Efficient Social Media Communication

INTERACT Cap & Com workshop, Pisa.

lam...

- Kwinten Lambrecht
- Belgian
- I love pizza calzone
- Independent communications advisor since '15
- Mobility blogger

l am...

Anything else you'd

like to know?

@kwinlambrecht

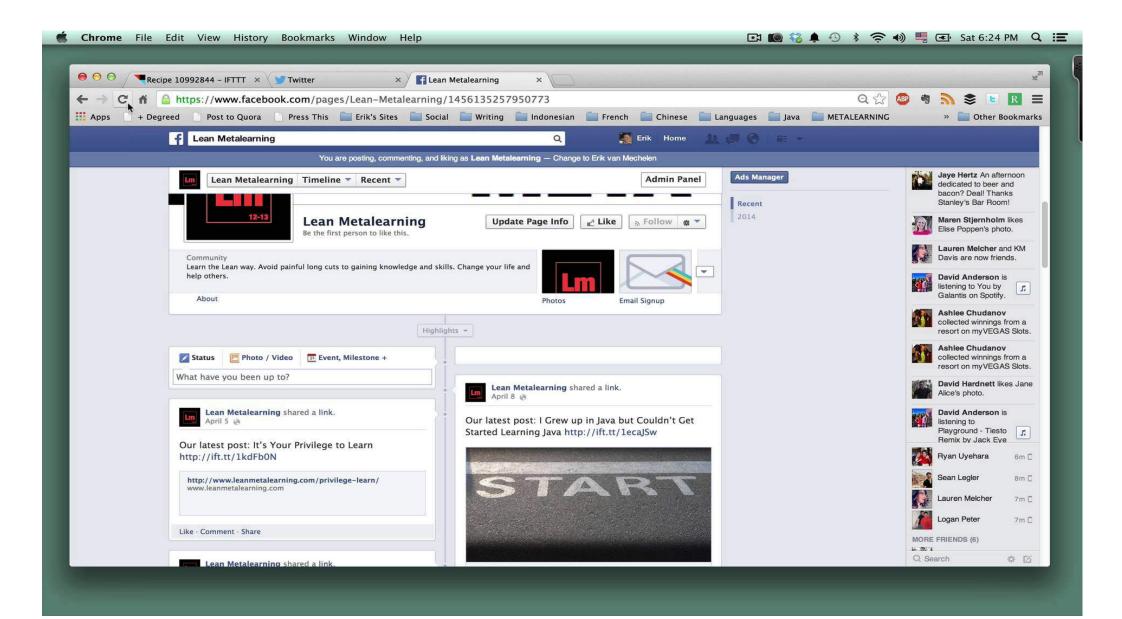


S e 0 n

S

Social media can be a very powerful tool

But not if you use it only as an extension of your website, or at random.







Search Twitter

Have an account? Log in ▼



Last tweeted: December 2006.

TWEETS

FOLLOWING 3

FOLLOWERS 87

Follow

Paniraj @pani

Joined December 2006

New to Twitter?

Sign up now to get your own personalized timeline!

Sign up





Paniraj @pani - 22 Dec 2006 going home on sunday









Paniraj @pani - 21 Dec 2006 sleeping to dream the dream of my life!









...

...

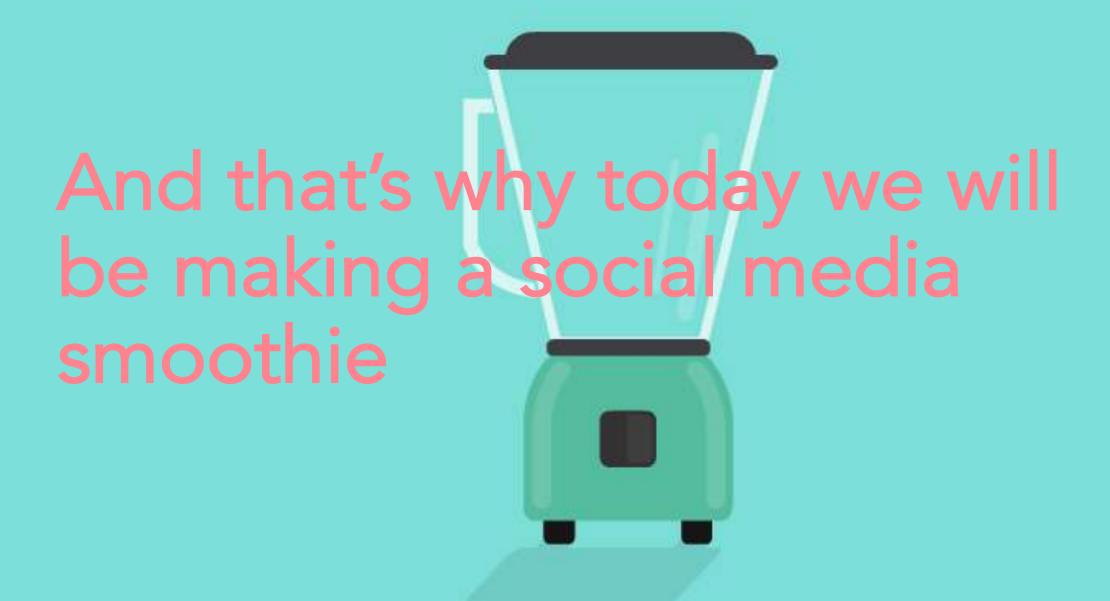


In tegenstelling tot wat algemeen aangenomen wordt is Lorem Ipsum niet zomaar willekeurige tekst. het heeft zijn wortels in een stuk klassieke latijnse literatuur uit 45 v.Chr. en is dus meer dan 2000 jaar oud. Richard McClintock, een professor latijn aan de Hampden-Sydney College in Virginia, heeft één van de meer obscure latijnse woorden, consectetur, uit een Lorem Ipsum passage opgezocht, en heeft tijdens het zoeken naar het woord in de klassieke literatuur de onverdachte bron ontdekt. Lorem Ipsum komt uit de secties 1.10.32 en 1.10.33 van "de Finibus Bonorum et Malorum" (De uitersten van goed en kwaad) door Cicero, geschreven in 45 v.Chr. Dit boek is een verhandeling over de theorie der ethiek, erg populair tijdens de renaissance. De eerste regel van Lorem Ipsum, "Lorem ipsum dolor sit amet..", komt uit een zin in sectie 1.10.32.

Het standaard stuk van Lorum Ipsum wat sinds de 16e eeuw wordt gebruikt is hieronder, voor wie er interesse in heeft, weergegeven. Secties 1.10.32 en 1.10.33 van "de Finibus Bonorum et Malorum" door Cicero zijn ook weergegeven in hun exacte originele vorm, vergezeld van engelse versies van de 1914 vertaling door H. Rackham.



You need a strategy





How a smoothie strategy can be made

- Goals
- Target audience
- Content ideation
- Content creation
- Content selling
- ROI and evaluation

Think about your goals





There are plenty of goals







Inform Engage CTA Build Awareness

• • •

About your project or organisation



But what are your SMART goals?



SMART?



This year, we want a 30% website visitors increase

By the end of the year we want 1000 new Facebook fans

Before the summer we want to pitch three stories via Twitter

During our next event we want at least 10 people to be live-tweeting



KPIs

Clicks

Press clippings

Overall reach

Quality views



Who's your target audience?



Journalists Citizens Local governments Potential partners or projects

• • •



Make simple but to the point persona for each of these online target audiences.

Persona building



- Demographics: gender, age, ethnicity, career, industry, income, marital status
- Psychographics: values, beliefs, habits, hobbies, ...
- Challenges
- Key reaction drivers: newsflash, information ...
- Preffered content formats: blogs, videos, social media posts, ...





Rafaello, male, 30 years old, has a girlfriend, just started a social bakery in Torino.

Psychographics: He plays tennis on Thursday night, loves going to the cinema and pizza restaurants. He believes in the kindness of people

Challenges: Living in the city, having to work late at night, is afraid of what the future will bring.

Key reaction drivers: Events.

Preffered content formats: Longreads in blogs, Video explainers.





Customer Journey



What will be your 'face' in relation to these target audiences

Your tone of voice



TA X TOV

Target audience

- Journalists
- Politicians & stakeholders
- Citizens

•

Tone of voice

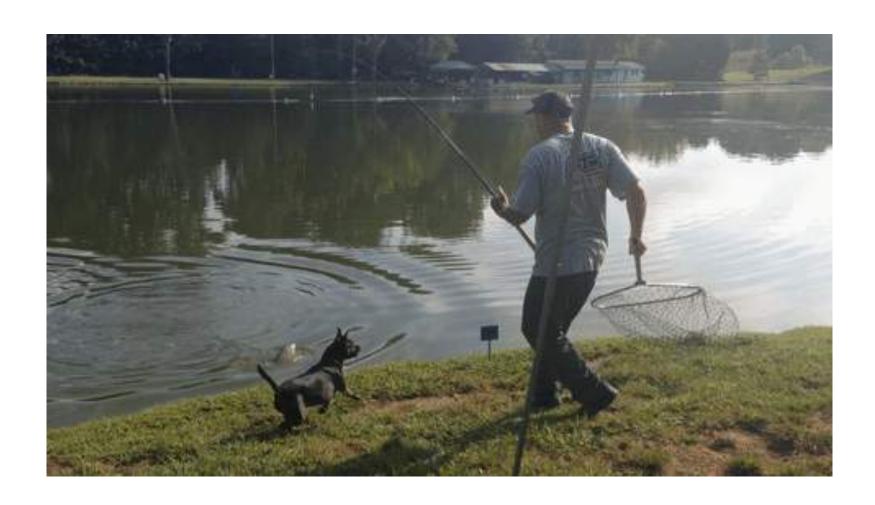
- Information-driven
- Results-driven
- Soft selling-driven

•



Which platforms?





Quality vs. quantity

Each platform is different

- Audiences
- Ways of presenting content
- Behaviours
- Timing
- Advertising
- Everything is changing all the time (sorry!)

	Facebook	Twitter	Instagram	Pinterest	LinkedIn	Google+
More popular with women						
More popular with men						
More popular 18-29						
More educated						
Higher income						

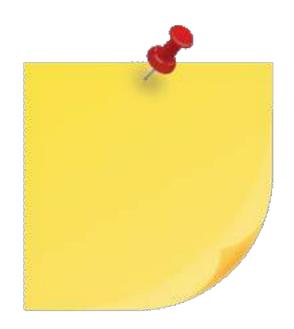
Let's mix attractive content!





First, what's your story?





The sticky factor



- Simple
- Unexpected
- Concrete
- Credible
- Emotional
- (with) a Story

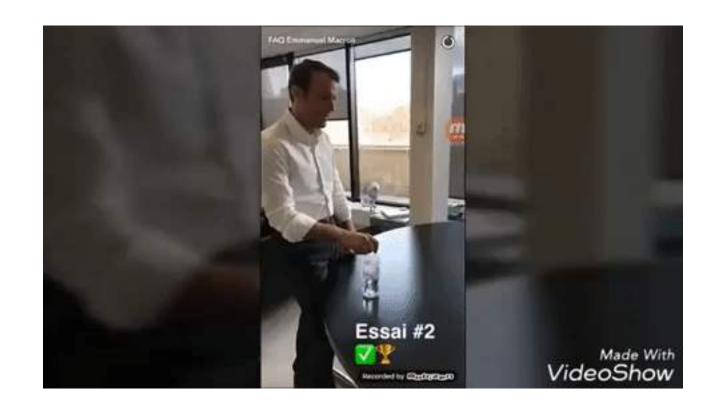


SUCCES without double S, actually.









The sticky factor



- Simple
- Unexpected
- Concrete
- Credible
- Emotional
- (with) a Story





Emotional

SEE – FEEL - CHANGE







You have your story in mind. Over to content production.



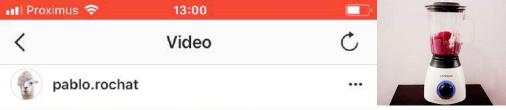


Your 'serious' target audiences are human beings too.



And humans want to be entertained.

Here's an example



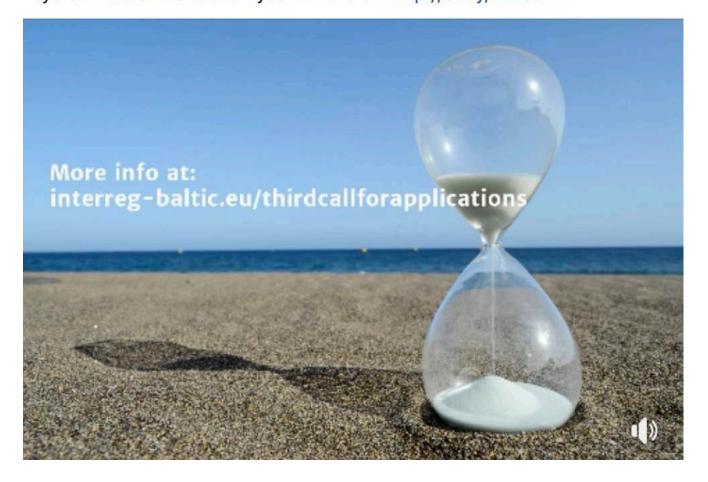




Also, people don't lose taste.

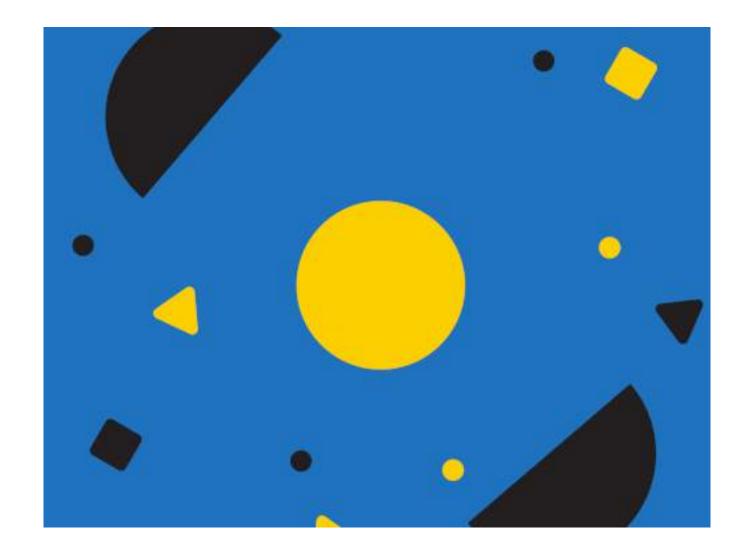


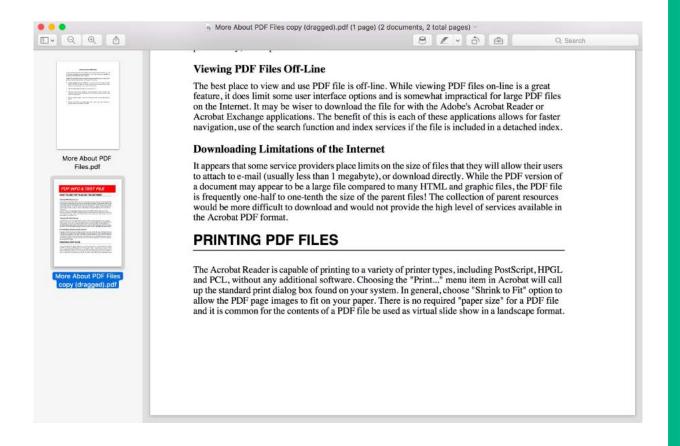
The time is running but you still have a chance to submit your project idea form to Interreg Baltic Sea Region by 15 January 2018 - this is a prerequisite to get a consultation & access to an online application system. More information you will find at: http://bit.ly/2zLcEMH















A public health priority

What are the symptoms?



Who is affected?



cases every year 3 seconds



Set to triple by 2050



What is the cause?

Conditions that affect the brain, such as Alzheimer's disease, stroke or head injury



What does it cost?





US\$2 trillion



Majority of people who will develop dementia will be in low- and middle-income countries



Families and friends provide most of the care Carers experience physical, emotional and financial stress



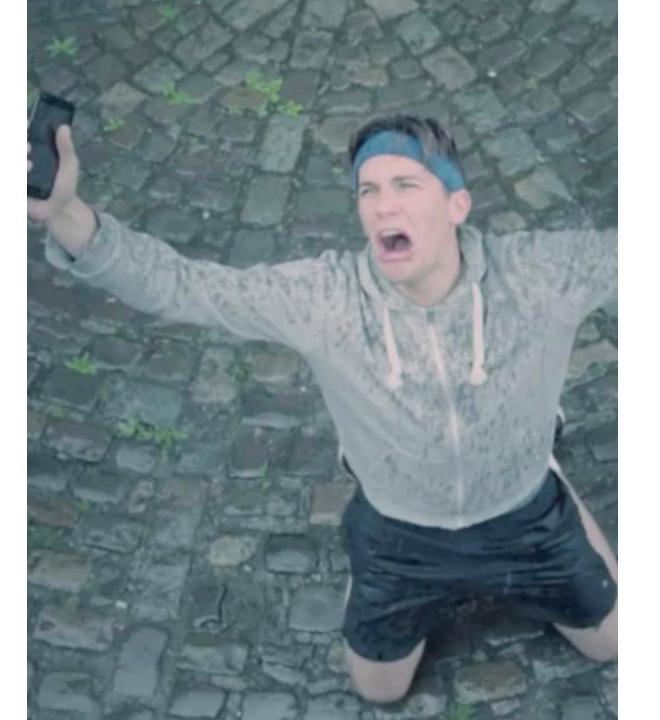






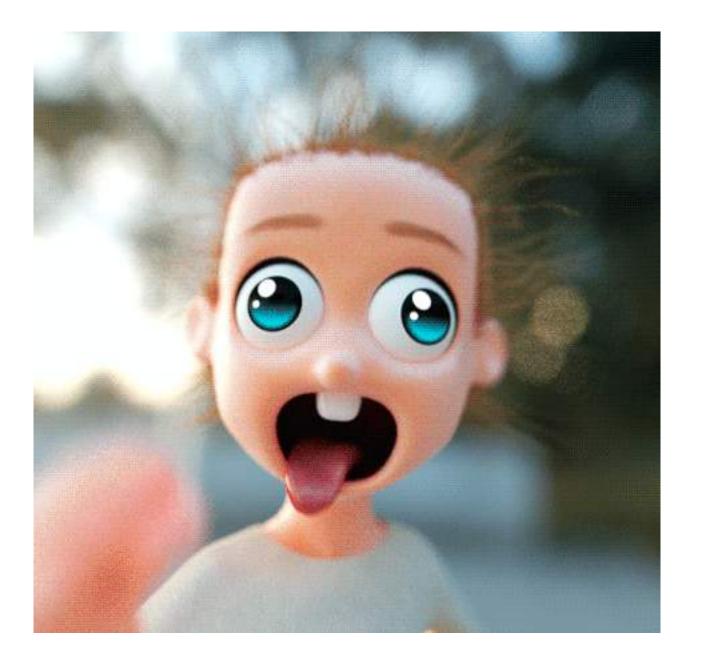














Which content?







- Would others find it interesting?
- Is it revealing a part of me that I'm comfortable with sharing?
- Does it fit with the message I want to express and my goal(s) on social media?

Use your own content

- Behind the scenes
- News items
- Wow, that e-book!
- Day-to-day facts and figures
- Introduction of staff
- Small videos of project visits
- Live tweets at events...



Repurpose your own content

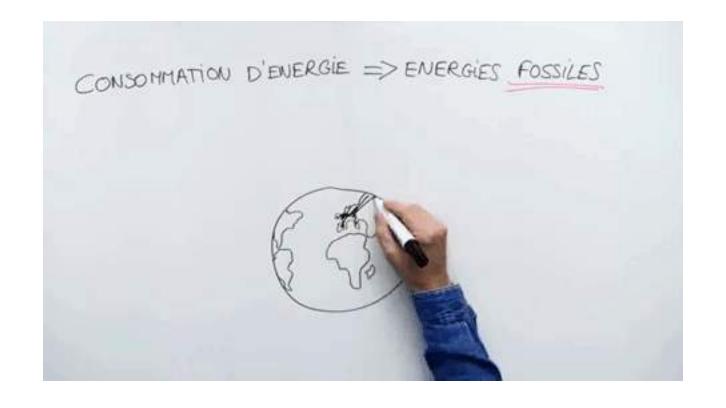


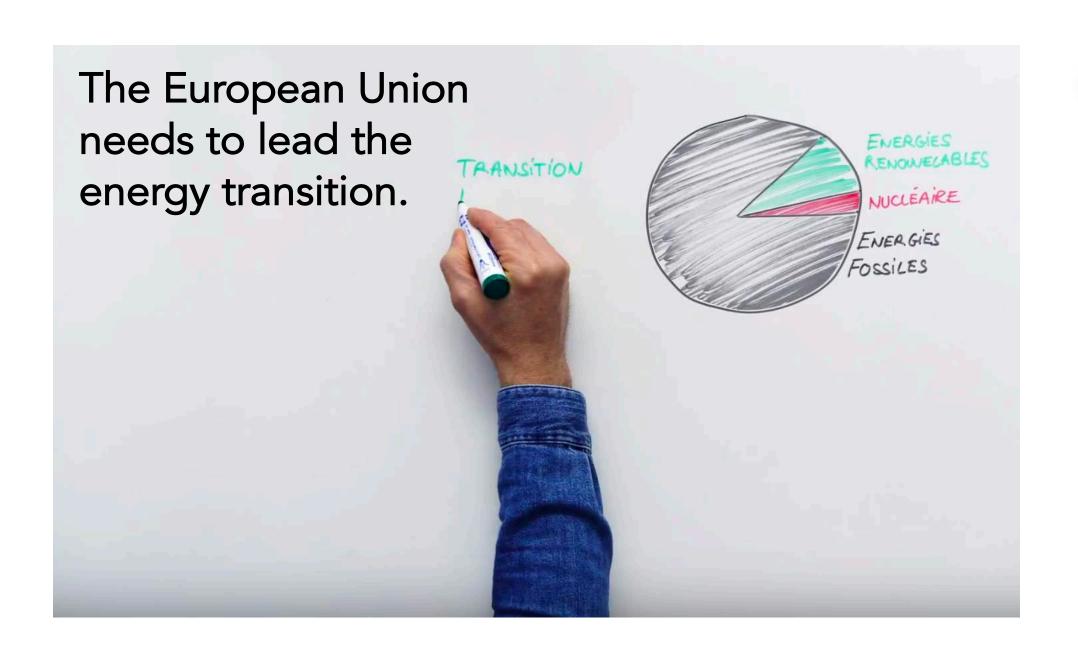


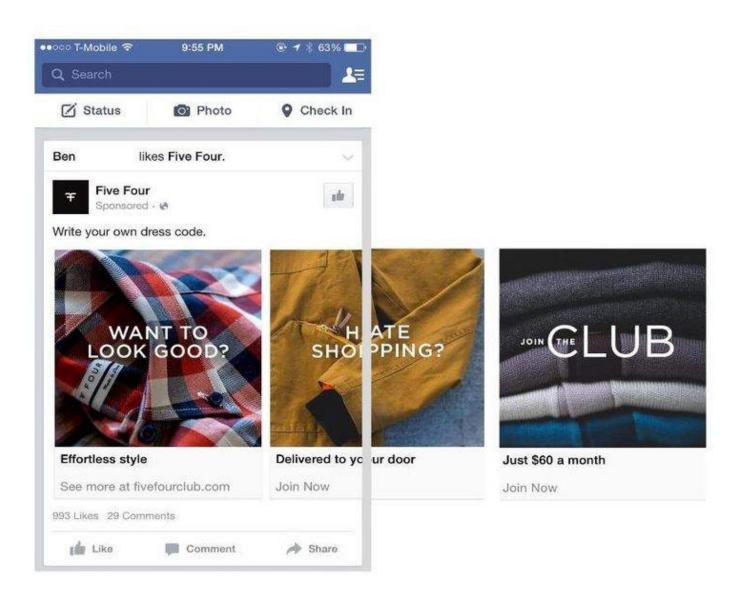












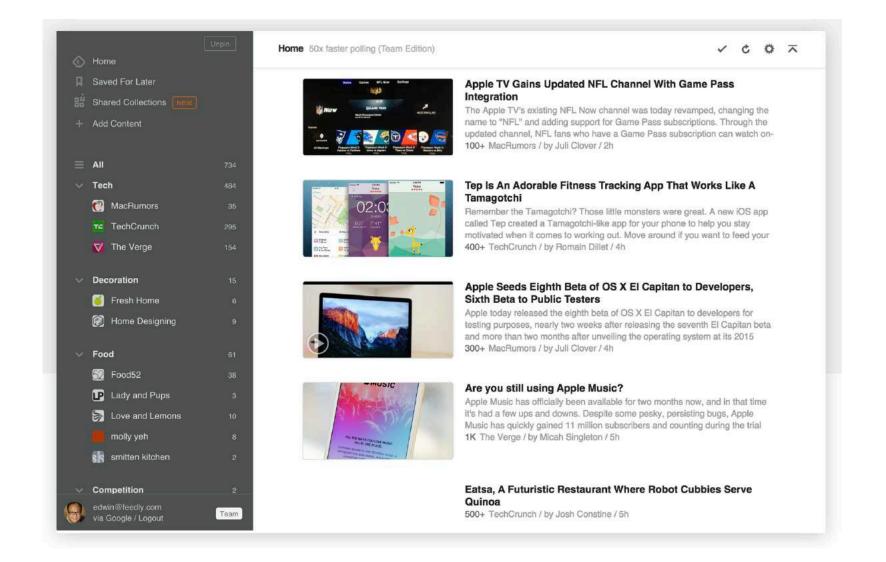


5-3-2!
Curation - CreationHumanisation.







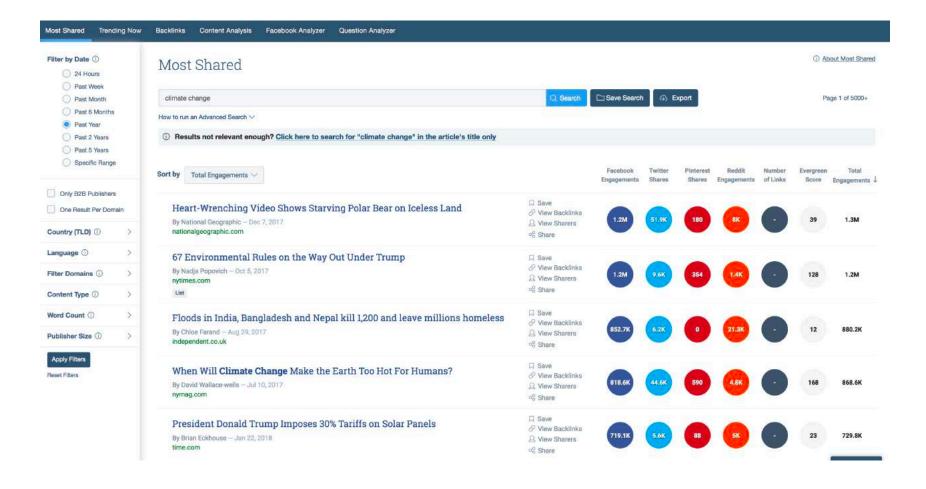


Feedly

Alternative: Pocket

Where to find content?

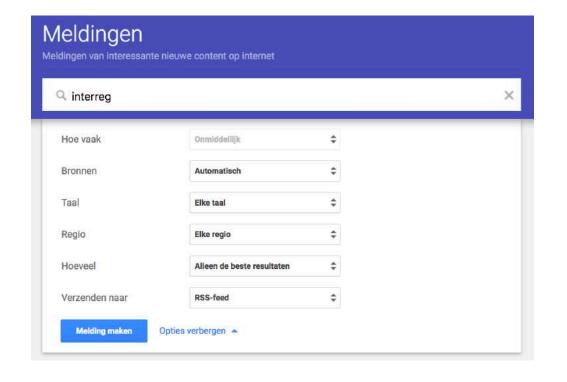


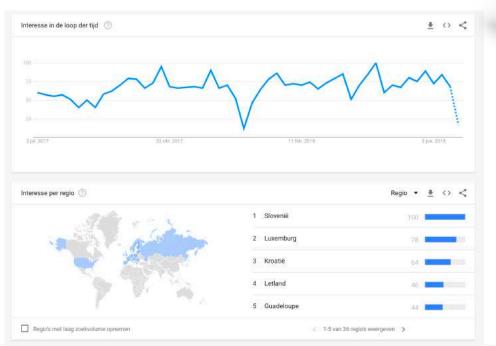


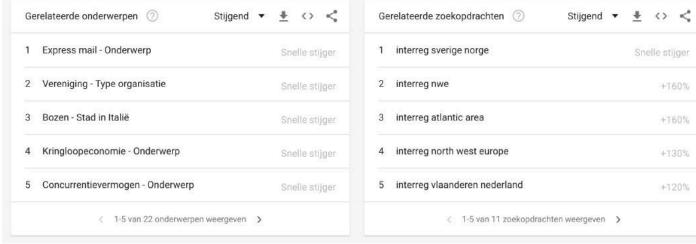
Buzzsumo

Where to find content?

Google!









Content creation

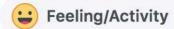


Use the native tools of the platforms

Facebook



%	Photo/Video
----------	-------------

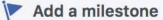


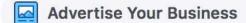






















E List

Start a Q&A





Sound Collection

Tracks Sound Effects Q Search for a track All Durations ♥ All Genres ▼ All Moods ▼ All Vocals ▼ 2,226 tracks found Artist Track Genre Tempo Length We Shine On Medium 4:15 Rock AirLands Refuge World Medium 3:57 Ella Joy Meir Refuge (Instrumental) World Medium 3:57 Ella Joy Meir **Speak The Words** Ruby Amanfu Rock Medium 4:52 Kesariya Balam (feat. Ishmeet Narula) Janapriyan Levine Indian Medium 3:37

Facebook





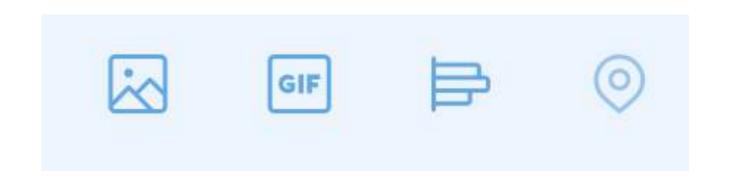
Facebook Live



- When?
 - Breaking news
 - Behind the scenes
 - Interviews
 - Session coverage
- How?
 - Stability
 - Sound
 - Wi-fi connection
 - Prepare some tweets in advance
 - Identify the main handles and tags ahead of the live session









LinkedIn

- Images
- Video
- Pulse; from personal to corporate
- Groups



Advice for young communication professionals (?)





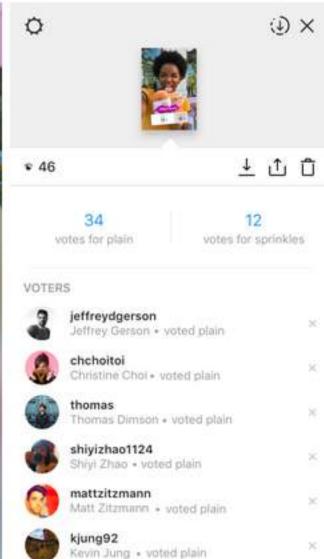
And we haven't even talked about Instagram...





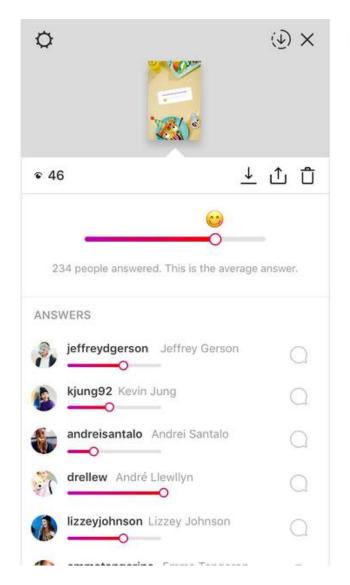
















- Keep your Target Audience and Tone in mind when producing content
- Post in your own language
- Feed content to the platforms
 - Including video!
- Keep an eye on recent innovations
- Play around and test what works
- Attribution, tagging, location tagging



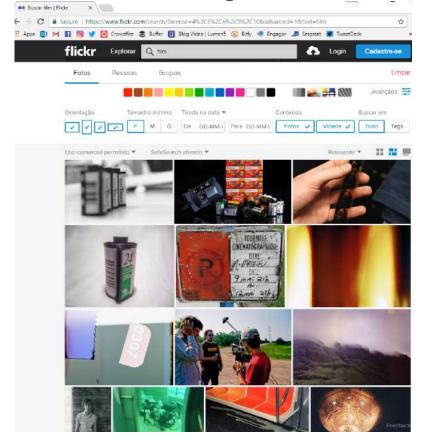
Useful tools for content production



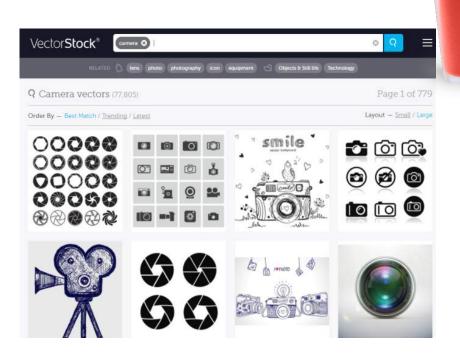
Visuals

Visuals

Finding suitable images









Film pictures

657 free film pictures

657 Photos 172 Collections 4 Users

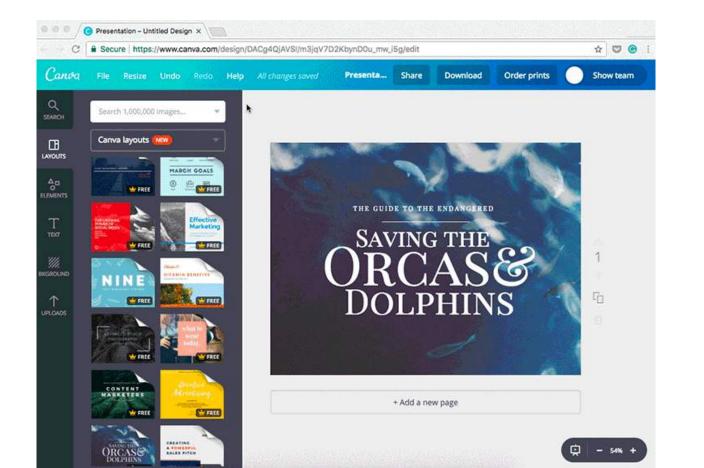


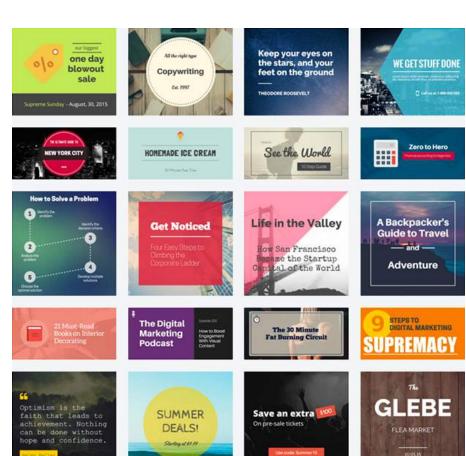




Visuals

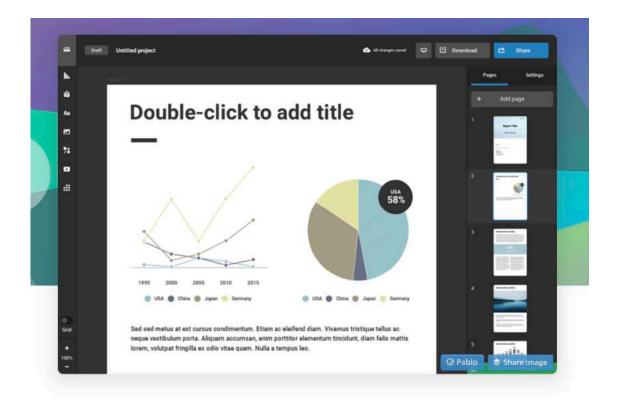
• Visual making: Canva & Snappa

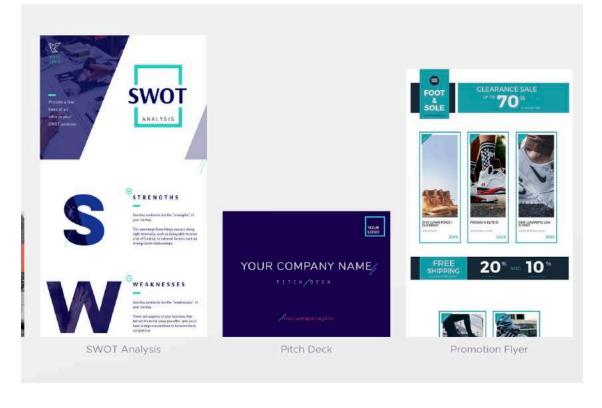






• Visual making: Infogram & Piktochart







Pablo!

For those who don't have time...



Or Powerpoint?



Or gifmaker.me?











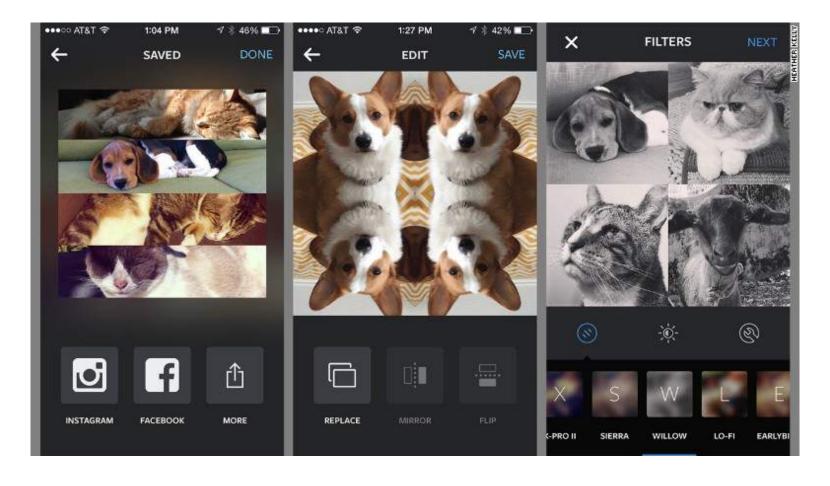




Mobile apps: My favourites



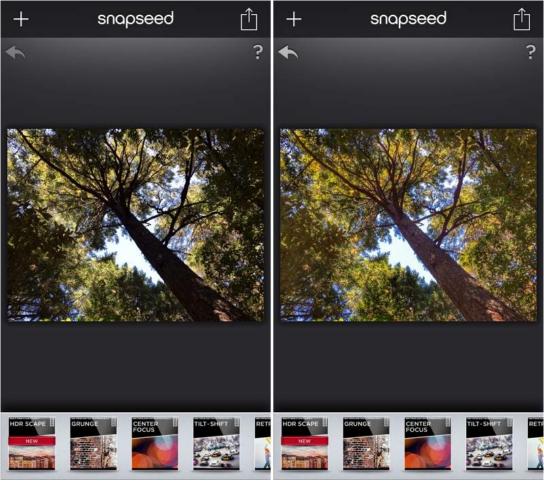












SNAPSEED







Lightroom









- Can you do it yourself?
- What's your main message?
- Think distribution first vertical, square, 16:9, subtitling
- Choose quick editing tools



Boomerang

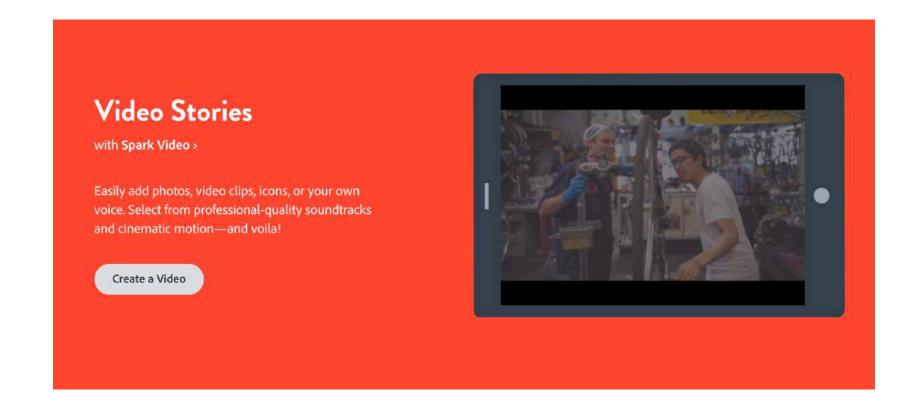






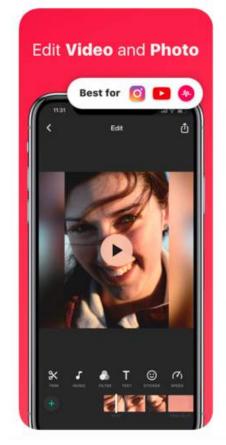
Hyperlapse





Adobe Spark







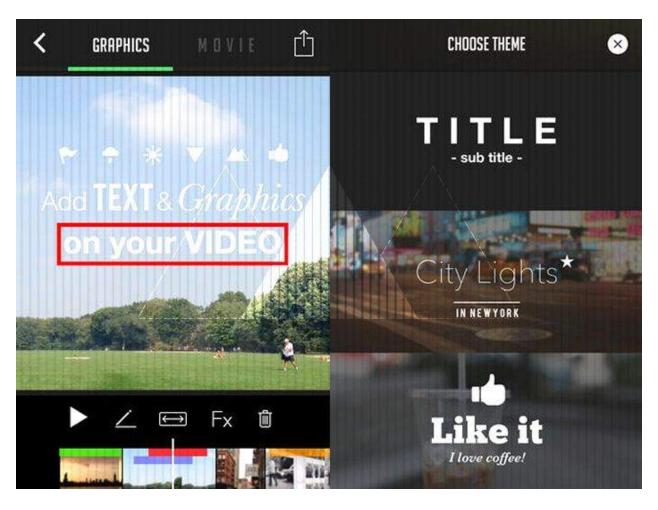




INSHOT

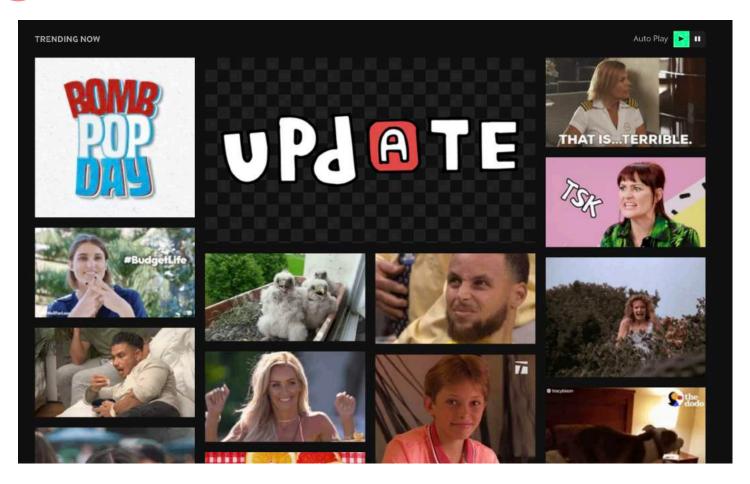






GRAVIE





GIPHY & GIPHY WORLD

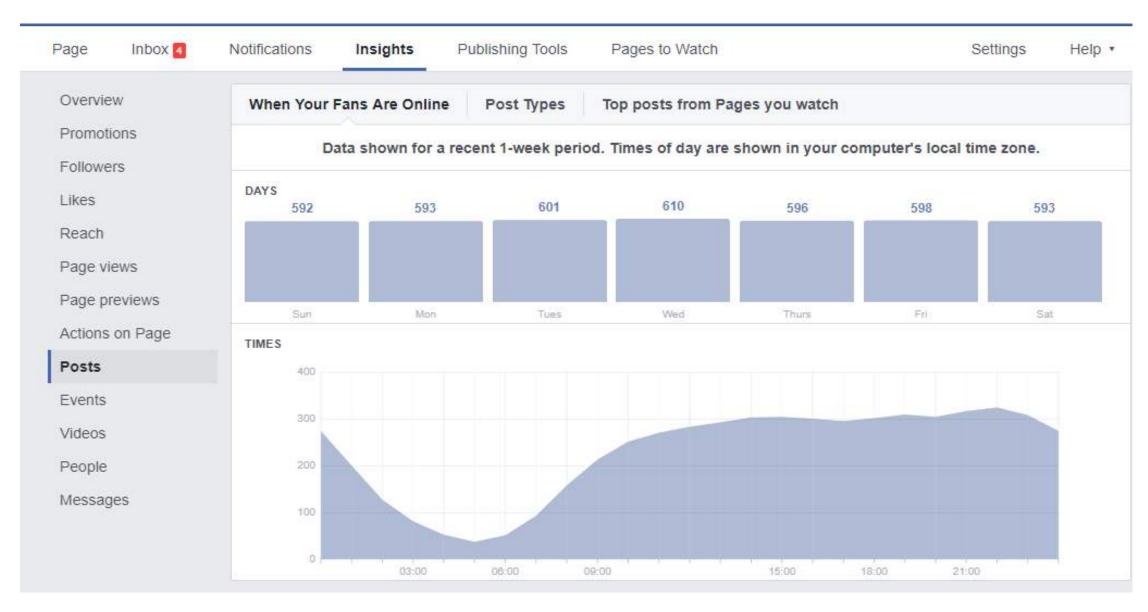




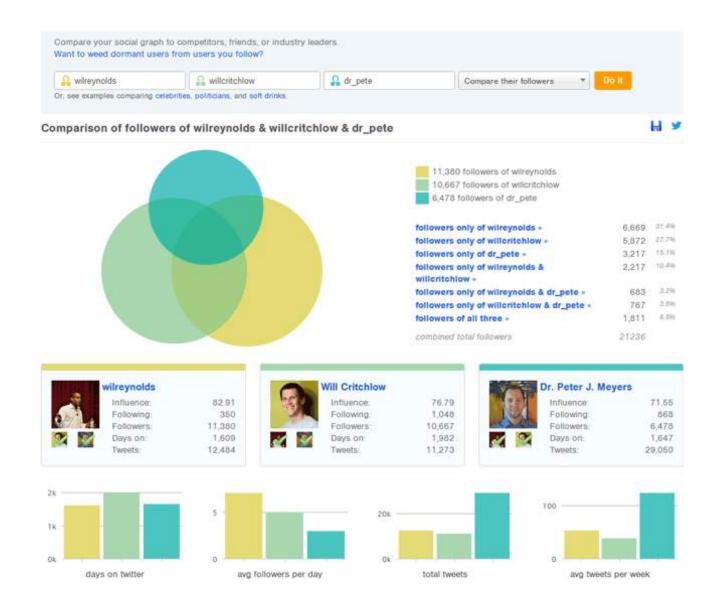
Timing is crucial













Make a content planner

Date	Topic	Content type	Channel	Сору	Target Audience	Goal(s)



Content planner

- Plan well in advance; offline <> online
- Keep an eye on recurring dates or moments
 - UN day of ...
 - International day of ...
 - EU day of ...
 - Holidays
- 'Jump' on current affairs (e.g. World Cup)
- Adapt content to timing
- Try to reach new communities





- TAG accounts and people in your tweets and Facebook updates
- Use hashtags in Tweets & Instagram
- Find new hashtags, use them, monitor them

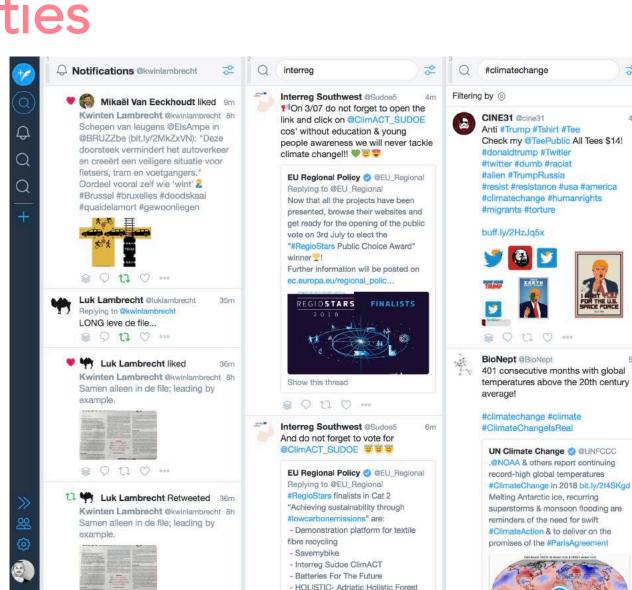
Content planner: Reaching new

















- TAG accounts and people in your tweets and Facebook updates
- Use hashtags in Tweets & Instagram
- Find new hashtags, use them, monitor them
- Team up with influencers, or get their attention

Content planner: Reaching new communities

- Map influencers on the go
- Find 'real' influencers
- Think about collaborations
 - Interviews
 - Guest blogger
 - Guest Social Media Manager
 - Backstage Reporting
 - Co-create content
 - Feature in Twitter lists
 - Invite them to host events





Content planner

- Keep an eye on recurring dates or moments
 - UN day of ...
 - International day of ...
 - EU day of ...
 - Holidays
- 'Jump' on current affairs (e.g. World Cup)
- Adapt content to timing
- Try to reach new communities
- Schedule content!



"But, Kwinten, we don't have time for all of this!"



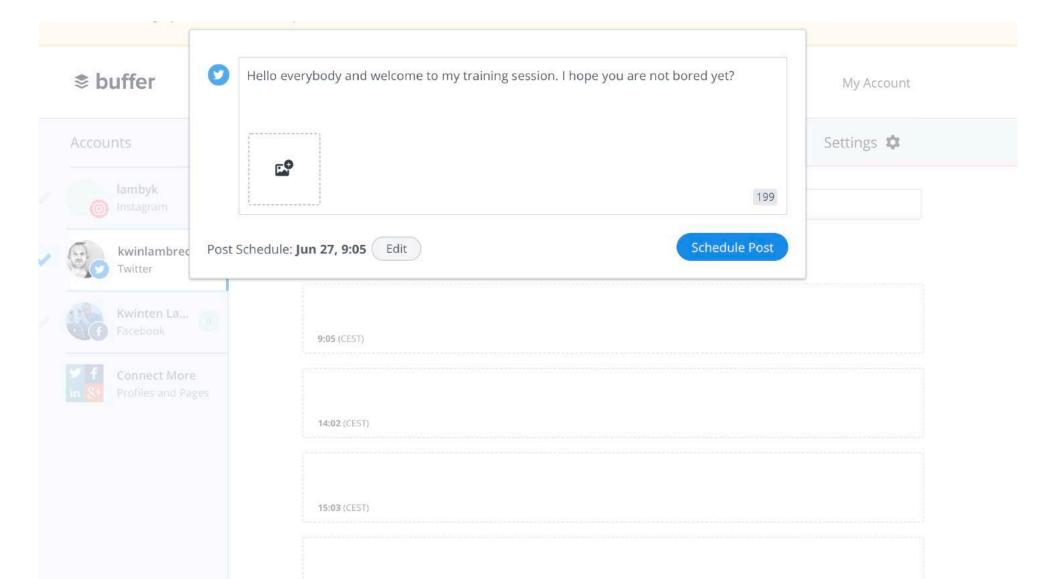




Facebook scheduler



Content planner: Scheduling content





Oh, and don't forget to reschedule content



Every social media update is a three-second audition







Focus on your key message and keep it short.



Test and build best practices

- Keep it short, but to the point (max 150 characters)
- Hashtags
- Be visual with photos, GIFs and videos
- Ask questions
- Giveaway Posts
- Links (with or without image)
- Polls
- Live
- Q&A
- Use emoji's
- Involve people



Use copy that attracts people

- What's in it for your audience?
 - [Do something] like [world-class example]
 - Interesting adjectives + unique nouns
 - [Amazing Headline]: Subhead
 - Who Else Wants ____ The Secret of ____
 - Little Known Ways to _____
 - Here's a Quick Way to [solve a problem]
 - Have a / Build a ______ You Can Be Proud Of
 - What Everybody Ought to Know About _____
 - [Number] Lessons I Learned From _____



Use copy that attracts people

- What's in it for your audience?
 - How to Survive Your First _____
 - The Ultimate List of How to _____
 - How to _____ -The Essential Guide
 - How to _____ like _____
 - How to _____ even if / without _____
 - How to _____ while _____
 - How to use ____ to ____
 - How to _____ in five easy steps



And post on a frequent basis. The 5-3-2 rule may help tackling this challenge



And don't be scared.

Work on a moderation policy.



Moderation policy

- Behave as you would face to face
- Respond to comments with facts, not with emotion
- If people *complain*, suggest to continue the conversation via private message
- If comments are harsh, hide them
- If comments are racist, xenophobic, ... delete them and refer to your moderation policy
 - On your website
 - In the 'About' section of your page





Advertising

There's one more thing...



Advertising helps getting leverage

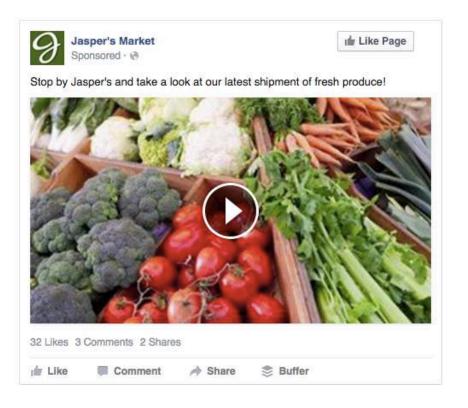


Why advertising?

- organic reach is decreasing
- it will increase your brand awareness
- it will reach a targeted audience
- it is cost-efficient
- it is measurable
- it encourages YOU to be creative



There are plenty of advertising formats

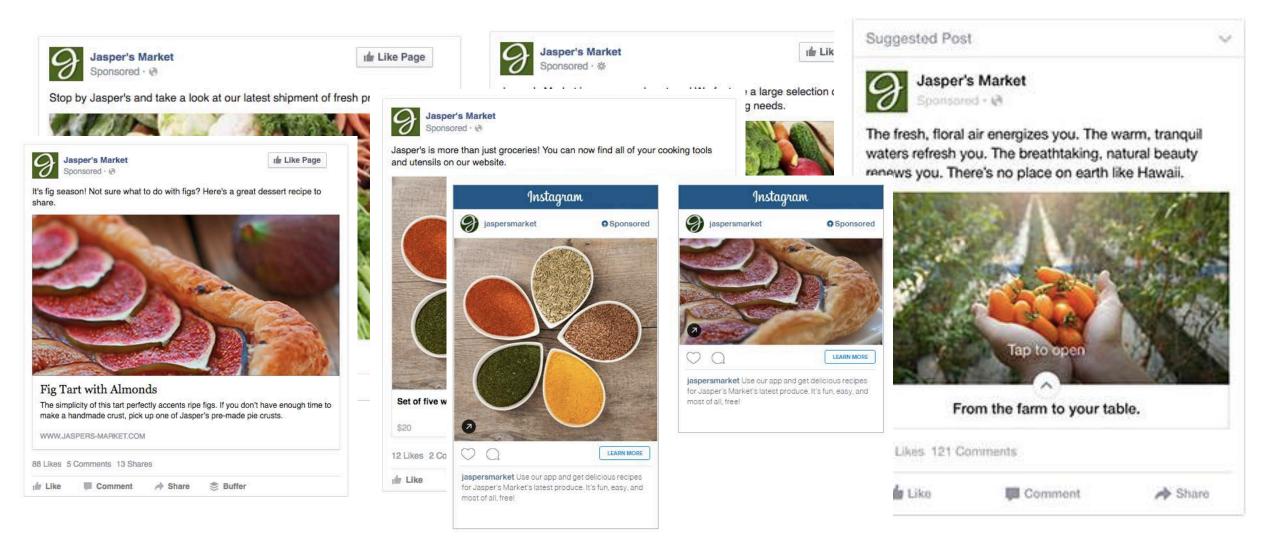








There are plenty of advertising formats





There are plenty of advertising formats

- Twitter advertising
- Google advertising
- YouTube ads
- LinkedIn Ads
- Instagram ads
- •





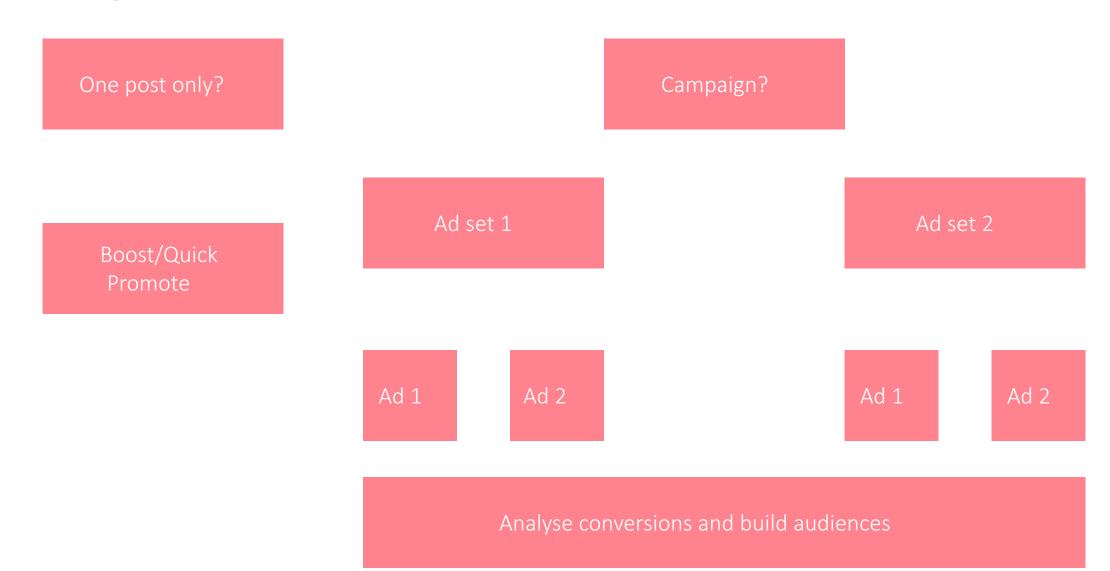
Facebook	Twitter	LinkedIn	Instagram
Interests	Hashtags jacking	Very narrow targeting	Young audience
Location	Followers of account	Lead ads, Carousel	Creativity
Look-a-likes			Stories
Retargeting			



Key tips

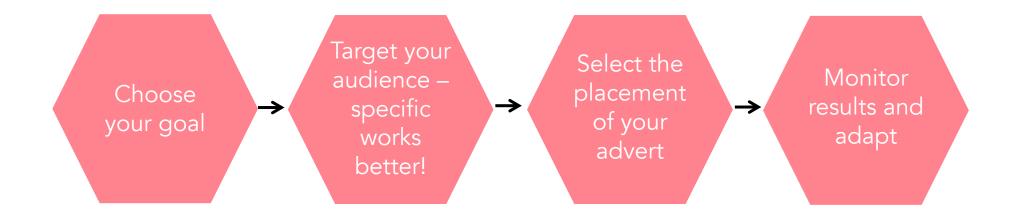
- Define a budget first, how much are you willing to spend?
- Choose the right platform, taking into account content and audience
- Adapt your ads on the go
- Promote content that is 'doing well' already

Campaign structure



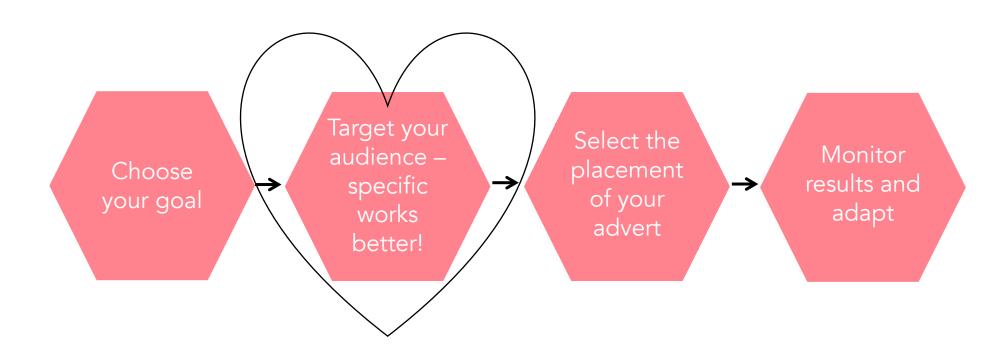


Campaign structure





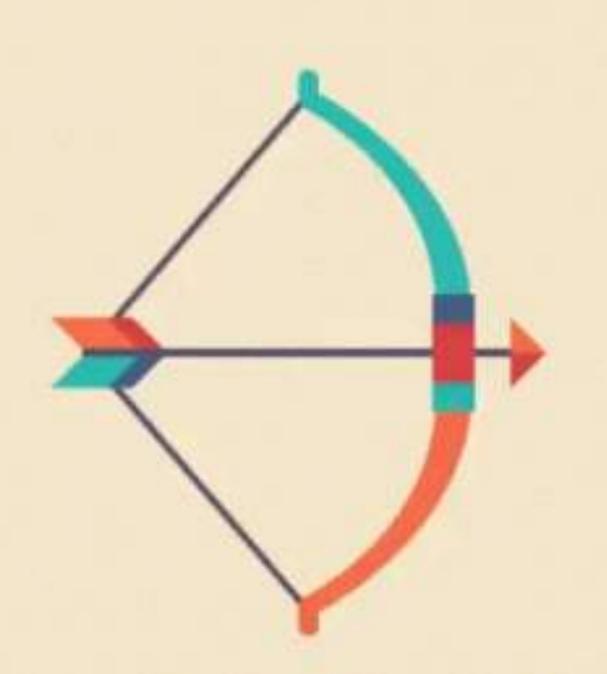
Campaign structure





Targeting is so powerful

- Location, gender, age, language
- Device
- General interests
- Website visits
- Lookalike audiences
- CRM lists



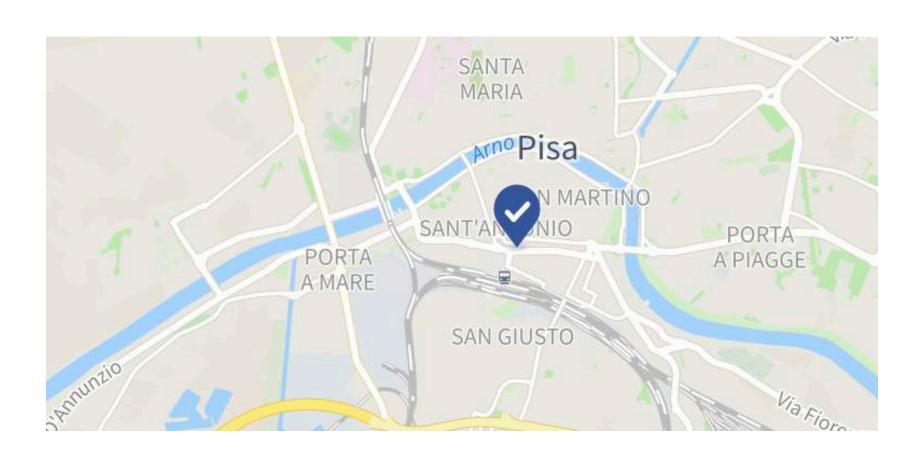


Location on Facebook



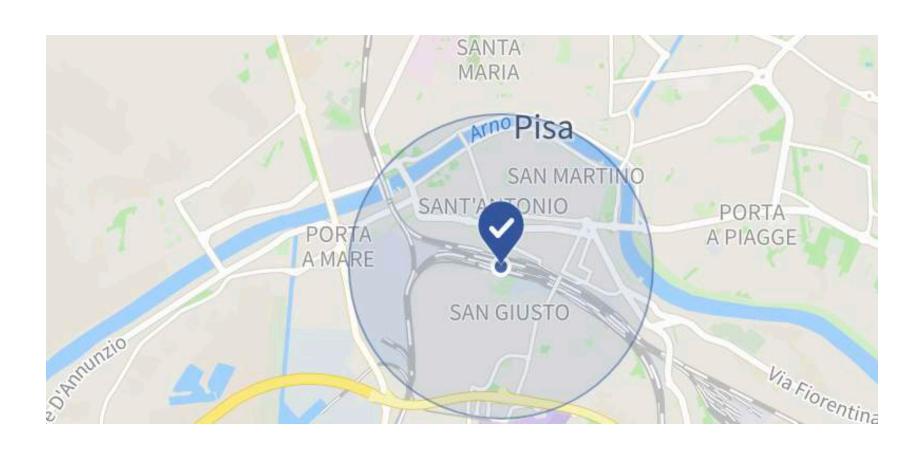


Location on Facebook





Location on Facebook





Key tips

- Be prepared
- Create good-looking content: video is hot
- Test and adapt accordingly
- Optimise your placement
- Scale your budget
- Avoid audience saturation
- Analyse conversions and Cost Per XXX

Convinced?

Your boss isn't?

Ask him/her: "What's the RONI?"





Exercise

8 groups

Show EU-funded projects in Pisa in a creative way, accompanied by a top notch copy.

GROUPS 1 + 2 = GIF on Twitter

GROUPS 3 + 4 = Short video on Facebook

GROUPS 5 + 6 = Infographic about one or more projects on Twitter Groups <math>7 + 8 = A creative slideshow on Facebook

Exercise

Think about format and length, hashtags, tagging, geotagging, links, ...

Potential tools:

Gravie, Giphy, Gifmaker, Biteable, Snappa, Canva, Inshot, Adobe Spark, ...