

Marketing Strategies using Social Media







Goals



- Introduction to some of the most common social media tools available
- A better understanding of how these tools work.
- Identify which tools are right for you!

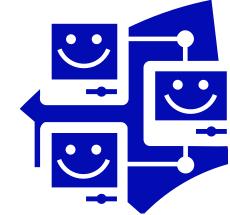
What we will cover...



What is Social Media?

Social media has been touted as presenting a fresh direction for marketing by allowing companies to engage with consumers, as opposed to just talking at them.

Listen
Create
Build
Measure



Know ~ Like ~ Trust

Who is using them? Are you using them?



Video- YouTube- Social Media Revolution

But, what can they really do?

- Brand Building
- Relationships
- SEO (Search Engine Optimization)
- Marketing



Why is it important?



It's not about YOU...(anymore)
It's about your customer!

Who's using Social Media?

- Friends & Family
- Students & Teachers
- Entrepreneurs & Solopreneurs
- Executive & CEO's of Major Corporations
 - President Obama



What tools are right for your company?



- Strategy
- Knowledge of platforms
- Devotion of Time

Do you have permission?

- Company Policy
- Responsibility of Brand
- Releasing of Corporate Information



Ready, Set, SEARCH

- What is your presence on the web?
- How easily can you be found?

Google.com

Yahoo.com

Ask.com

Bing.com

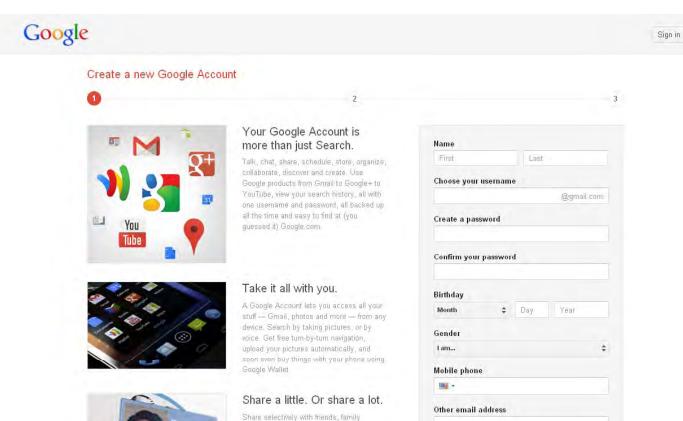
- What information is available?
- What are people saying?
- Do you have a Google Account?

You need a Google Account!

- Google Alerts
- Google Places
- Google Analytics

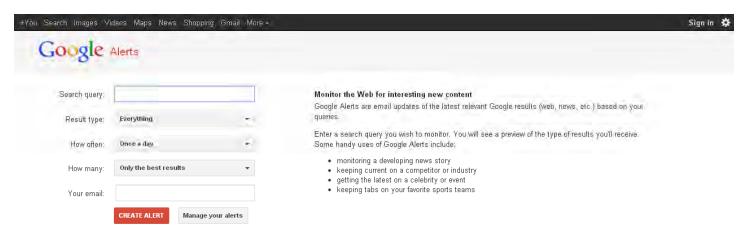


www.Google.com/accounts



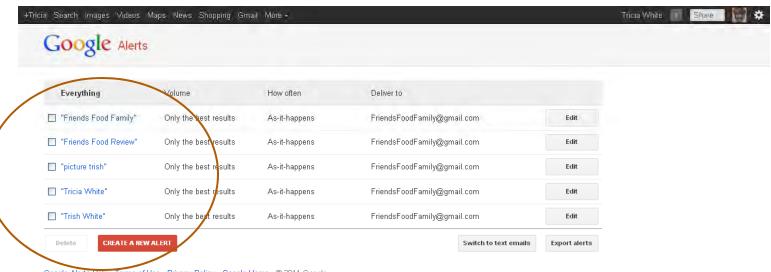
(maybe even your boss) on Google+ Start a video Hangout with friends, text a group all at once, or just follow posts from people who fascinate you. Your call.

www.Google.com/alerts



Manage your alerts - Google Alerts Help - Terms of Use - Privacy Policy - Google Home - @ 2011 Google

Google Alerts



Google Alerts Help - Terms of Use - Privacy Policy - Google Home - @ 2011 Google

Google Business Tools

+You Search Images Videos Maps News Shopping Gmail More +

Sign in



I'm Feeling Lucky

.

Google Business Tools

Google Business Solutions

Local ads made easy



AdWords Express New!

The easy way to advertise your neighborhood business online

Enhance your website



Google Analytics

Use free online tracking tools to optimize your site

Hassle-free computing



Chromebooks for Business

Fast, intuitive, easy-to-manage computers for organizations of all sizes

Find new customers



AdWords

Reach customers anywhere with Google search, display and mobile ads

Promote products & services



Google Offers

Create attractive offers to reach the right customers

Learn & innovate



Learn with Google

Find all you need to start, market and run your business online

Earn money from your site



AdSense

Maximize revenue from your online content

Be more productive



Gmail, Docs & Calendar

Communicate and collaborate with reliable, secure web-based tools

Connect with your customers



Google+ Your Business New!

Have real conversations with the right

More Google products for business

Find new customers

AdWords Express
AdWords

Search Ads

Display Ads

Video & YouTube Ads

Mobile Ads

TV Aus

Google Places

Earn money from your size

AdSense

DoubleClick for Publishers Google Affiliate Network

Enhance your website

+1 Button

Google Analytics

Website Optimizer

Promote products & services

Google Offers

Product Search

Commerce Search
Google Checkout

Submit Your Content

Be more productive

Google Apps

Help improve this page. Give us feedback

Become a Google partner

Google Certification Program

Google Engage

Learn & innovate

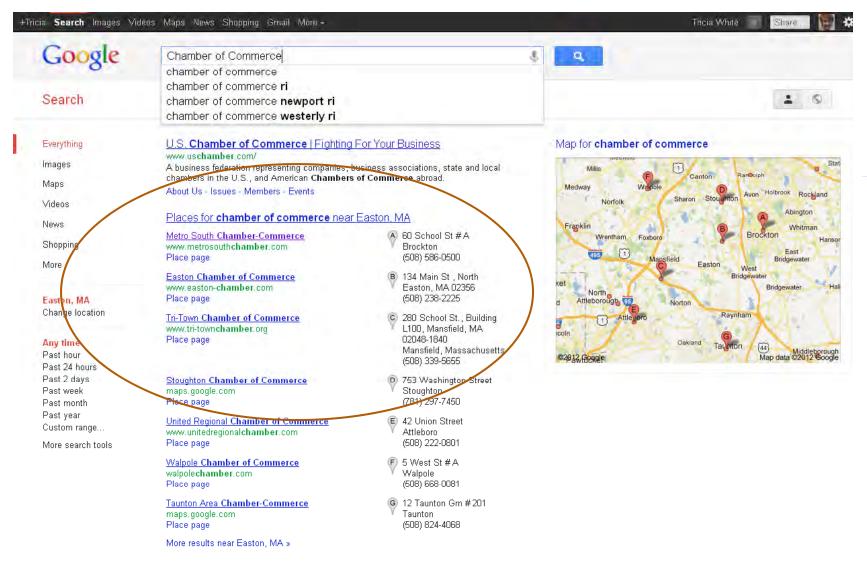
Hello Google

Think with Google

Learn with Google

Ad Innovations

Are you on Google Places?

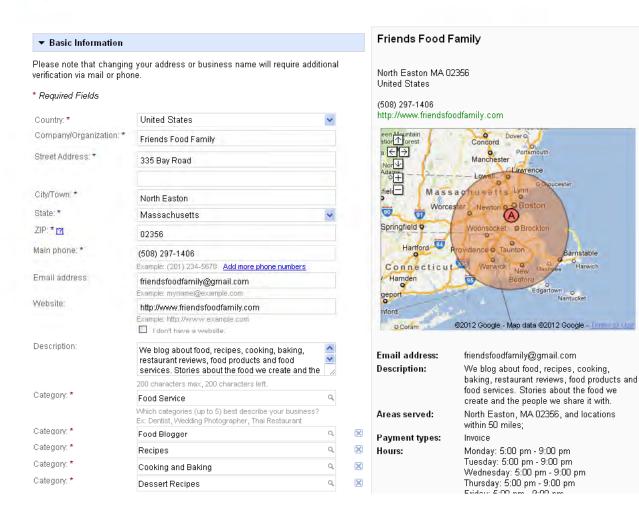


Enter Business Info



FriendsFoodFamily@gmail.com | Settings | Help | Sign out | English (United States)

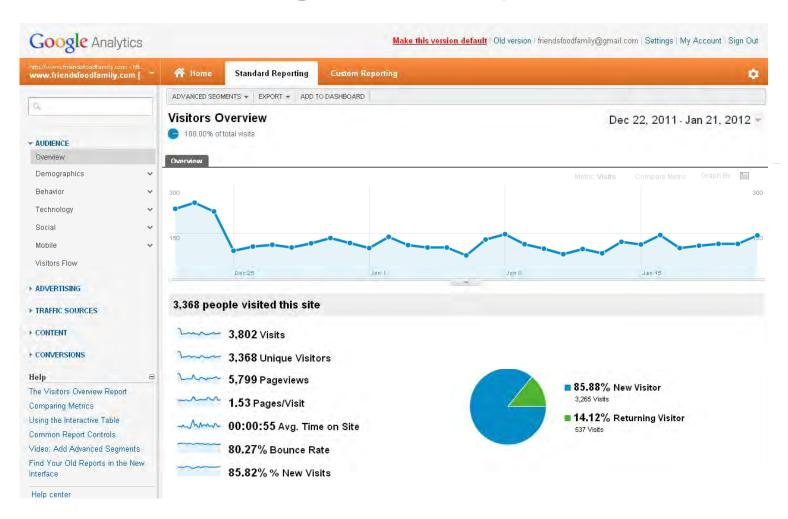
Barnstable



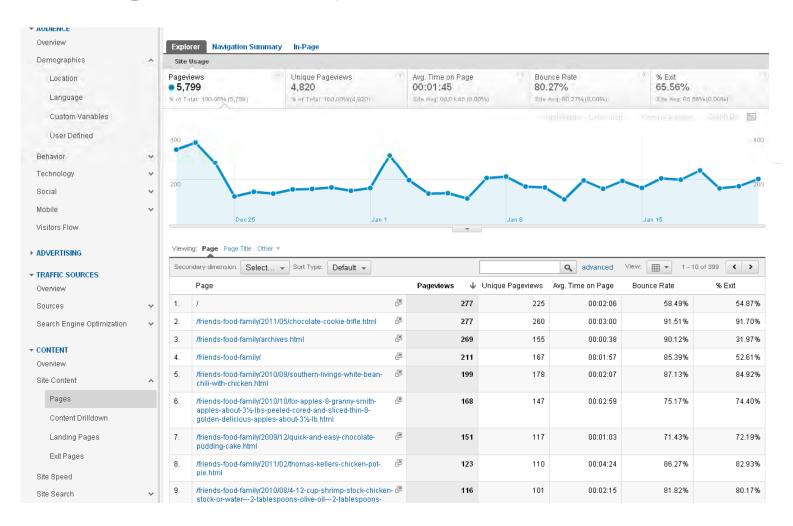
Great Info, too!



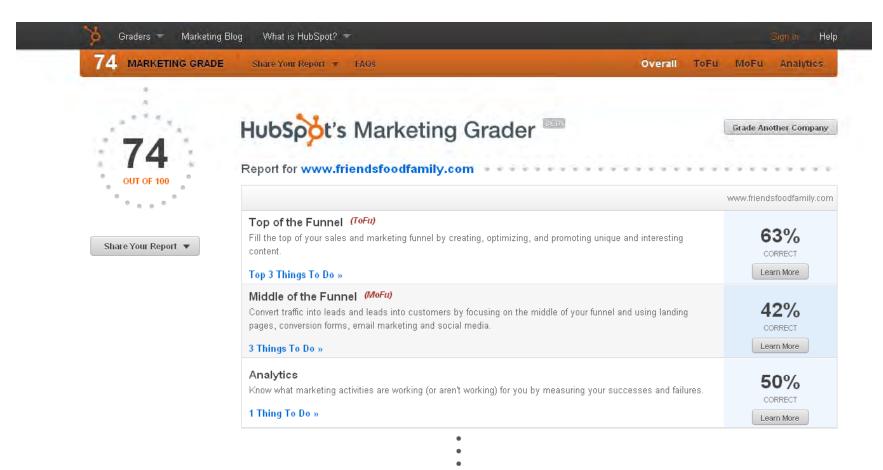
Google Analytics



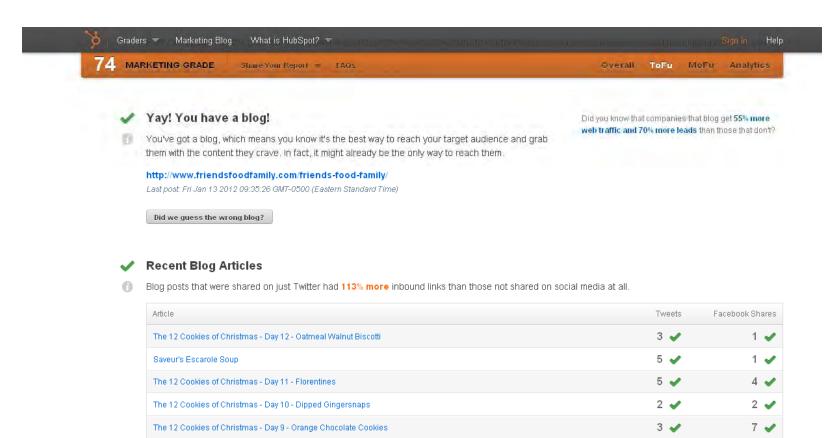
Google Analytics - Dashboard



Marketing.Grader.com



Blogs are really important



✓ Are your blog post titles unique & fewer than 75 characters? Yes

You've totally nailed the science of blog post titles! Keep them unique and short (under 75 characters) to really grab your readers' attention and maximize the SEO benefits.

B2B companies that blog generate 67% more leads per month than those that do not.

Inbound Links

Graders Marketing Blog What is HubSpot? Sign In Help

74 MARKETING GRADE Share Your Report FAOs

Overall ToFu MoFu Analytics

descriptions.

✓ Your mozRank is 4.3.

mozRank is on a scale of 1 to 10 and is SEOmoz's 10-point measure of link authority and popularity. It's similar to the old Google Page Rank and is logarithmic, so bear that in mind, too. (That means it's ten times as hard to move from a 3 to a 4 as it is to move from a 2 to a 3.) 89% of US internet users search online before they make a purchase, even when the purchase is made at a local business.

34 other sites have linked to your site.

Every link to your site is another vote in the giant popularity contest that is the internet. The more sites that link to you, the better you will rank. Keep on creating and sharing all that great content, and you'll keep moving closer to the top of the charts.

Companies that blog have 97% more inbound links than those that don't. Creating great content is the key to getting inbound links – there's just no substitute.

✓ Here are 10 authoritative pages that are linking to you.

(f) It's not enough to just get links from other sites – those sites need to be trustworthy and authoritative, too. Naturally, these are harder to come by. But you're doing great so far – keep it up!

Domain	Linking Page
typepad.com	Tricia White's Profile TypePad
networkedblogs.com	http://www.networkedblogs.com/blog/friends_food
ontoplist.com	Friends Food Family - OnToplist.com
bloggers.com	Tricia White (friendsfoodfamily) on Bloggers
americantowns.com	North Easton, Massachusetts MA - Real Estate, R
injennieskitchen.com	christmas past, present and In Jennie's Ki
seexie.com	http://www.seexie.com/wsearch.php?lg=&pt1=1&pt9

Social Networks

Graders Marketing Blog What is HubSpot? Sign in Help

74. MARKETING GRADE Share Your Report FAOs Overall ToFu MoFu Analytics

Social

57% of small businesses say social media is beneficial to their business, which is no wonder since being active on Twitter and Facebook has been shown to increase the number of inbound links, traffic and leads. As a result, 54% of companies increased their investment in social media & blogs in 2011.

✓ Are you on Twitter? Yes

We found the account @FriendsFoodFam that looks like it belongs to you. You're rocking out on Twitter, which is great! Now make sure that you're sharing awesome content there, too. Want more folks to visit your blog? Blog posts shared on Twitter get 117% more page views than those not shared. That's a big number.

Did we guess the wrong account?

Followers	Following	Updates
887	822	1,420

✓ Your homepage has been tweeted 6 times.

According to Twitter, your homepage has been tweeted 6 times recently (usually in the last few days). To increase this, make sure you are including social sharing buttons right on your homepage and creating compelling content.

79% of US Twitter users are more likely to recommend the brands that they follow.

Jump To: Blogging | SEO | Mobile | Social

Companies with over 1,000 Twitter followers get 6X

more traffic.

You average 1 day, 20 hours between tweets.

It looks like you're in a bit of a Twitter slump. Tweet more regularly if you want to harness all the nower of Twitter. Share your blog posts, relevant news articles, and interesting stuff from

More than 1/2 of active Twitter users follow companies, brands, or products on social networks.

Going Mobile!



Mobile

optimization.

excellent branding opportunity!

Having a website that displays well on mobiles devices is becoming more and more important as 35% of American adults have a smartphone and 87% of smartphone owners access the internet on their mobile devices. When mobile optimizing your site, you want to take into account smaller screen sizes and slower bandwidths. This means using smaller images and font sizes, thinking about how much content is displayed on a single page.

Watch Video

Do you have a mobile version of your website? No You're gonna need a mobile website if you want people to access your site on their smartphones. And since 43% of all phones are smartphones, and 87% of them use it to access the internet, it probably makes sense to get this in place sooner rather than later. Learn More About How to Fix This Download the free Mobile Marketing Kit to learn more about mobile

By the end of 2011, **50% of Americans will own a smartphone**. Yep.

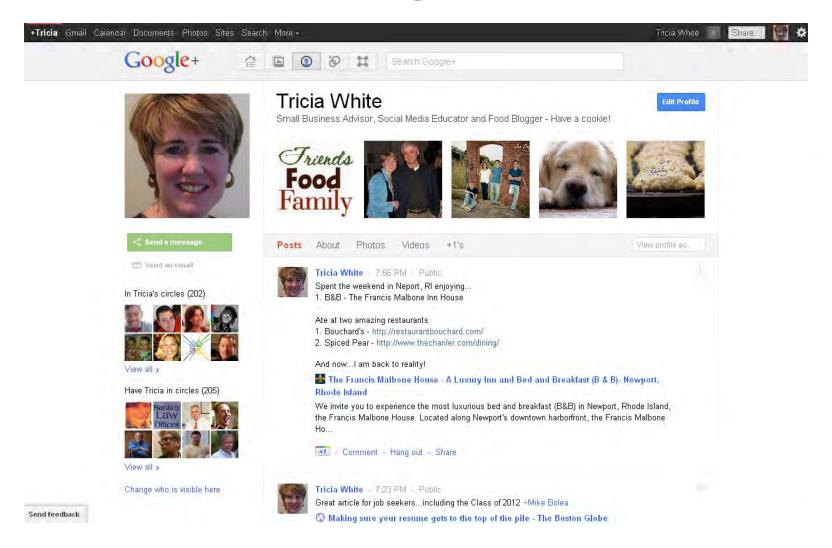
Jump To: Blogging SEO Mobile Social

Do you have Apple icons? No

The iPhone and iPad both allow users to add a quick link to the desktop of their device for easy access. Don't let a hard-to-see screenshot (which is the default option) rob you of an

86% of C-level executives use a smartphone.

Google +



www.GetListed.Org



See how your business is listed at Google, Yahoo, and other top local search engines.

Enter Your Business Name:
Enter Your Zip Code:
Check My Listings
Advanced Check

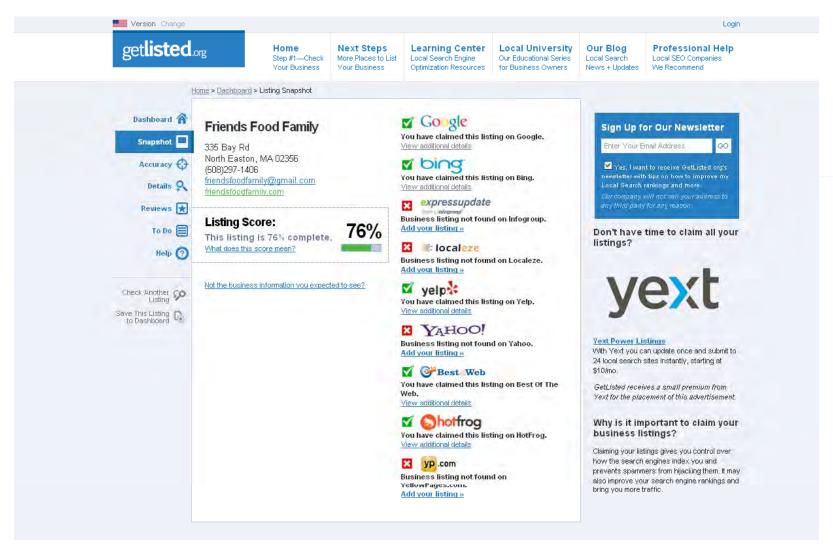
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Google, Yelp, Bing, Yahoo, Best of the Web, Hot Frog



What is social networking? Why would I use it?

Communities of people (with similar interests) that correspond using e-mails, videos and instant messaging.

- Share information
- Gather customer feedback
- A necessary piece to the social media puzzle
- Increase search engine optimization













Social Networking

- Facebook 800M + Active Users
 - Friends, Family, BusinessAssociates
 - **–** B2C
 - Personal Profile
 - Brand your business through
 Fan Page or Group
 - Optimize your website

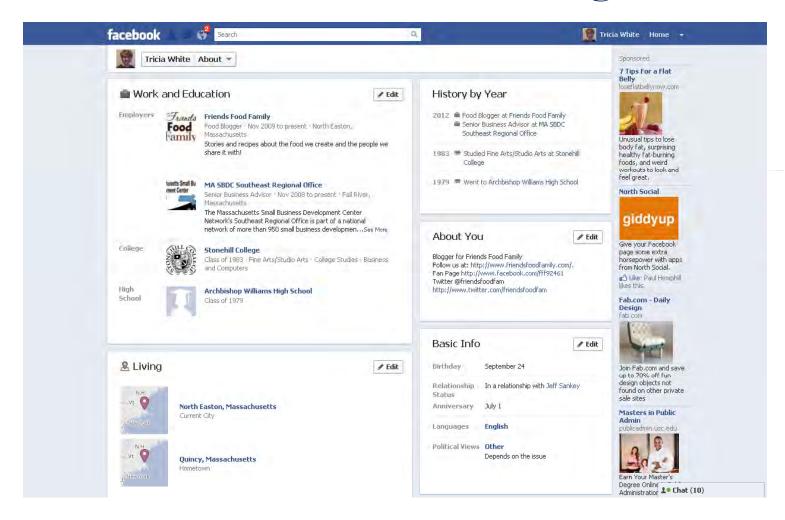
Facebook Home Page



Facebook Profile Page



Facebook Profile Page



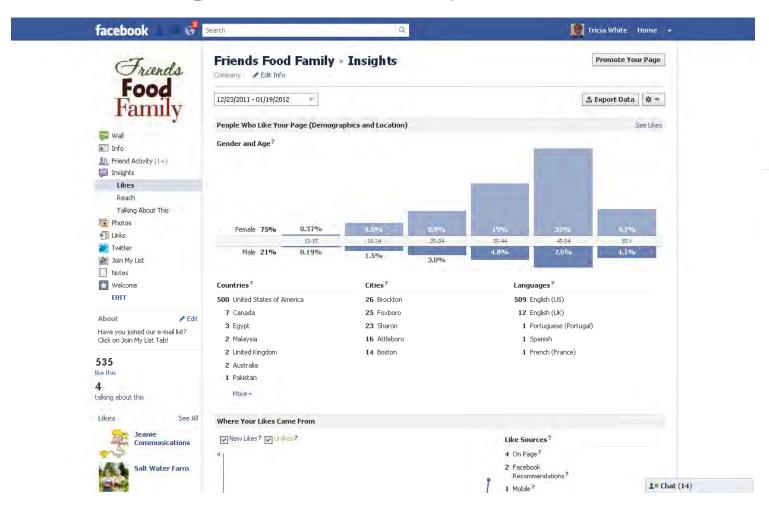
Fan Pages-Registering your Business



Fan Pages-Look at your Statistics



Fan Pages-Look at your Statistics



Group Pages- Discussion Board





...this Twitter thing has gone far enough.



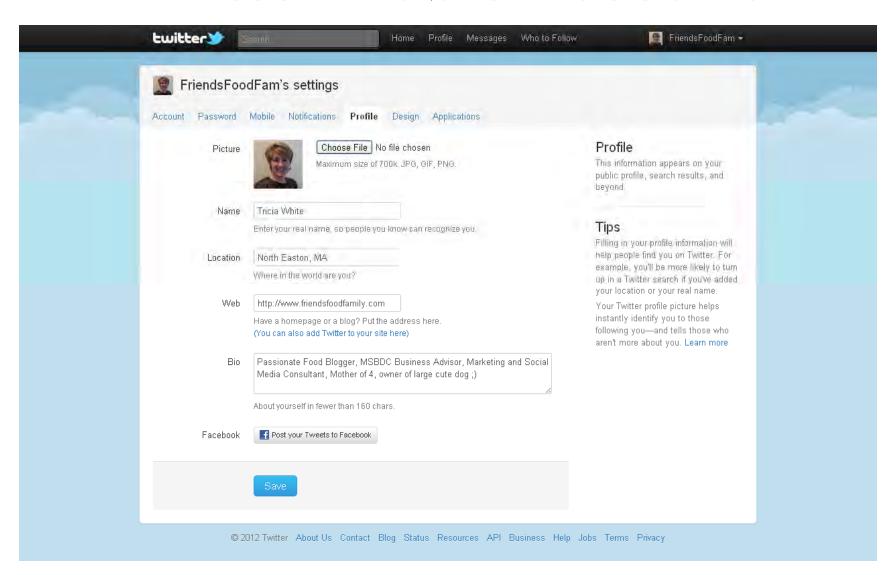


Social Networking

- Twitter 350+M +
 - Register as individual or business
 - Real time
 - Tweets are 140 characters
 - Follow anyone
 - Works well with blogs



Twitter Basic Account



Tweet, Tweet!



Social Networking

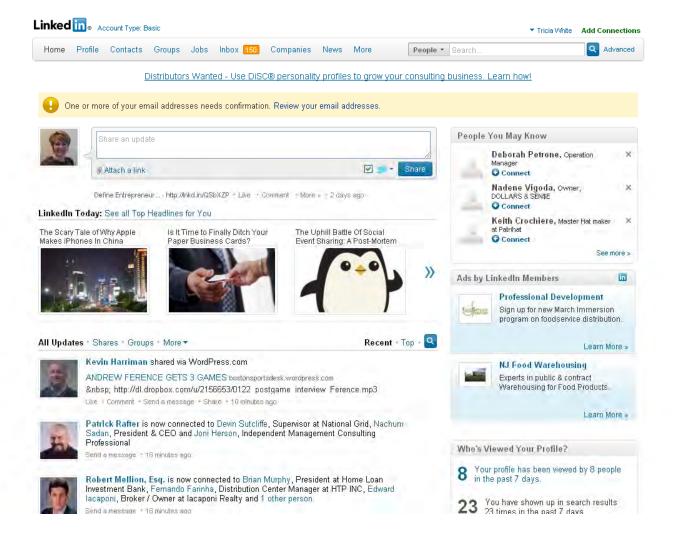
LinkedIn – 100M+



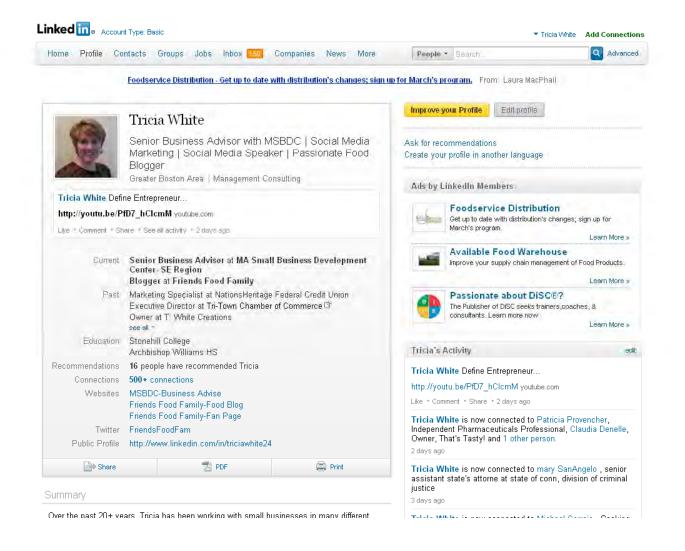
- Your Office
- -B2B and B2C
- Resume on Line
- Brand yourself and your business



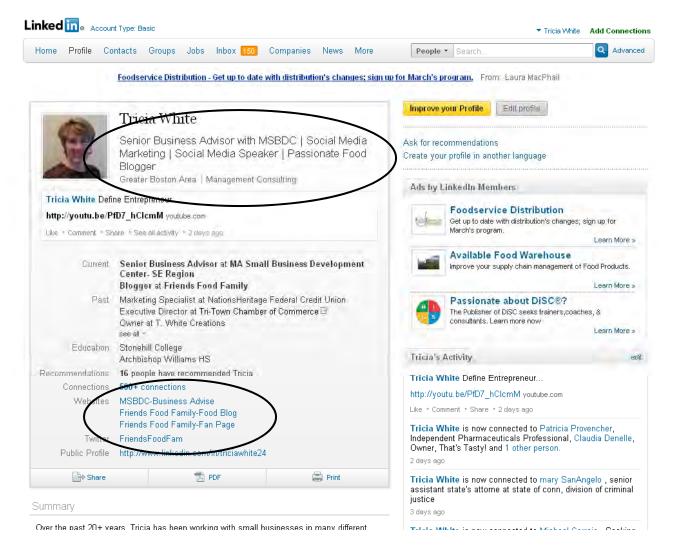
LinkedIn Home



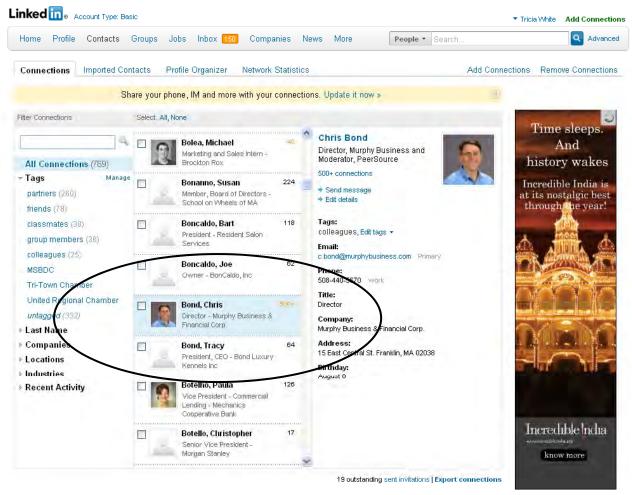
LinkedIN Profile



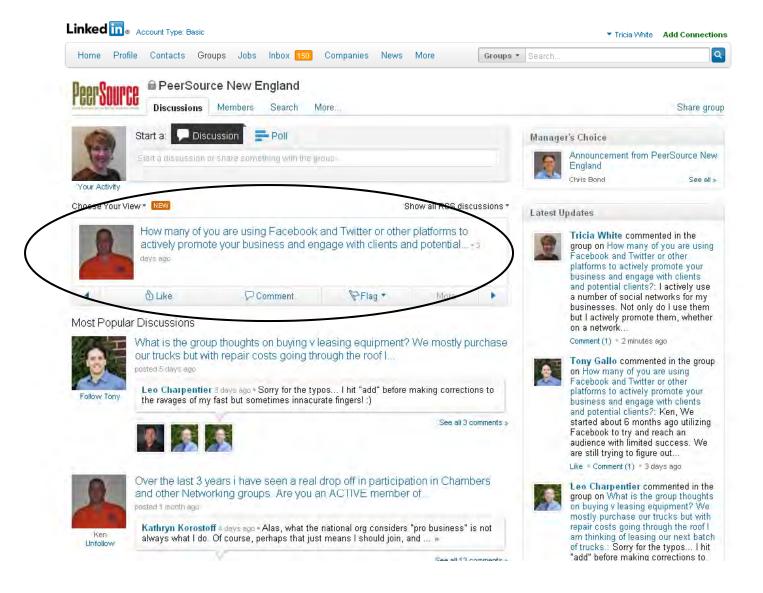
Branding and Optimizing



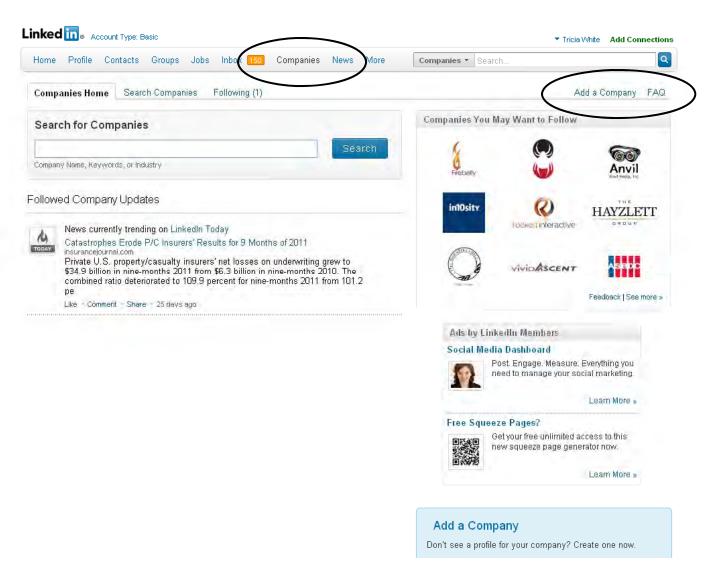
Who's your MAVEN?



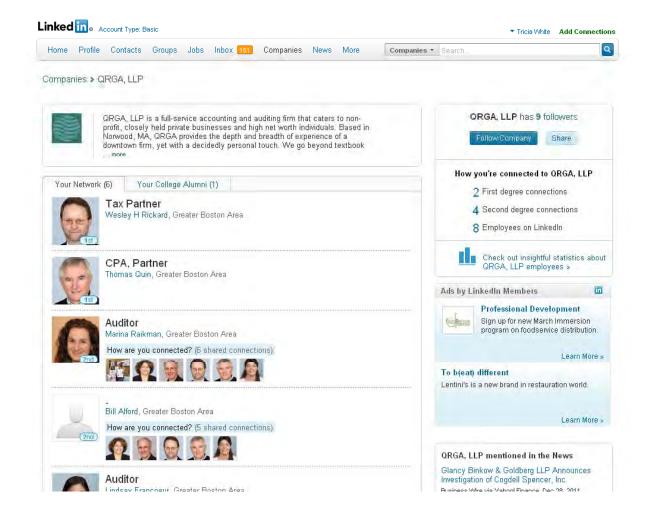
Groups



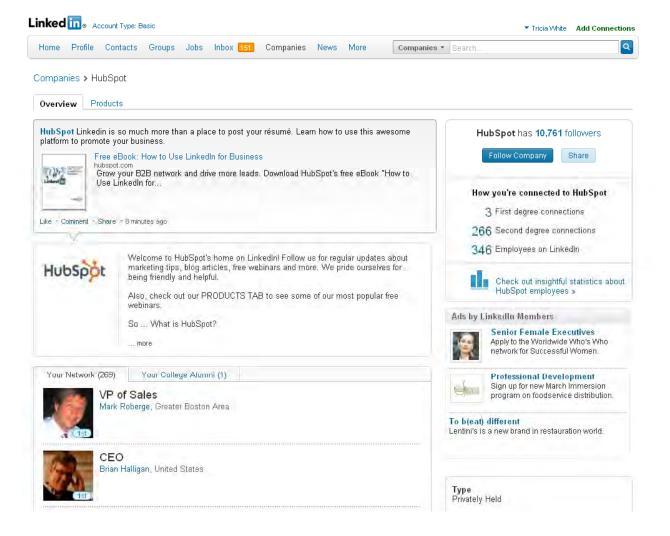
Register your Business



Small Companies



Large Corporations



Blogs, Books and PowerPoint



Legal Updates

by JD Supra

Get legal news that matters to you and your business. (Lawyers, upload your articles and other content. Be found for your expertise on LinkedIn.)



Polls

by LinkedIn

The Polls application allows you to collect actionable data from your connections and the professional audience on LinkedIn.



Blog Link

by SixApart

With Blog Link, you can get the most of your LinkedIn relationships by connecting your blog to your LinkedIn profile. Blog Link helps you, and your professional network, stay connected.



Reading List by Amazon

by Amazon

Extend your professional profile by sharing the books you're reading with other LinkedIn members. Find out what you should be reading by following updates from your connections, people in your field, or other LinkedIn members of professional interest to you.



Portfolio Display

by Behance

Showcase your creative work in your LinkedIn Profile with the Creative Portfolio Display application. Free, easy to manage, and supports unlimited multimedia



Projects and Teamspaces

by Manymoon

Manymoon makes it simple to Get Work Done with your LinkedIn connections. Share and track unlimited tasks, projects, documents and Google Apps - for freel



Google Presentations

by Goog

Present yourself and your work. Upload a .PPT or use Google's online application to embed a presentation on your profile.



E-Bookshelf

by FT Press

Tap into the insights of the leading minds in business, E-Bookshelf by FT Press-essential reading for success. Read quick, concise business and career lessons from the top experts. Read the content you want, when you want and at a great value.

Recommendations

Needham High School

1981 - 1985

Recommend Chris's work at Needham High School

Recommendations For Chris

Director

Murphy Business & Financial Corp. F

"Chris is externely diligent in his efforts on behalf of his clients. I have always found hin to be creative and of very high integrity. Plus he is a heck of a nice guy and fun to be around." October 21, 2011

Top qualities: Personable, High Integrity, Creative

(2nd) Steve Rodman

hired Chris as a Business Consultant in 2010

"I met Chris about a year ago. I feel like I have known him for years. I respect his judgment, he has high integrity, understands the importance of building relationships and is the facilitator of my business to business network group. If you need a talented and trustworthy person to buy or sell your company or complete a business valuation, I would highly recommend Chris to do so." October 16, 2011

(2nd) Leo Casey, Partner, B2B CFO®

was with another company when working with Chris at Murphy Business & Financial Corp.

"Chris is the original "connector". He is a no-nonsense professional who gets to the heart of a situation, identifies possible solutions for all concerned parties, collaborates with others and finds common ground to create a triple win." October 12, 2011

(1st) Bill Napolitano, President/Founder, The Institute For Business Excellence was with another company when working with Chris at Murphy Business & Financial Corp.

"Chris is a person you want in your corner. He is extremely dedicated to what he does and brings a level of commitment and passion that is well above the norm. He is a result oriented leader with high integrity. The greatest testimonial of his character comes directly from his clients or from relationship he has. I frequently hear praises about his work ethic and professional character. All around, nice guy as well... who has set the bar for how I want to run my business. Thanks Chris!" October 7, 2011

1st Daniel Morrison, Owner/Partner, Murphy Business & Financial Corpworked directly with Chris at Murphy Dusiness & Financial Corp.

"What an honor and a privilege it is to work with Chris Bond. I honestly cannot say enough good things about him. Given limited space this will have to suffice: Chris is hard-working, high integrity, with exceptional follow up. He is an ultimate connector and he selflessly matches people who could benefit from a mutual relationship. He fosters clear communication and always follows up with clients - providing a higher level of value than

Norm Brust

Management Consultant

Other (500+)

Peter M.

Startup company/technology lawyer

Ken Barbieri

Managing Director, AdAdvisor at TARGUSinfo

Adrienne Leigh

Owner at Murphy Business & Financial Corp

See all Connections »

How you're connected to Chris

You



Chris Bond

Groups you share with Chris:

Peer Source Peer

PeerSource New England



Stonehill College Alumni



Tri-Town Chamber of Commerce (MA)

Note: Groups shared with the viewer are shown here. Other groups, if visible, are shown under "Additional Information".

Chris Recommends (28)

Steve Rodman, Owner, Rodman & Rodman CPAs

Steve Rodman is as serious and talented a...

Bill Napolitano, President/Founder, The Institute For Business Excellence

Bill Napolitano is an outstanding business person...

Daniel Morrison, Owner/Partner, Murphy Business & Financial Corp

Can Morrison is among the best strategic thinkers...

Social Networking

YouTube - 1B views per day!

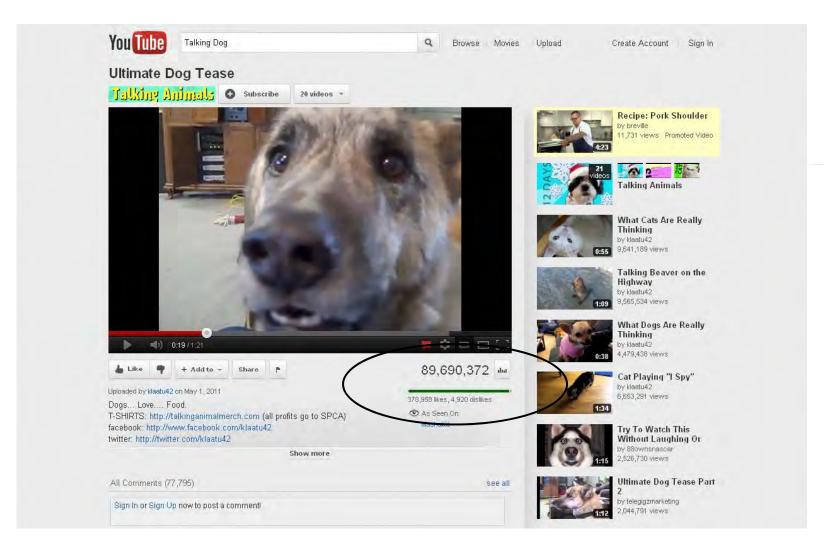




Keeps people on your site longer



Viral!



OK-Go and the Muppets

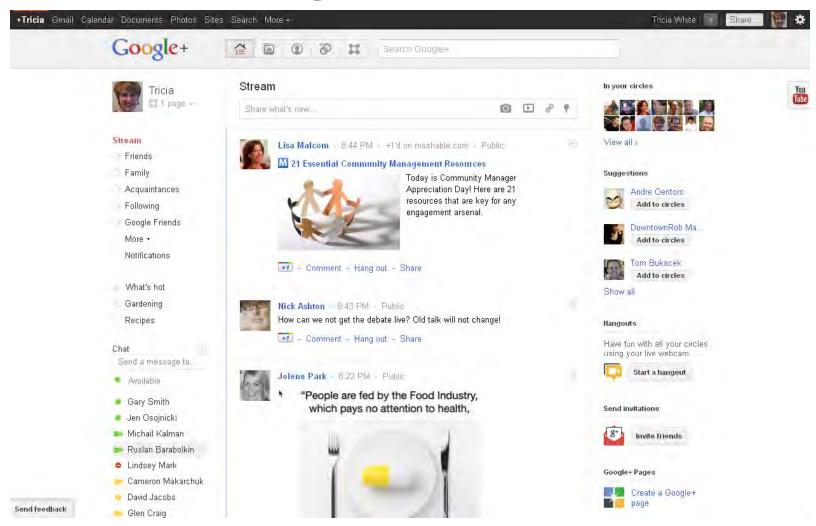


Social Networking

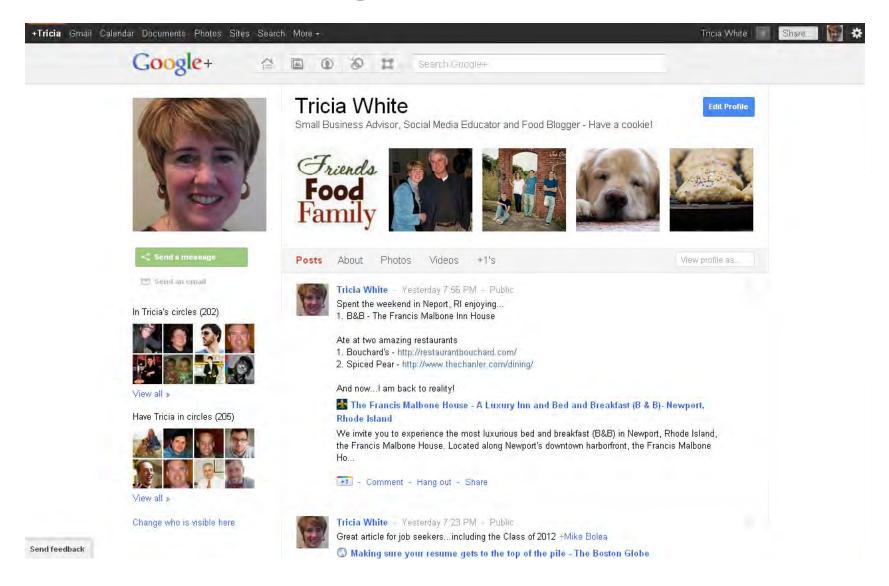
- Google +
 - Newest Social Network
 - -10M+ users in 30+ days
 - Personal Profiles
 - B2C
 - Circles, Sparks
 - Chat



Google + Stream



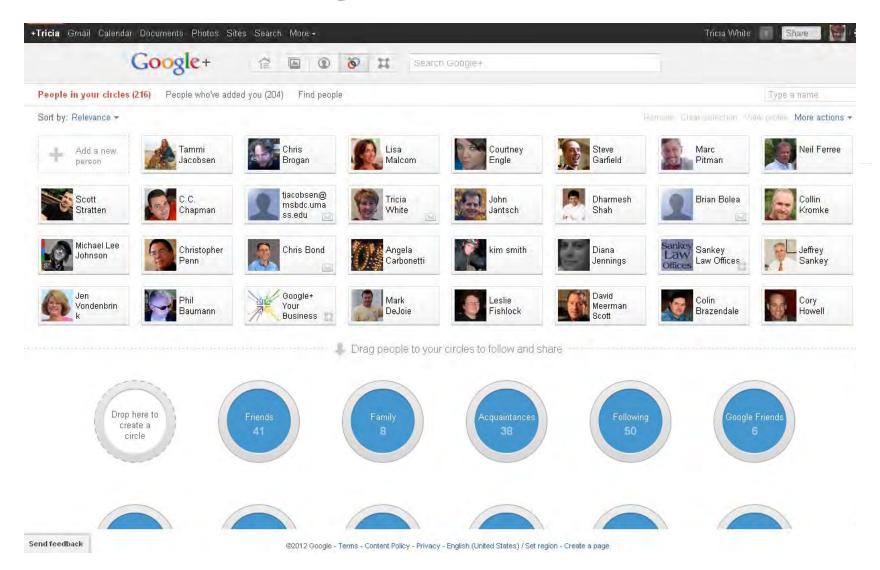
Google + Profile



Google + Business



Google + Circles

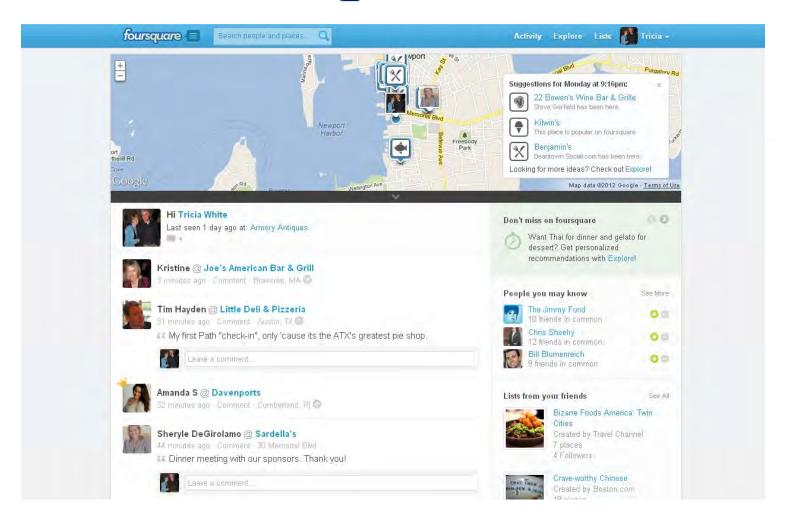


Social Networking

- Foursquare 10M+
 - Location Based Network
 - Personal Profile
 - B2C and B2B
 - Local advertising ops



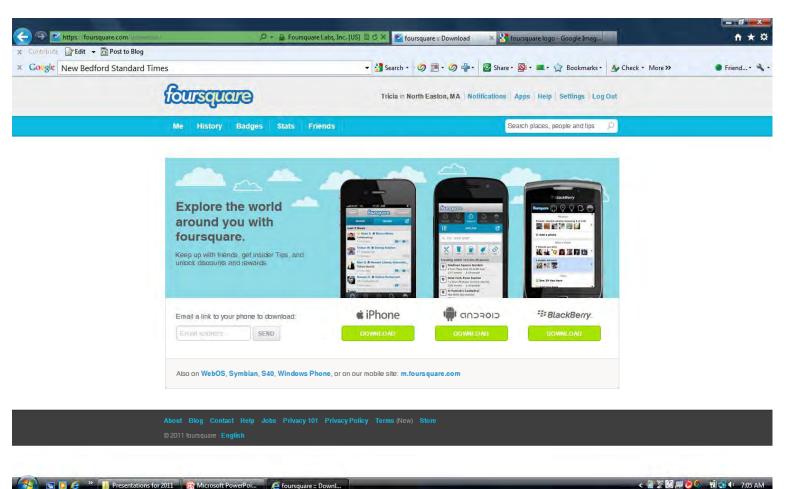
Foursquare Home



Foursquare Profile



Foursquare Smartphone





Signs of the social networking times.

Blogs

- As the author: You have the ability to communicate on-line through articles and stories. It gives you the opportunity to share your knowledge and provide value to your audience. Basically...it's the diary of your business.
- As the reader: you can comment and/or share.



Why BLOG?

- Relevant Information
- Indexes pages
- Helps with Inbound Links
- Conversion Tool (Widgets)

Blog Systems







- Wordpress.com
- TypePad.com
- Blogger

What do I write about?

- Share a story or article
- Unique topics or passions
- Review a product or service
- A final question or thought?
- Be human, be real



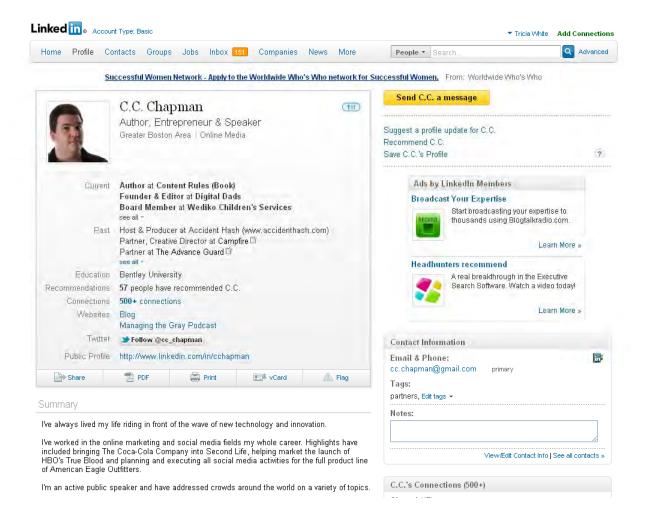
www.cc-chapman.com



Facebook Fanpage



CC on LinkedIn



Google+



@cc_chapman



E-Newsletters

An e-newsletter is a structured newsletter that is contained within the body of an e-mail

- Opportunity to opt-in or opt-out
- Gets through spam filters
- Open rate statistics
- Keeps your audience engaged
- Consistency with your brand

The Look of E-Newsletters

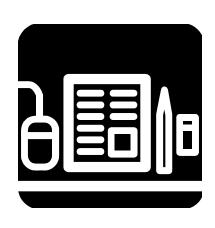
Having trouble reading this email? View it in your browser Make 2012 Upgrade Now and Save 40% Go PRO! Your Winning Year Jan 23, 2012 MarketingProfsToday Vol. 11, No. 16 Share this Issue In This Issue → = PRO member exclusive How-To: A Business Listing Is Your Online Anchor. PRO: How to Apply Motivation 3.0 to Drive Customer Action Survey Says: Social Media Lessons From the GOP Race Quick Take: Social Media Trends With Benefits in 2012 My View: Six Stats on In-Aisle Mobile [Infographic] advertisement You're invited to our FREE Virtual Event all about Content Marketing featuring 3 presentations, networking rooms, and live Q&A. Click here to register now and enjoy the inspiration of a conference without the hassle of travel. See you March 9! How-To A Business Listing Is Your Online Anchor (Five Rules for Ensuring Stability) By Gib Olander In today's noisy business listing landscape, it's important that your online anchor be consistent and visible throughout the local search ecosystem. Here are five essential rules to keep in mind when managing your online listing. Read More PRO Dan Pink on How to Apply Motivation 3.0 to **Drive Customer Action** Join us this Thursday at 12pm ET for a special PRO seminar with Dan Pink, best-selling author of Drive. You'll learn why people motivated by enjoyment routinely outperform those motivated by external rewards, and why

understanding these Motivation 3.0 factors matters to marketers and business

advertisement

leaders who want to achieve market success. Read More

What can they do?



- Keep customers engaged
- Share pertinent information industry info, tips, sales, specials, coupons, blog articles
- Shorten a larger newsletter

E-Newsletter Companies

- www.constantcontact.com
- www.campaigner.com
- www.icontact.com
- www.gladhandle.com
- www.mailchimp.com











E-Mail Widgets

Friends Food Family

Home About Recipes Reservations VS Recipes Picture Trish Contact

Jan 13, 2012

The 12 Cookies of Christmas - Day 12 - Oatmeal Walnut Biscotti



I'm laughing as I finish this recipe. I have finally completed the 12 Cookies of Christmas. I had promised they would be completed before Christmas and then before the New Year. It is Friday the 13th and what better day to finish. There is a long holiday weekend upon us and a great time to bake some cookies. I have decided that next year it will be the 6 Cookies of Christmas because with my life that's all I'm capable of...I think.

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Sign up for Our Email Newsl	etter
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+1 10	
f 🛂 🖂 🗄 🕂	37
NOTES	
Friends Food Review	A compact
Experiencing and reviewing food products an	ia services
Dynamic Divas	
Amazing women owned businesses	
Food <u>Resources</u> Great links to great recipes	

Guest Bloggers

www.bluepenguindevelopment.com



www.lakefrontliving.com







New England Lakefront Property



Hello Trish,

Here's a quote from a client we heard from last summer: "Scott, we purchased our lakefront home last winter when the lake was frozen. We had no idea how bad the shoreline conditions were until summer came around. The shallow conditions, weeds and muck are keeping us from enjoying the lifestyle, what do we do now?"

As lakefront specialists, we know every shoreline of every lake. Never buy a lakefront home with a knowledgeable Buyer's Agent! Learn why buyers choose our FREE representation in this week's blog entry.

~ Discover. Dream. Live. ~

Quick Links:

Property Search, NH Property Search, MA Property Search, RI

Ask "The Lake Guy" a



The latest from "The Lake Guy's" Blog

- * Buyers: Why Use a Lakefront Specialist?
- * Dreaming of New Hampshire Lakefront Property?
- Choose a Lifestyle Upgrade!
- * It's Boat Show Season in New England
- * The Lake Home and Cabin Shows
- Le Strength and Safety Tips
- * The Lake Guy answers some FAQ's

Other Helpful Sites

www.hubspot.com
www.instagram.com
www.flickr.com
www.picasa.com
www.pinterest.com
www.delicious.com
www.technorati.com
www.stumbleupon.com
www.digg.com
www.mashable.com
www.hootsuite.com
www.bit.ly
www.tinyurl.com

















In closing

- This can be overwhelming
- Identify what works for you
- Bite off what you can chew and grow organically...give it time
- Keep branding consistent
- Check spelling
- Check regularly
- Have fun!



Questions, Comments, Concerns & Contacts

MA Small Business Development Center Network 200 Pocasset Street, Fall River, MA 508-673-9783

www.msbdc.org/semass





