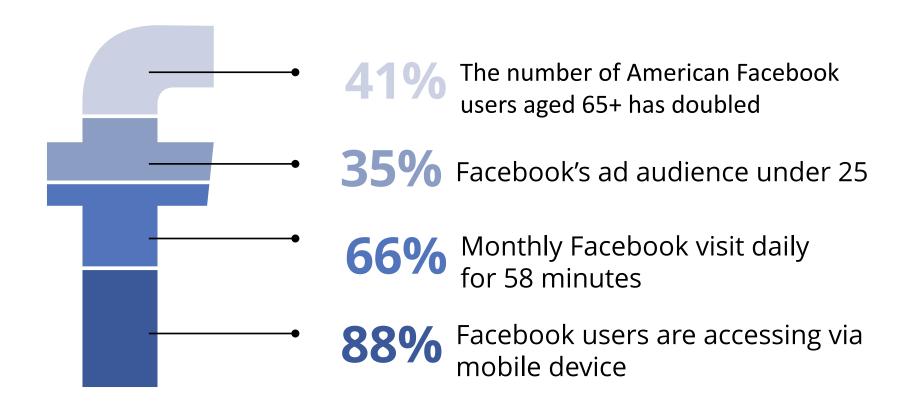
What:

Social networking tool that allows users to create profiles, upload photos and videos, send messages, and keep in touch with friends, family, colleagues, and brands.

Why use it as a marketing tool:



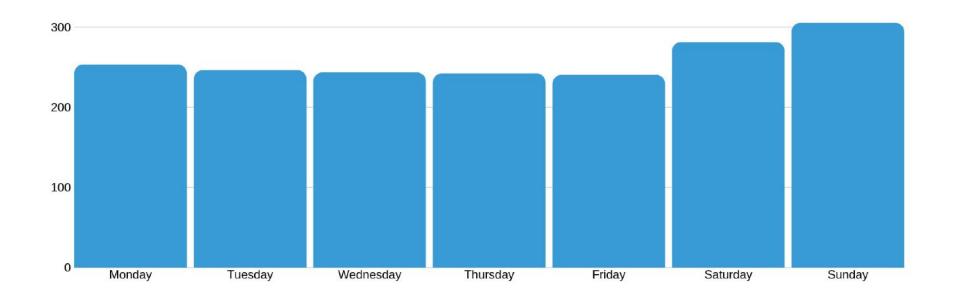
Facebook



Best Day to Post on Facebook

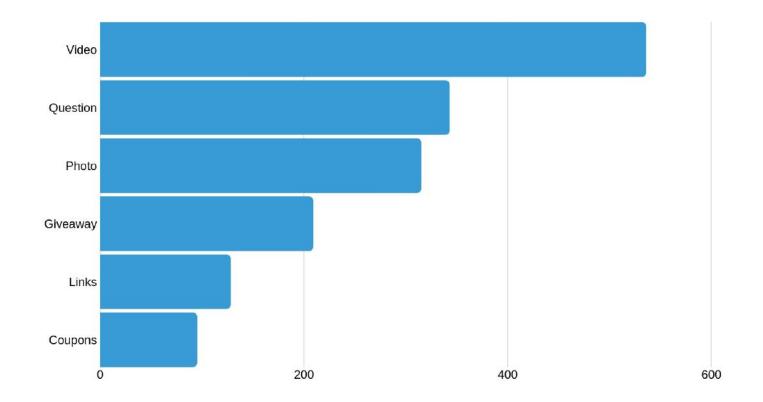
(Based on average number of engagements)

400



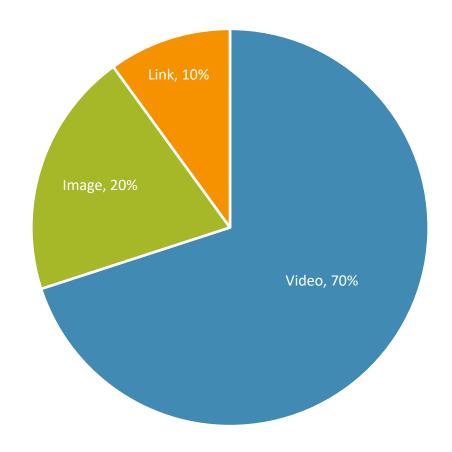
Best Facebook Post Format

(Based on average number of engagements)





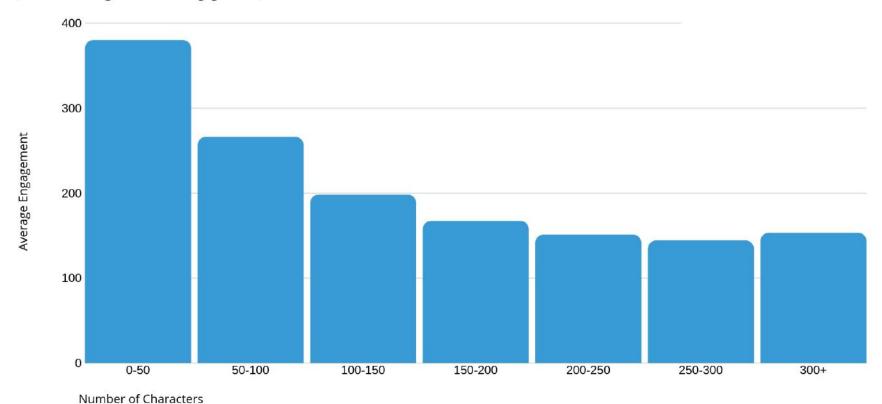
Recommended Content Type Ratio for 2019



Video and image posts should still include links and CTAs, when appropriate.

Optimal Number of Characters

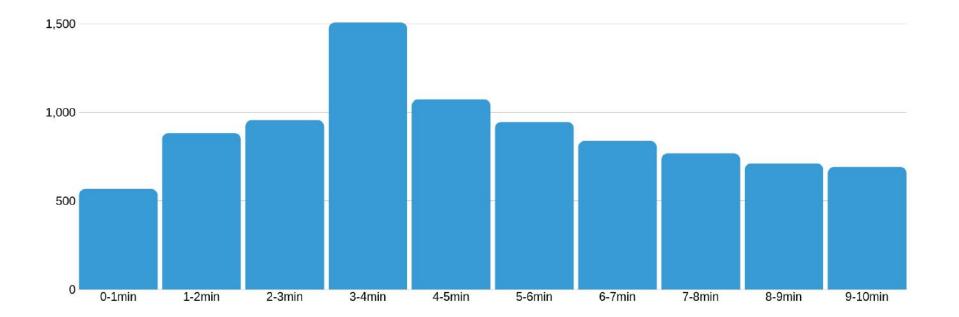
(Based on average number of engagements)



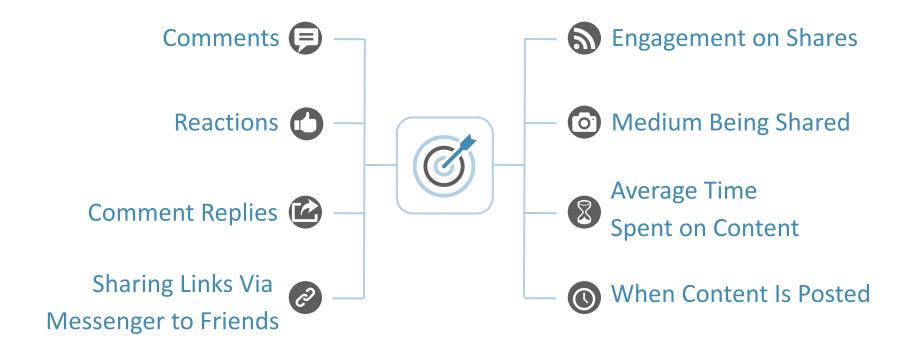
Optimal Video Length (Minutes)

(Based on average number of engagements)

2,000



Ranking Factors





Q: What are the most important Facebook insights?

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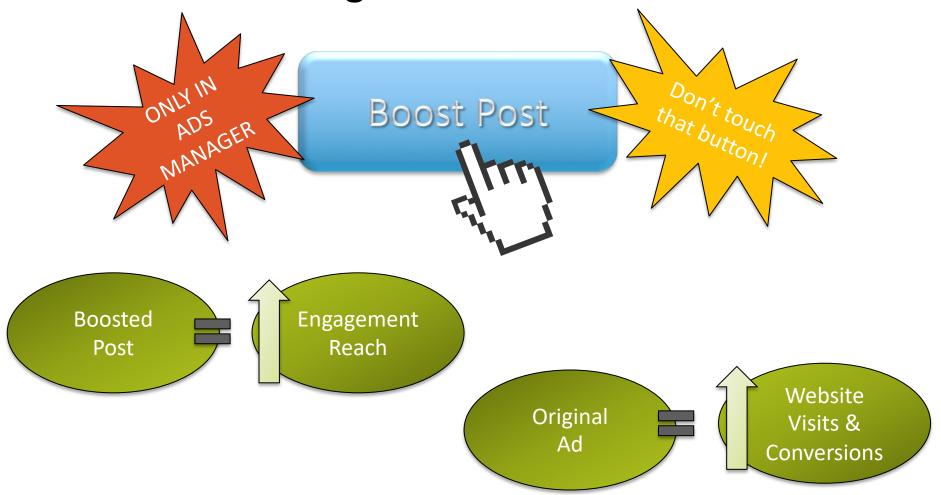
Facebook

Increase Organic Reach

- Video, especially Live video
- Avoid engagement bait
- Focus on community building (consider Facebook groups)
- Connect with Facebook influencers
- Localize (shift priority to local news)
- Encourage members to follow your Page



Q: Ads Manager - boosting posts vs creating original ad content?



Facebook Stories

- Stories on pages represent "a new channel for distribution."
- Facebook Stories are short user-generated photo and video collections that can be viewed up to two times and disappear after 24 hours.
- The feature is focused around Facebook's in-app camera which allows users to overlay fun filters and Snapchat-like lenses to their content as well as add visual geolocation tags to their photos and videos.
- Stories have 5- to 15-second video ads users can skip
- While viewing a story, users can reply with a direct message



Facebook Groups

- Facebook launched "Groups for Pages" over the summer, which enabled Pages to make groups or simply get them linked.
- Groups are attractive to brands because they combine community with "authenticity" — and won't be punished under the new algorithm changes.
- Facebook groups present an organic and unique opportunity to drive a deeper level of engagement.



Q: How can I find out who is viewing a Facebook Page?

- A Facebook pixel is code that you place on your website.
 - Track conversions
 - Optimize ads based on collected data
 - Build targeted audiences for future ads
 - Remarket to qualified leads
 - Create lookalike audiences
- You can't get a list of people who have viewed your FB page, but you can see who likes your page
- Lookalike audiences based on current Page fan demographics
- Always invite people that have liked your updates to like your page
- Google analytics





Online photo-sharing tool and social network platform that allows users to edit and upload their photos and short videos through a mobile app.





95 million photos uploaded per day

4.2 billion 'likes' given per day

25 million businesses

>80% of users follow at least 1 brand

200 million users visit brand accounts per day

>60% of users log in daily

Engagement with brands on Instagram is 10 times higher than Facebook, 54 times higher than Pinterest, and 84 times higher than Twitter

Influence Purchases



Importance of the Bio

- Because Instagram users also search for keywords, putting a keyword in your name triples your searchability scores. Even if your username doesn't contain the keyword, people can still find you through the keyword in your name.
- For optimal scanning, target keywords clarify what kind of content people can find on your account.



epicnancylee >





501 3,189 1,884 posts followers following

Edit Profile

Nancy

CEO of @epicmc2

🕭 Wife

& Mother

🚀 Type A personality

🔯 UofD instructor

Avid #creditunion fan

Believer in #socialmedia

Wannabe #vegan

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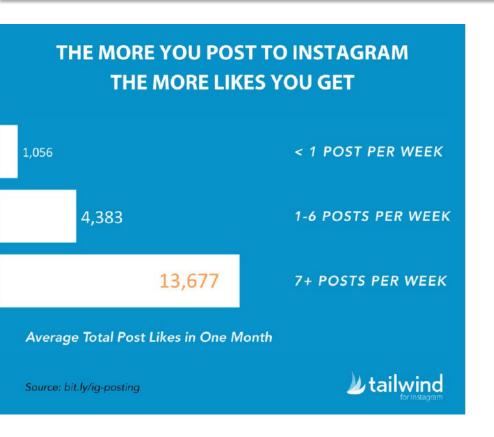


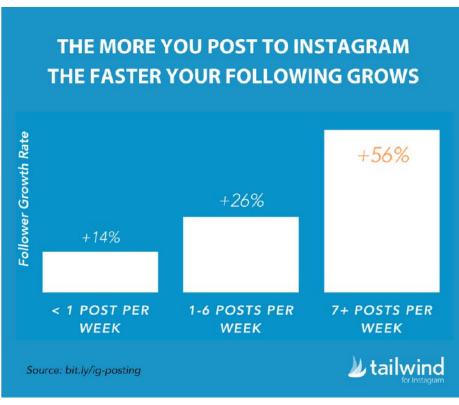












You can almost double your follower growth rate by moving from less than one post per week to 1-6 posts a week. You can more than double your follower growth rate again by moving from posting 1-6 times per week to once or more per day.

Hashtags

- Use hashtags on Instagram Stories (up to 10)
- Add hashtag links in your bio
- Consider related hashtags
- Brand, campaign, event, and location related hashtags
- Look to your most successful posts for trends
- Make sure that hashtag means what you think it means ALWAYS research the hashtag before using it!
- Caption or first comment for hashtags debate (up to 30)



Content Mix

 Tell a story with every set of nine squares on your Instagram feed.

 A good rule of thumb when planning content is the 4:3:2 rule

| PROMOTE | HELP / ADD VALUE | CONNECTION |
|------------------|------------------|------------------|
| HELP / ADD VALUE | PROMOTE | CONNECTION |
| HELP / ADD VALUE | CONNECTION | HELP / ADD VALUE |





Signature Instagram Style: Brand Identity















Signature Instagram Style: Filter









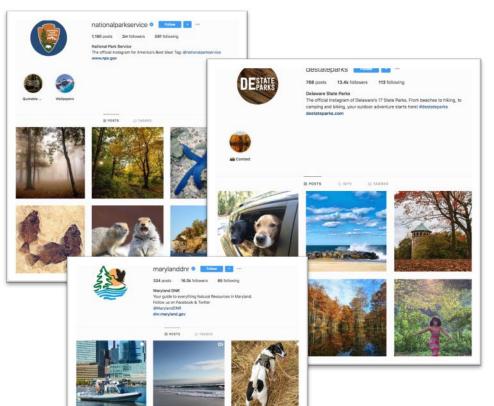








Examples of accounts RC&D's may want to follow or connect with as influencers for Instagram



- Search for accounts in your area that focus on your state, such as:
- State and local government officials, service providers, nonprofits, businesses.
- Residents who share their love of where they live, work & play.

Q





- Communicate short messages called tweets.
- Spread information fast.
- Connect people to share their thoughts with a bigger audience.
- Allow users to discover stories regarding news and events.
- Increase brand awareness.

Over 500 million tweets are sent every day, yet just 42% of Twitter users visit the site daily – and only 23% visit multiple times per day.



- Have post and reply variety and share great content
- Like, RT, and comment on posts daily
- Create and use lists (both public and private)
- Unfollow when appropriate and according to the channel strategy
- Use hashtags
- Monitor your feed for conversation opportunities
- Take part in Twitter chats
- Use advanced search features
- Connect with trending topics



Trends for you · Change

Eagles

61.2K Tweets

#BelieveSurvivors

Michelle Kane is Tweeting about this

Carson

21.9K Tweets

#netDE

Delaware Tech is Tweeting about this

#MondayMotivation

United Way Delaware, John White, and 3 more are Tweeting about this

Rod Rosenstein

328K Tweets

Wentz

18.9K Tweets

Mitch McConnell

66.6K Tweets

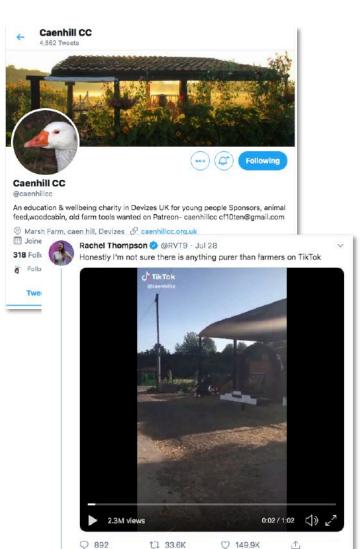
#DENStartupWeek

1,379 Tweets



A Viral Example

- Caenhill Countryside Centre
 - Work with communities to bring agriculture and horticulture to children and young people by providing courses and hands on experiences set on a farm.
- In July 2019, they were at just over 1k followers.
- In late July a Twitter influencer posted one of the farm's videos on Twitter that she had found on TikTok. She included a supporting comment encouraging folks to check them out.

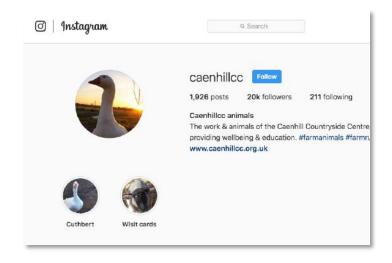




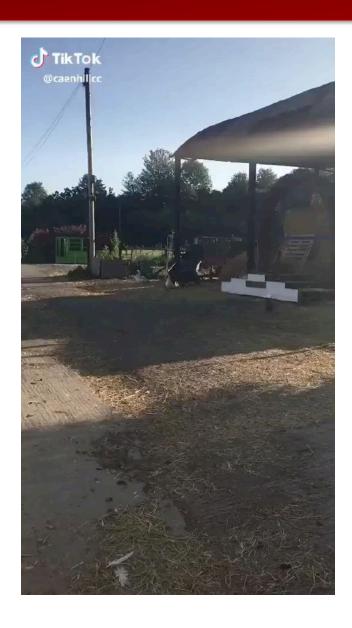
Donations from Around the World

- Within weeks, they had increased to over 50k followers on Twitter.
- Today, they are at 71.1k followers and continue to grow on Twitter, TikTok, Instagram, and YouTube.
- Due to their success, they are now receiving donations from around the world.





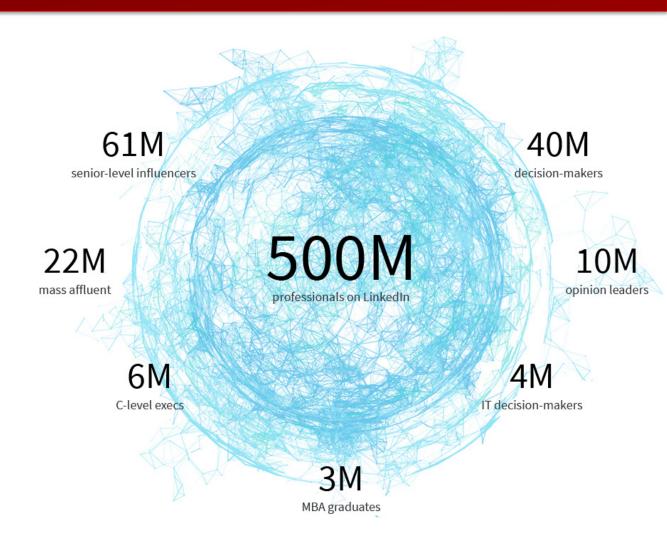




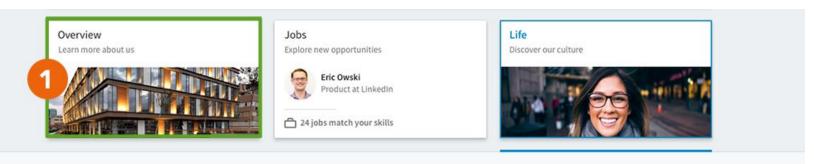


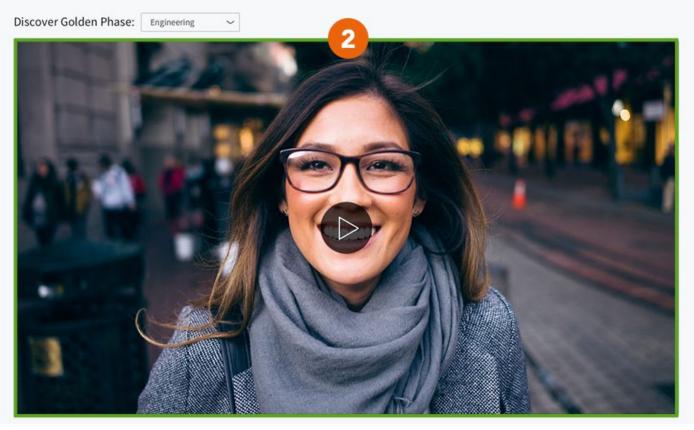


- Geared to professionals
- Network and build professional portfolio
- Employment opportunities
- New clients & business ideas











Company leaders



James Vardy · 1st CEO Message



Julie Terry · 2nd Senior Director of Sales and Marketing View profile



Memphis Lindegaard · 3rd Director of Marketing View profile



Wayne Rooney · 1st VP, Sales Message

3

Join Golden Phase



Innovate to transform lives

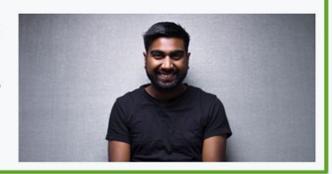
Feel the inspiration that comes from working with wildly talented people and the rush that comes from doing work that makes a lasting impact. Recent projects like HoloLens provide just a glimpse of the remarkable things we will accomplish. There has never been a more exciting time to join our team. Come build on Golden Phase's far-reaching momentum. Build on your career. Build on what we do and how we do it.

Learn more about innovation

Transform your professional journey

Here at Golden Phase, you'll build on your curiosity, your passions and your drive to make a difference. You'll have access to world-class tools, some of the industry's brightest minds and a nearly infinite range of opportunities across a truly global organization. You'll have the opportunity to build on the company's wide-ranging accomplishments to do something even more incredible. You'll have the freedom to collaborate, explore, set your own rules and take your career wherever you want it to go.

Learn more about us



4

Company photos











Showcase Page

Showcase Pages are purposebuilt pages designed to promote specific business lines, products, brands or initiatives within your company.

Showcase Pages



LinkedIn Marketing SolutionsMarketing and Advertising
241,284 followers



LinkedIn Talent Solutions Staffing and Recruiting 173,040 followers



LinkedIn Learning Solutions E-Learning 142,995 followers



Linkedin Sales Solutions Computer Software 115,562 followers



LinkedIn Economic Graph Internet 76,571 followers



LinkedIn for Good Nonprofit Organization Management 10,378 followers



LinkedIn Marketing Solutions: Financial Services Financial Services 3,920 followers



Q: How do you increase the number of followers on a company's LinkedIn page?

Sponsored posts

Targeted ads CTA "Follow"

Retarget website visitors

Target your email contacts

Managed Group

Employees as brand advocates

Regularly posted engaging content

Hashtags

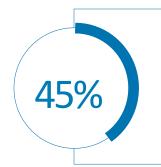
Post on other channels with LinkedIn "Follow" CTA

Add to correspondence

Video

What to Share

- eBooks, SlideShares, Infographics, and videos
- Blog posts, Case studies
- Third-party industry articles and reports
- Helpful how-to content
- Vivid visuals (Visual is the new headline!)
- Serial, themed posts (#MondayMotivation #WednesdayWisdom)
- Targeted updates
- For every self-serving post, share four pieces of relevant content written by others



Company Updates containing links can have up to a 45% higher follower engagement than updates without links.



Snapchat



A mobile messaging application used to share photos, videos, text and drawings called snaps that are meant to disappear after they are viewed. Lenses, filters and other effects are used to enhance the media.



Q: How can your organization use Snapchat?

- Post stories
- Promote your Snapchat account on your other platforms
- Create a sponsored lens
 - Small art graphics that show up over a Snap
 - Use it to explain where, when, and why they took the Snap
 - On Demand starts at \$5
- Feature user generated content
- Drive traffic to your website



Sponsored Geofilters

Can cost \$100,000's but there are many options:

Blue Fountain Media

Purchased a 4 hour block for roughly \$30 and created a Geofilter for its Madison Ave location, generating about 4,000 impressions in a 2 block area.





Sponsored Lens







.@Gatorade #SuperBowl50 @Snapchat lens netted 160M Impressions! More than viewed entire game digiday.com/brands/inside-...

9:59 AM - Mar 4, 2016

○ 4 ○ See Nikki Sunstrum's other Tweets



Interactive Snapchat Giveaway

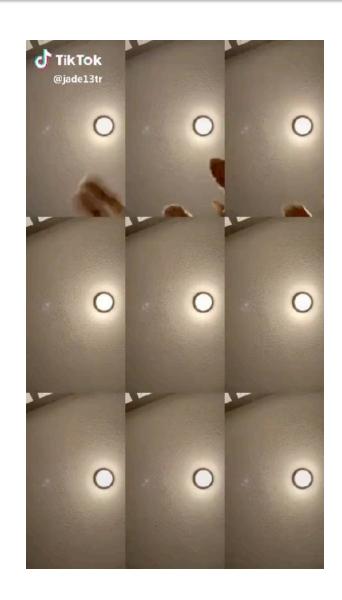
 Josh Earl of SublimeTextTips grew his email list by 187,000. He started with a mere 5,500 subscribers, growing it by 3,400%. The total prize value of his giveaway was less than \$100.





JTikTok

- Social media platform used for creating, sharing and discovering short music, comedy and talent videos.
- Better known for its act-out mems backed by music and other sounds clips.
- Sharing of unapologetically wholesome content that receives less mocking than elsewhere on the web.





TikTok Stats and Growth

500 MM

active users worldwide

33 MM.

Top downloaded App In Apple App Store In Q1 2019

52 Min.

Average users spends per day

1 Billion

Videos viewed every day in the last year

188 MM

new users, growing 70% from Q1 2018

41 %

Users are aged between 16 - 24

68%

Watched someone else's video and 55% uploaded their own

USA

Out of the 500 MM monthly active users, 26.5 MM are from the USA

