

You're Social, Now What?

Making Social Media Work for Your Business











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Grow with Constant Contact

Get results fast, with affordable, easyto-use engagement marketing tools and free coaching.







& Promotions

Feedback % = 8 Surveys





& Registrations

Agenda

- Is it right for my business?
- How to create content
- How others are using it
- Next steps
 - Etiquette
 - Email & social you have to use both
 - How do I know if it's working?













Facebook | Twitter | LinkedIn | Google+ | Pinterest | Next steps



Is it right for my business?

89% use Facebook

81% use Facebook use Facebook



B₂C

B₂B

Nonprofit

Source: B2C Content Marketing 2014 Benchmarks, Budgets and Trends

Source: B2B Content Marketing 2014 Benchmarks, Budgets and Trends

Source: Nonprofit Content Marketing 2014 Benchmarks, **Budgets and Trends**

Is it right for my business?

- If you have the resources (time, staff)
- If you have content to share
- If you need to be found



Facebook content

Low volume/high value

Minimum: 3 X per week

Maximum: 10 X per week

Quality vs. quantity



Content best practices

Get likes, shares, comments

Entertain, invite conversation, ask questions, images & video

Be useful & informative

Industry info, hints + tips, curate content

About your business

Calls to action, not "buy now"

50%

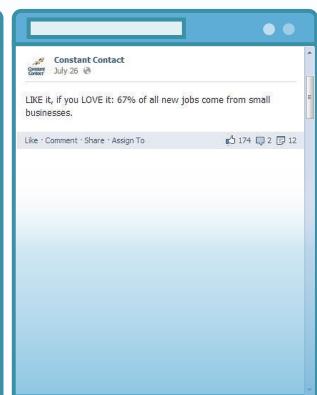
30%

20%

Content types: Text updates







Fill-in-the-blank

Question

Fun fact or tip

Content types: Visual







Photos

Videos

Digital Content



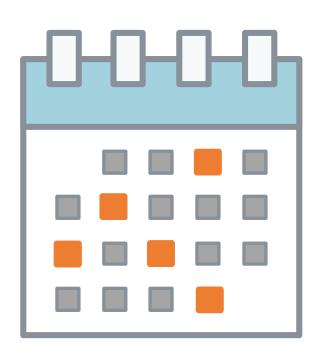
Create an editorial calendar

Plan weekly

 Take time on Friday to think about the next week

Be flexible

 Leave 1 or 2 posts open for something that comes up



How others are using it

Boloco

- Asks questions
- Shares multimedia
- Is helpful
- Involves fans



What do I do next?



1. Try a fill-in-theblank or question post



2. Create and share visual content



3. Monitor your page. Is your content engaging?



Facebook | Twitter | LinkedIn | Google+ | Pinterest | Next steps



Is it right for my business?

80% use Twitter

use Twitter

use Twitter



B₂C

Nonprofit

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B₂B

Source: Nonprofit Content Marketing 2014 Benchmarks, **Budgets and Trends**



Is it right for my business?

- If you have the resources (time, staff)
 - For content creation and curation
 - For monitoring
- If you are (or want to be) a thought leader





Twitter content

High volume/low value

Minimum: 5 X per day

Maximum: none

Quantity is key



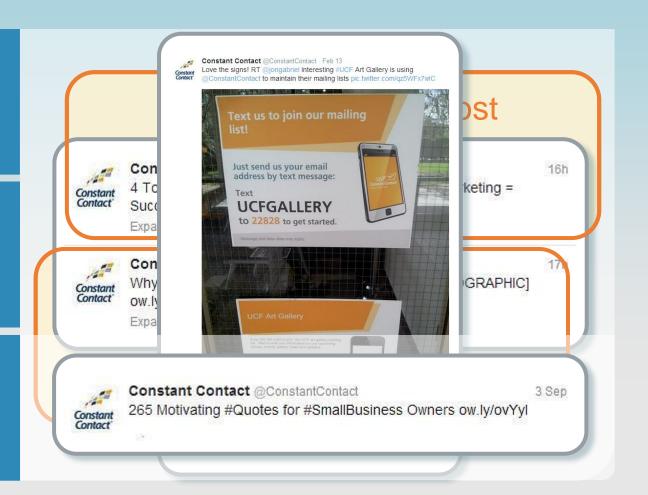


Content best practices

Create vs. curate

Retweets = sharing the love

Hashtags





Let's talk about hashtags



- What is a hashtag?
- Used across social networks
- What's the point?
- How to create a hashtag
- Hashtag abuse



Content types: Text updates



Constant Contact @ConstantContact

10 Ways you can use images to make your emails amazing: ow.ly/oDJ6u

Expand

Post with a link



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Facebook is leading among all the social websites with 82% of small businesses registered; would you have guessed it is followed by YouTube?

Stats, facts or tips



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"You may be disappointed if you fail, but you are doomed if you don't try." Beverly Sills

Quotes



Content types: Visual







Photos

Videos

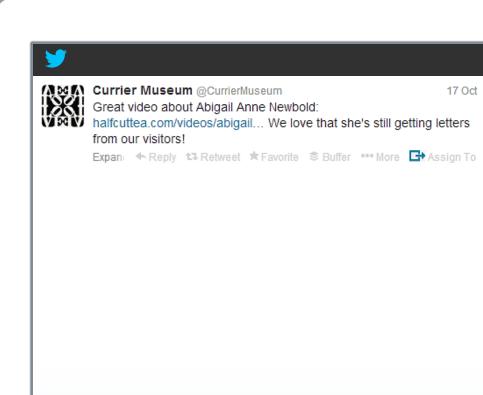
Graphics



How others are using it

Currier Museum of Art

- Posts news and events
- Shares fun facts
- Retweets others
- Curates content





What do I do next?



1. Tweet at least 5 X per day



2. Share curated content



3. Retweet or thank a follower



Facebook | Twitter | LinkedIn | Google+ | Pinterest | Next steps



in Is it right for my business?

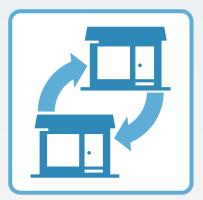
71% use LinkedIn

91% use LinkedIn

use LinkedIn



B₂B



Nonprofit

B₂C

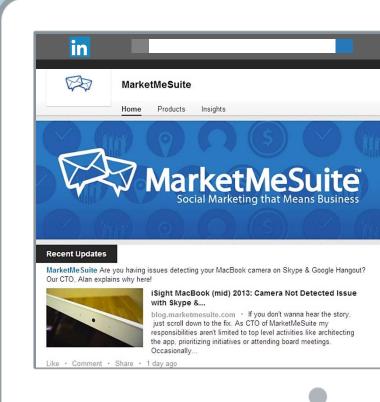
Source: B2B Content Marketing 2014 Benchmarks, Budgets and Trends

Source: B2C Content Marketing 2014 Benchmarks, Budgets and **Trends**

Source: Nonprofit Content Marketing 2014 Benchmarks, **Budgets and Trends**

in Is it right for my business?

- If you are a B2B
- If you are (or want to be) a thought leader



in LinkedIn content

Low volume/high value

Minimum: 2 X per week

Maximum: 5 X per week

More formal and technical

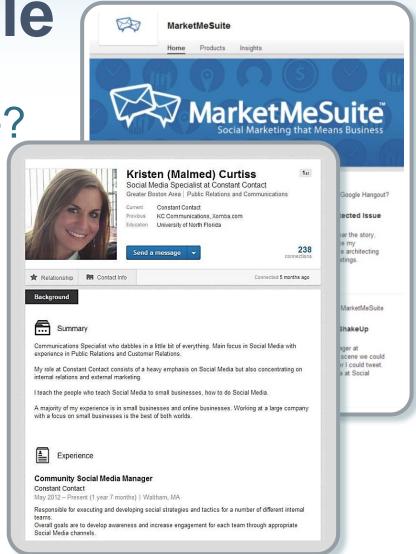




in Page vs. profile

• What's the difference?

- Fill out all of the information
- Add content:
 - Company culture
 - Products & services
 - Recommendations



in Content types: About you





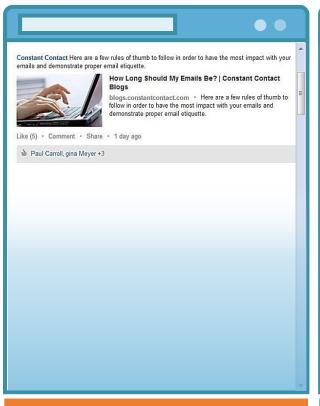


Product updates

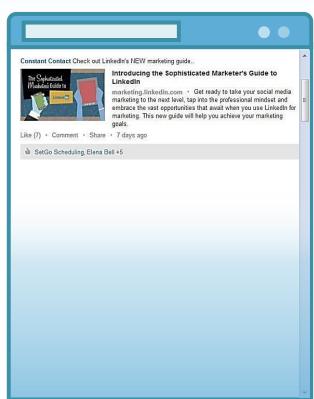
Behind the scenes

Recruiting

in Content types: Useful info







Blog posts

Guides/ebooks

Industry news

in What do I do next?



1. Fill out everything on your page



2. Be active – post at least 2 X per week



3. Try sharing something about your industry



Facebook | Twitter | LinkedIn | Google+ | Pinterest | Next steps



Is it right for my business?

use Google+

use Google+

use Google+



B₂C

B₂B

Source: B2B Content Marketing 2014 Benchmarks, Budgets and Trends



Nonprofit

Source: Nonprofit Content Marketing 2014 Benchmarks, **Budgets and Trends**

Source: B2C Content Marketing 2014 Benchmarks, Budgets and Trends



Is it right for my business?

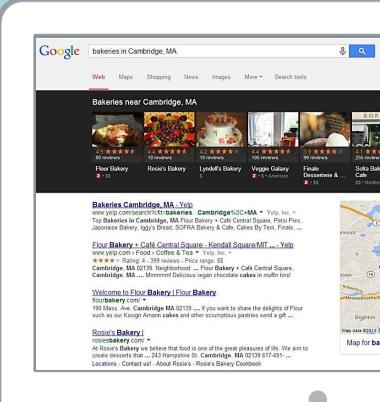
- If you are a content creator
- If you have the time
- If you want more SEO value





Let's talk about SEO

- Google uses an algorithm
- You need to create fresh content regularly
- Use the right keywords
- Google
 ♥ Google





Google+ content

Medium volume/high value

Minimum: 3 X per week

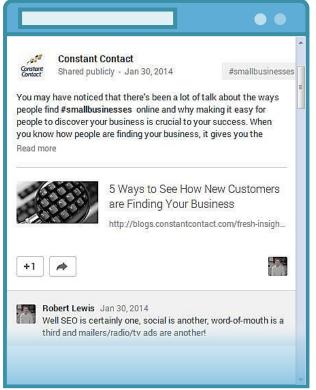
Maximum: 10 X per week

Keywords = searchability

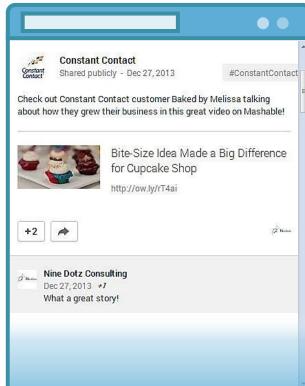




Content types: Useful info







Blog posts

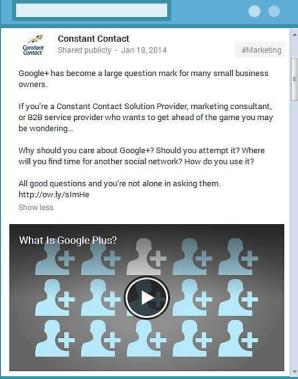
Events

Industry news



Content types: Multimedia







Photos

Videos

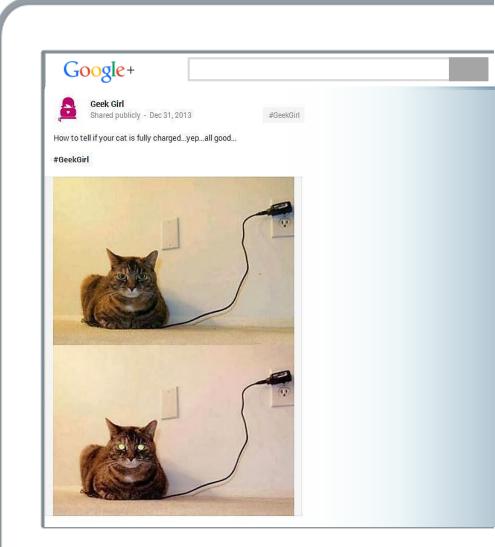
Graphics or e-publications



How others are using it

Geek Girl

- Shares blog posts
- Provides industry news
- Posts events
- Shares photos
- Uses humor



8 What do I do next?



1. Share your blog posts



2. Post a photo or a video



3. Use keywords that will get you found



Facebook | Twitter | LinkedIn | Google+ | Pinterest | Next steps



Is it right for my business?

53% use Pinterest

use Pinterest

use Pinterest



B₂C

B₂B

Nonprofit

Source: B2C Content Marketing 2014 Benchmarks, Budgets and **Trends**

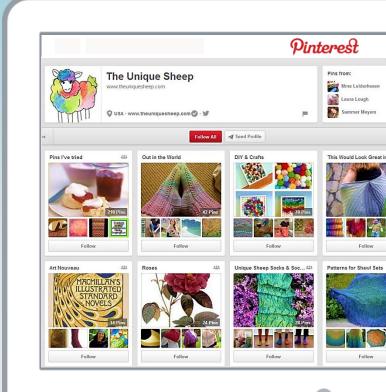
Source: B2B Content Marketing 2014 Benchmarks, Budgets and Trends

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Is it right for my business?

- If you have products to sell
- If you have images to share
- If you want to build awareness of your brand





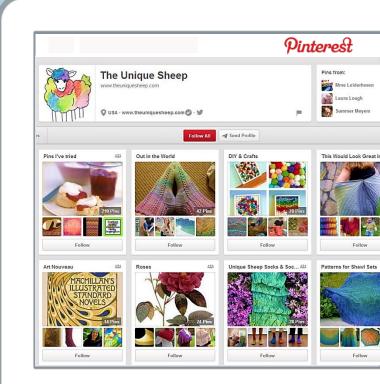
Pinterest content

High volume/high value

Minimum: 5 X per day

Maximum: 10 X per day

Quality images = important



P

Why visual content is important

 90% of information transmitted to the brain is visual

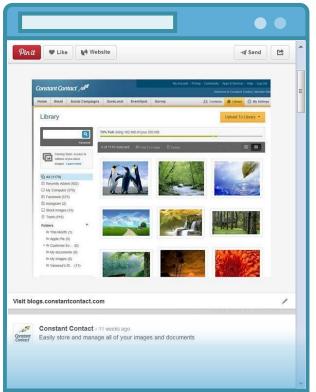
 Photos are liked 2X more than text updates

 67% say images are very important in selecting and purchasing a product





© Content types: About you







Products

Digital assets

Photos and videos



Content types: Useful and interesting







Curated content

Blog posts

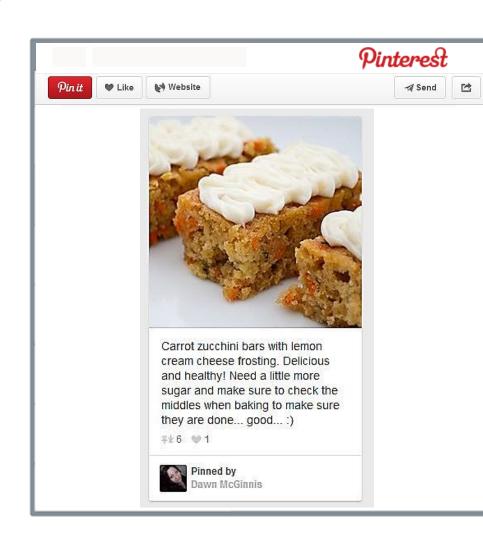
Quotes or tips



P How others are using it

The Unique Sheep

- Pins its products
- Provides useful pins
- Curates
- Tries how-to pins



What do I do next?



1. Create 3-4 boards to start



2. Install the Pin It button about.pinterest.com **/goodies**



3. Provide a description and link in your product pins

Etiquette



Not completing your page

Talk about yourself all the time

Infrequent posting or posting too much

Ignore your fans

Delete negative comments

Forget to provide context



Fill out all the information about your business, add your logo and photos

Balance self-promotion with helpful and entertaining content

Be active, but don't overdo it

Say thank you, answer questions

Be helpful, create a positive experience

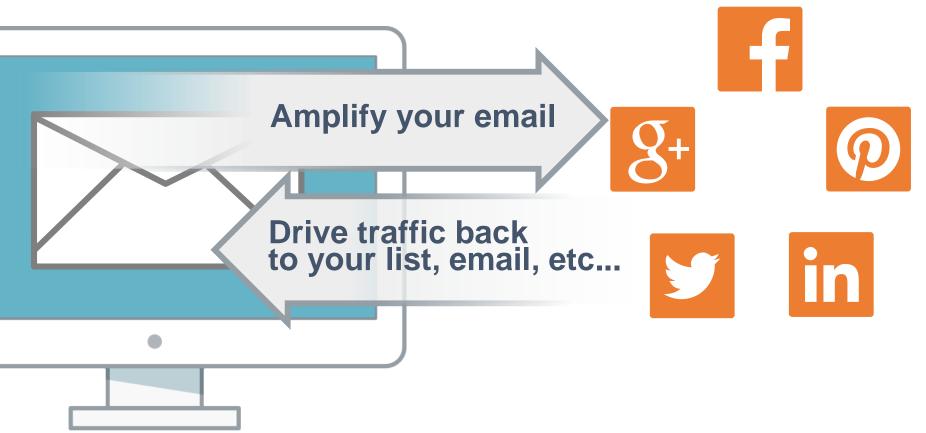
Include a comment when sharing



Facebook | Twitter | LinkedIn | Google+ | Pinterest | Next steps

Email & Social

You have to use both



Email + Social





Email + Social





Email + Social





Tools to expand your reach Simple Share tool



Connect with Simple Share

First click on a social network to connect with Constant Contact. Yes, you'll be able to share on more than one. Lets get started!





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Tools to expand your reach

Social media buttons



Tools to expand your reach

Offline

- At register
- With the check at end of the meal
- On registration forms



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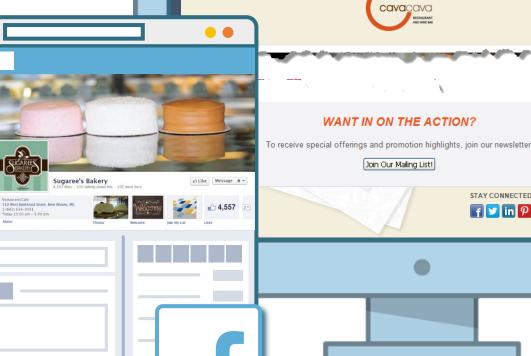
Tools to expand your list

Online

Web sign-up tool

(app for website, Facebook, etc)





Tools to expand your list



How do I know it's working?

 Engagement = content and frequency your audience wants

Likes, shares,
 comments, retweets,
 repins, +1s

- More followers
- It takes time



Go do it!

- Choose the networks that are right for you
- Try the strategies we suggest
- Keep track of audience engagement and your list growth



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Q&A



Sign up for Email Plus before Dec 30 and get 30% off for 3 months CODE SAVEQ416

















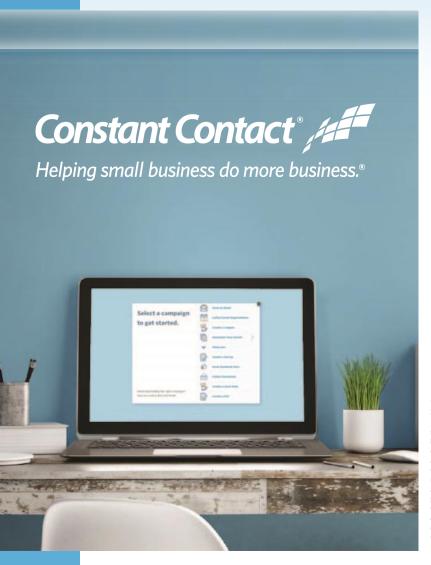












Exclusive Offer for Today's Participants

Be a Marketer with Constant Contact!

30% OFF for your first 3 months of Email or Email Plus

Promo Code: SAVEQ416

"This promotion (the "Promotion") begins on October 1, 2016 at 12:01 a.m., Eastern Time ("ET") and ends on December 31, 2016 at 11:59 p.m., ET (the "Promotion Period"). If eligible Constant Contact customers purchase either the Email or Email Plus package levels of Constant Contact during the Promotion Period, they will receive a discount of 30% off of such purchased product for the first three months after they become a paying customer. Constant Contact customers will be eligible to participate in this Promotion if they (i) are a Constant Contact trial account holder or a new Constant Contact customer who has never been a paying Constant Contact customer, and (ii) become a paying Constant Contact customer and either enter the applicable promo code during check out by 11:59 p.m., ET, on December 31, 2016 or call their Constant Contact Authorized Local Expert and mention this offer during their Constant Contact Authorized Local Expert's normal business hours during the Promotion Period. After the first three months have ended, eligible participants will automatically be charged the current retail price for the product unless they cancel their accounts or the applicable product. This Promotion cannot be combined with any other Constant Contact promotion or special offer. Constant Contact offers a 30-day money-back guarantee on purchases of certain Constant Contact products, as more fully described at www.constantcontact.com/pricing. Constant Contact reserves the right, in its sole discretion, to suspend or cancel this Promotion at any time. This Promotion and all Constant Contact products and services are subject to the Constant Contact terms and conditions. This offer is not available to clients signed up under Single Bill.





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Exclusive Offer for Today's Attendees

This promotion (the "Promotion") ends tonight, after this seminar (the "Seminar") at 11:59 p.m., local time (the "Promotion Period"). If eligible Constant Contact customers purchase the Email level product of Constant Contact during the Promotion Period, they will receive the Email level product at a discounted price of \$5 per month for the first three months after they become a paying customer. Constant Contact customers will be eligible to participate in this Promotion if they (i) are not currently a trialer or paying Constant Contact customer, (ii) attend the Seminar and receive this offer at the Seminar, and (iii) follow the link above and become a paying Constant Contact customer during the Promotion Period. After the first three months have ended, eligible participants will automatically be charged the current retail price for the Email level product unless they cancel their accounts. This Promotion cannot be combined with any other Constant Contact promotion or special offer. Constant Contact reserves the right, in its sole discretion, to suspend or cancel this Promotion at any time. This Promotion and all Constant Contact products and services are subject to the Constant Contact terms and conditions available at https://www.constantcontact.com/legal/terms.







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