#### **Marketing Toolkit**



#### Reaching Volunteers through Traditional, Social and Digital Media Marketing

#### **FAVRM August 2016**







## Quick Survey

# Raise your hand if you're responsible for your organization's

- Volunteer Recruitment?
- Marketing?
- Facebook page?
- Twitter account?
- Digital Newsletter?





## **Types of Marketing**

#### Traditional Marketing

• Done for Years – Proven Success Rate

#### Digital Marketing

• Marketing using the internet, mobile devices, or other digital medium.

#### Social Media Marketing

• Internet marketing using social media networks for communication and branding goals.

#### Guerilla Marketing

• Innovative, unconventional, low-cost marketing to get maximum exposure.



"Social media is changing the way we communicate and the way we are perceived, both positively and negatively.

Every time you post a photo, or update your status, you are contributing to your own digital footprint and personal brand." ~Amy Jo Martin





## Why Use Social Media?

Common communication method

Volunteers, potential members and donors are using social media

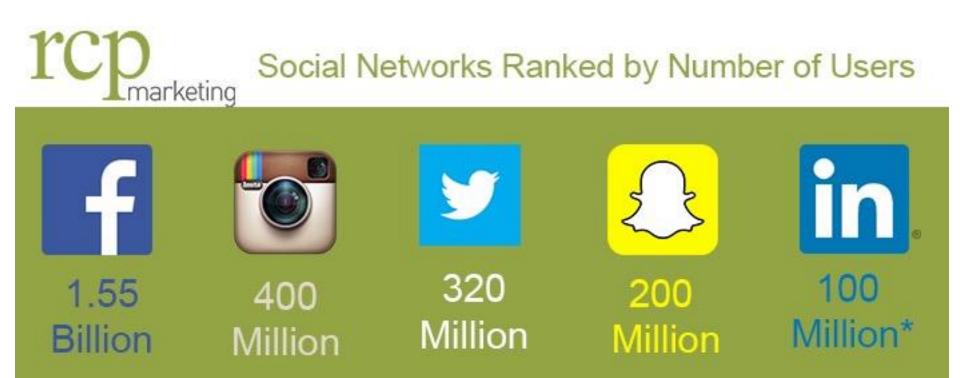
Enables your supporters to easily share with their friends and others

Adds visual element



# "We don't have a choice on whether we **DO** social media, the question is how well we DO it."

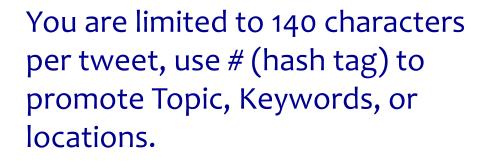
- Erik Qualman



This statistic provides information on the most popular networks worldwide as of January 2016, ranked by number of active accounts. Market leader Facebook was the first social network to surpass 1 billion registered accounts and currently sits at 1.55 billion monthly active users. Eighth-ranked photo-sharing app Instagram had over 400 million monthly active accounts.

Source: http://www.statista.com

## Twitter





#### Example: Don't miss today's #Volunteer workshop at @UnitedWayLHG #UWLHGO

Remember to follow your local media stations, reporters and publications.





## Twitter - #Hashtag

#### Don't hashtag everything

Using specific hashtags will allow you to make an impression on a wide social media audience. Make sure you're sharing the best content, and making the right impression.

Find the hashtags that are relevant to your cause and location #inthe239 #swfl #CityName





## When to Tweet ????

Like anything in life, "timing is everything". Twitter is no exception to get maximum leverage.

- Tweeting in the afternoons get a higher click-through rate than mornings.
- Thursday to Friday get more clicks than earlier in the week.
- Weekends are the best time to tweet and get the highest Click Through Rate (CTR)





 Pinterest lets you organize and share all the beautiful things you find on the web.

 People use pin boards to plan their weddings, decorate their homes, and organize their favorite recipes.

 You can browse pin boards created by other people.

 Browsing pin boards is a fun way to discover new things and get inspiration from people who share your interests.



www.missinglink.co.in

contact@missinglink.co.in



## Sample Pinterest Board

Unfollow board

-1

#### **HCFB** - Food Art

513

Followers

558

Pins

Harry Chapin Food B...

Adorable ANIMAL FOOD ART Mawberry Anyone thing this looks like an Salazar Slytherin's Basilisk lived HCFB staff member? 16 Awesome for approximately a thousand HCFB is like a pyramid, our clients Food Art Ideas. From Chewbacca years. This is accomplished by come first! In sakura (cherry Noodles to Hot Dog Mummies and using Parseltongue to put the blossom) jelly: | Community Post: Sleeping Rice Bear, these adorable creature into a deep sleep that 11 Extreme But Elegant Edible images are great inspiration to turn prevents it from aging, similar to Flower Foods - I didn't know that "boring" food into a tasty laugh. suspended animation. Their mortal was possible! More kid friendly food recipes at weakness is the crowing of a **非士 3** pinterest.com/... rooster. Basilisks feed off vertebrate animals. The male can Pinned from be distinguished from the female buzzfeed.com by a single scarlet plume on its Pinned from boredpanda.com head. THEMETAPICTURE COM Pinned from S from ViralNova.com blogof.francescomugnai.com This Food Doesn't Look Like Food, But It Totally Is, We Promise. Animals go hungry too and thanks

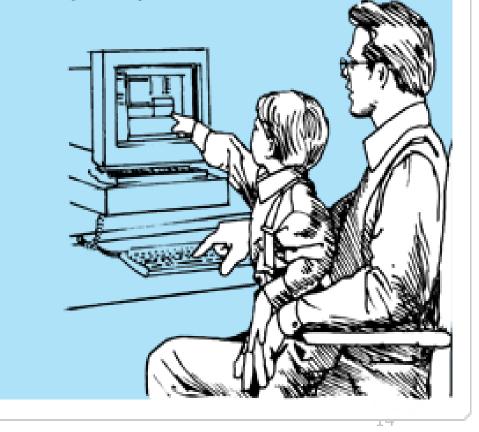
to HCFB zero-waste process food not edible for human consumption goes to our local caretakers. I think



Such a cool breakfast idea!

## Linked in

# What's this 'LinkedIn'? Is that like FaceBook for old people?





## LinkedIn



- LinkedIn is a business-oriented social networking service.
- Over 400 million users
- 2.1 million LinkedIn groups
- 41% of millionaires use LinkedIn
  - Volunteer Match listings will appear and prompt users via email





Q

#### Notify your network?

Yes, publish an update to my network about my profile changes.



in

#### Volunteer

Social Media Chairperson Florida Kiwanis District October 2012 | Children

#### Opportunities you are looking for:

How would you like to donate your time and talent? •Joining a nonprofit board •Skills-based volunteering (pro bono consulting)

#### Causes you care about:

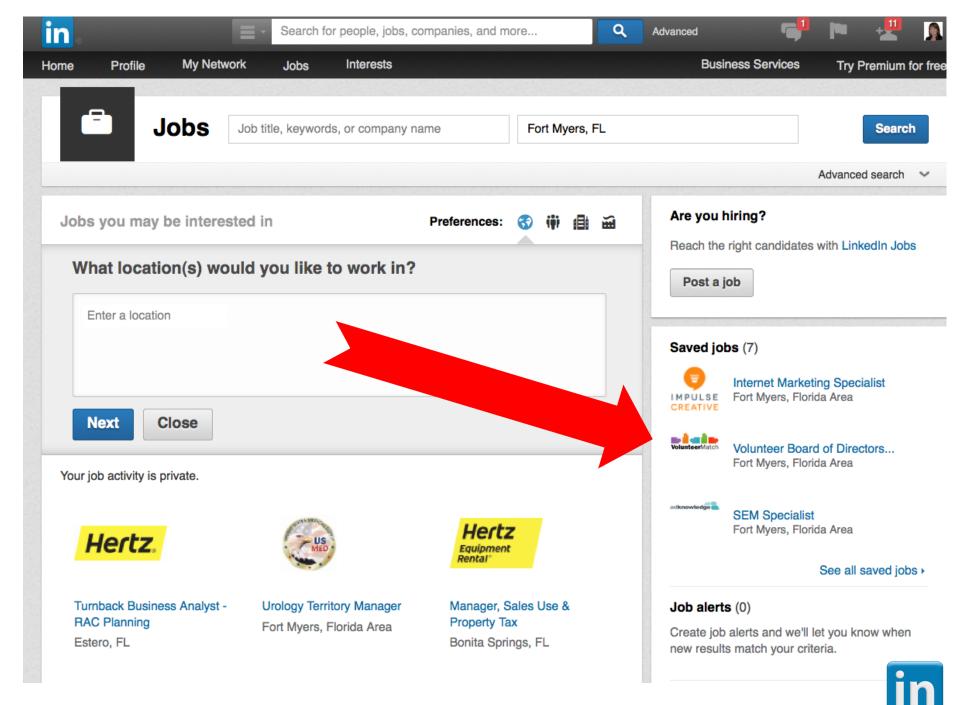
Topics and causes that matter to you.

- Animal Welfare
- Children
- •Disaster and Humanitarian Relief
- Education
- Environment
- Health
- Human Rights
- Poverty Alleviation
- Social Services



Add volunteer experience





## Instagram



- Instagram enables its users to take pictures and videos,
- apply digital filters to them, and share them on a variety of social networking services, such as Facebook & Twitter.
- Has a Younger audience.18-29





SOCIAL SHARIN

leveragemedia.com

## Instagram

- If your Organization decides to jump on the Instagram bandwagon, you need to go all in!
- This means posting photos regularly, building up a community of followers and interacting with other users on the network. Instagram may be all about the visuals, but engagement still plays a huge role in your success.





Not sure what type of photos to use?

Your options are endless.

Post a picture of volunteers at work, a compelling profile of someone you've helped, an engaging graphic for an upcoming fundraiser, an inside look at your team in action, etc.

You can't go wrong if you're showcasing your organization's efforts.



## Facebook

#### **Statistics**



1.59 billion monthly active users

(Updated January 2016)

- 1.03 Billion daily active users on average (Updated January 2016)
- Time Spent on Facebook per user per day: 20 minutes

Average attention span of a Human is now 8 seconds...

Average attention span of a Goldfish is **9** seconds.

# Who are you trying to reach and what are you trying to get them to do?

## Start with a Plan!

1) Create a summary of everything you plan to do and hope to achieve using social networks.

2) Audit where your accounts are today, goals for where you want them to be, and all the tools you want to use to get there.





## Mission and vision!

- Mission statement example: We will use Instagram to showcase our daily kitten and puppy adoptions and announce new specials.
- Create a content plan and editorial calendar
  - 1. Include: Agency Events, Holidays, Fundraisers
  - 2. Assign super users to schedule, respond to posts
  - Promote your cause...
     Ex. January is National Mentor Month





## Set & Track Goals

Determine the following:

- What are your goals?
- Who is your audience?
- How will you reach them?

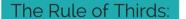
Remember to:

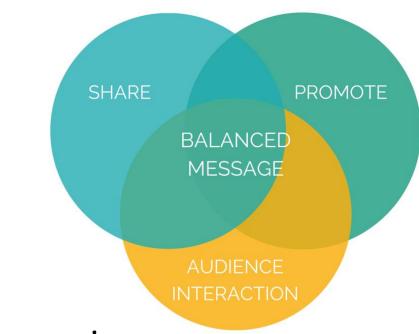
Track, evaluate, and refine your social media marketing plan for better results.

A S S A S S T S



## Apply the Rule of Thirds





- 1/3 promoting your product or services
- 1/3 interacting with others

1/3 sharing industry news and tips you believe your followers could benefit from.



## Exercise

**Your Organization** 

List the demographics of your Audience?
 What Social Media Platforms are appropriate?
 Pick one and Write a Mission statement for that platform.





#### Add Milestones to your Facebook Timeline



## Post a fun fact related to your cause

"Did you know that ...?"

- Each year, United Way LHGO supports over 86 agencies and 200 programs
- Last year we raised more than \$9.4 million dollars
- 211 receives an average of 3,000 call per month
- The Volunteer Center reports that the average value of a volunteer hour is \$23.07 (per Independent sector 4/2015)





# Why images are so important...



#### Project Management Consulting Services

Just now · 🙆

We are looking for volunteers to read to preschool students. Can you dedicate an hour a week?



We are looking for volunteers to read to preschool students. Can you dedicate an hour a week?

v

Boost Post

Cause for the Paus

Cause for the Paws SW Florida shared Gulf Coast Humane Society's event.

1 hr · @

Friday, August 14th at the BELL TOWER SHOPS. Ice Cream Social Yappy Hour.



Yappy Hour - Bell Tower Shops Friday, August 14 at 6:00pm BELL TOWER SHOPS in Fort Myers, Florida 11 people are going

> United Way of Lee, Hendry, Glades, and Okeechobee Counties with Cliff Smith

Published by John Joy [?] - June 26 at 4:36pm - 🙆

United Way President Cliff Smith and Joe celebrating Bring Your Dog to Work Day.





Bonita Springs YMCA July 15 at 12:14pm · @

Join other YMCA families (10+) for a kayaking trip down the Imperial River on August 8, 9-11. We are partnering with CGT Kayaks to lead us down the river to Riverside Park where the YMCA bus will pick us up and bring us back to the YMCA. Stop by the YMCA to pick up a flyer.



American Red Cross · 555,662 like this September 12 at 1:20pm · @ . تث Like

TELC

Today's #NPM13 tip! Weather can change fast, and a battery-powered or hand-crank radio may be your only way to get information on what's happening outside. Do you have one in your kit?

Have a battery-operated radio that carries NOAA Weather Radio stations



Like

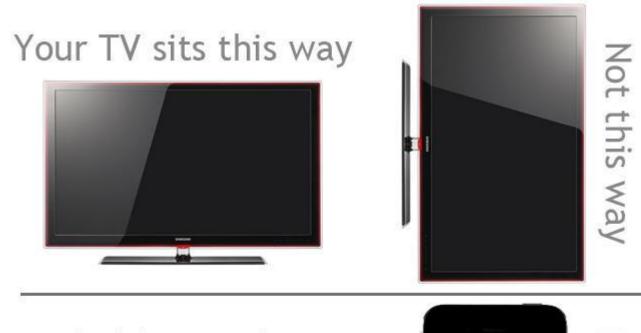
214
Top Comments



2,221 people reached

Join

## Tip for Taking Photos or Video



So hold your phone this way when filming





## **Tips for Photos**

- Add descriptions to your photos
- Tag volunteers and supporters in the photos when possible



# Exercise

**April Is Volunteer Appreciation Month** 

Write down 5 post ideas you will use Social Media to Promote it?

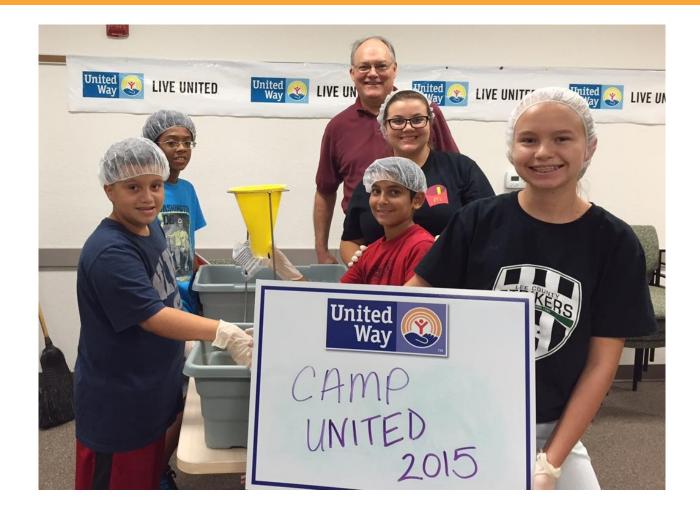


# Samples on how to showcase your Volunteers

## **Recognize Volunteers**

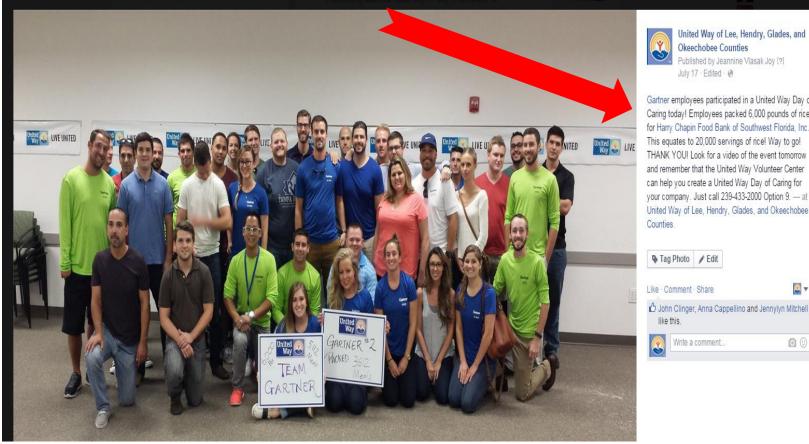
# Supporter Love!

Post a pictures of your volunteers in action and share something really great that they did recently.



## Thank Volunteers

#### Increase your Audience. Tag the company and partner agency.



United Way of Lee, Hendry, Glades, and **Okeechobee Counties** Published by Jeannine Vlasak Joy [?]

July 17 - Edited - 🛞 Gartner employees participated in a United Way Day of Caring today! Employees packed 6,000 pounds of rice

for Harry Chapin Food Bank of Southwest Florida, Inc. This equates to 20,000 servings of rice! Way to go! THANK YOU! Look for a video of the event tomorrow and remember that the United Way Volunteer Center can help you create a United Way Day of Caring for your company. Just call 239-433-2000 Option 9. - at United Way of Lee, Hendry, Glades, and Okeechobee Counties.

Tag Photo / Edit

Write a comment..

0 0

like this.

## Ask for Volunteers



United Way of Lee, Hendry, Glades, and Okeechobee Counties

Published by Patrice Hart Cunningham [?] - June 29 at 6:00am - Edited [?] -

Join our Family Mentor Program – Next Class July 18th Our Goal is to:

Help parents achieve and maintain greater self-reliance. Introduce & re-establish strength based support networks. Help Families get back to when times were good!... See More



234 people reached

2 -

#### **Show Volunteers in Action**



### **Cross Promotion**

Cross promotion and featuring who you support lets people get a glimpse of what you're all about.

- Follow partner agencies, media and reporters that support your cause.
- Talk about your organizations impact on your community.
- Tell your organization's story in terms of your IMPACT.
- Share good news even if it 's not your own.
- Post Behind the Scenes Photos, new Building Project



## Schedule FB Posts



## Save time... Schedule

Free Social media scheduling tools and apps include Hootsuite, Buffer or Edgar.

#### 1. Hootsuite



### The Power of Facebook Events

Events created from Pages are visible to the public. When people accept your invitation, it'll be added to their list of Facebook events.

They'll get notifications when you make a change to the event and will get reminders of the event's date and time.

You can also see who's accepted your invitation, so you can plan for how many people to expect.

#### The Numbers...

500M

people use Facebook Events each month Millennials spend



of their annual media content spend on live events (second only to TV)

41%

of Facebook users in the US engage with public events each month 47M

public events were created in 2015 35M

people view a public event each day

## **Event Tips**

#### **Description**

- Write a clear description of your event that's well-formatted and easy to understand.
- Start with a sentence that sums up your event, then add more details below. That way, even at a glance, people can get an instant idea of what your event is about.
- You can use hashtags and mentions in the description, so people can participate in the buzz around the event and find out more by searching the artists or performers on Facebook.
- Tell people why they should go, the line-up or schedule, when tickets will go on sale, how to find the venue and anything that helps people to plan.

#### Engage attendees by posting to your event

Sharing pictures, stories or updates on your event page can help keep it top of mind and relevant in News Feed.

Before your event:

• Post interesting content to the event to build buzz, get people excited and communicate important updates about your event.

#### During the event:

 Post Photos, Give updates and encourage late-comers to attend. Weather Updates...

#### After the event:

- Share highlights by posting photos or messages thanking people for attending and letting them know about your next event. Publish a short video recap of the event.
- Send a follow-up email to attendees with a recap of the event and a link to like your Page on Facebook





#### **Promote your Page in other places**

#### Website

 Give the people who visit your website the opportunity to join you on Facebook, Twitter, Instagram, or other social media platforms you're using.

#### Blog

 If your organization publishes a blog, you may want to add a <u>Social Plugin</u> such as a Like or Share button to your posts so that people's interactions will appear on their Facebook profiles.

# Social Media misperceptions

- I. Viral is a strategy.
- 2. I can control it.
- 3. I can buy Friends.
- 4. Bought Friends will listen to me.
- 5. I can just buy an ad.
- 6. I'll put all my eggs in the SM basket.

#### **Best Practices for Images and Video**

 People watch videos on Facebook to connect with moments shared by their friends, catch up on news from the day and much more. More than 65% of all video views are happening on mobile devices as people turn to Facebook at different times and places throughout the day.

#### • Upload directly to Facebook vs. YouTube

Videos uploaded directly to Facebook fill the entire width of and play directly in News Feed, offering a seamless viewing experience. Directly upload videos also autoplay, making them more eye catching than a video thumbnail.

#### Video

#### Spontaneous LIVE video on Instagram & Facebook

 Videos don't have to be completely polished if they're timely. Posting short videos to your Pages can provide genuine in-the-moment access to your team and programs.

> Timely meaning now or within 24 hours.



#### **Boosted or Promoted Posts**

#### RAZOR RazorSocial SCCIAL Sponsored · @

Looking to get more shares on your blog content? Grab this SWIPE file with 7 tips you can easily implement. Very little work, lots of extra shares, grab it while you can.





Free PDF download: SWIPE file - 7 Steps to Increase Shares of Your Blog Content

We average over 500 shares on our articles and some articles have been shared...

RAZORSOCIAL.COM

Learn More

2

tike

Comment A Share

Promoted posts are existing posts that you pay to boost so they appear in News Feed for people outside your current audience.

Promoted posts show up with a "Sponsored" label below your Page name.

#### Boost a post to increase audience

AUDIENCE	DESKTOP NEWS FEED	MOBILE NEWS FEED
<ul> <li>People who like your Page [?]</li> <li>People who like your Page and their friends [?]</li> <li>People you choose through targeting [?]</li> </ul>	Florida Kiwanis Sponsored - O Facebook tips for cub social media manag	ji Like Page
Audience 1         Edit Audience Create New Audience         Location:         United States: Florida         Age:         18 - 55		
Stop Stop Stop Stop Stop Stop Stop Stop	Facebook for Nonprofits Facebook for Nonprofits gives NGOs and non- engage people in their causes and amplify the	
	NONPROFITS.FB.COM	
Stimated People Reached ()           70 - 1,200 people         of 5,900,000	1 Like 1 Share	© -
Refine your audience or add budget to reach more of the people that natter to you.		

## Facebook Group vs. Page

#### **Pages**

- Pages allow real organizations & businesses, to communicate broadly with people who like them.
- Pages may only be created and managed by official representatives.

#### <u>Groups</u>

- Groups provide a space for people to communicate about shared interests. Groups can be created by anyone.
- Can be Public or Private



#### Share Events to Groups





#### Post Events to Online News Calendars

news-press@com	HOME	NEWS	SPORTS	BUS '≊SS	TRAVEL	LIFE	TASTE	
	Events Home / Se	arch						
	Search Eve	ents				+	Add your event	
	Q ex. Concerts, Family, etc.			All Fut	All Future Events 🗸 Go			
	Events							
	Sort By							
	Popularity			Apr 9 – 7:30 PM				
	Date Range			Nevermind-Awesome Bar and Eatery (Cape Coral)				
	This Weeken	d 🗸						
	Pick Dates	Dirty Dirty			Dirty Dancing pr 8 – 8:00 PM			
	Everything	$\sim$	1	Artis-Naples (Naples)				



## **Other Digital Media**

#### Don't ditch email...



- Take your organization newsletter digital.
- Ask for people to "forward" information to others.
- Use social media to obtain email opt-ins.
- Include your social media links in email signatures, Press Releases, collateral, events, etc.
- Provide Links back to your website



## Email

# Include Social Media links in your email signature



John Smith Designer, Smith Designs Tel: (555) 555-5555 | Mobile: (555) 555-5555 www.smithdesigns.com







#### Do you need a website?

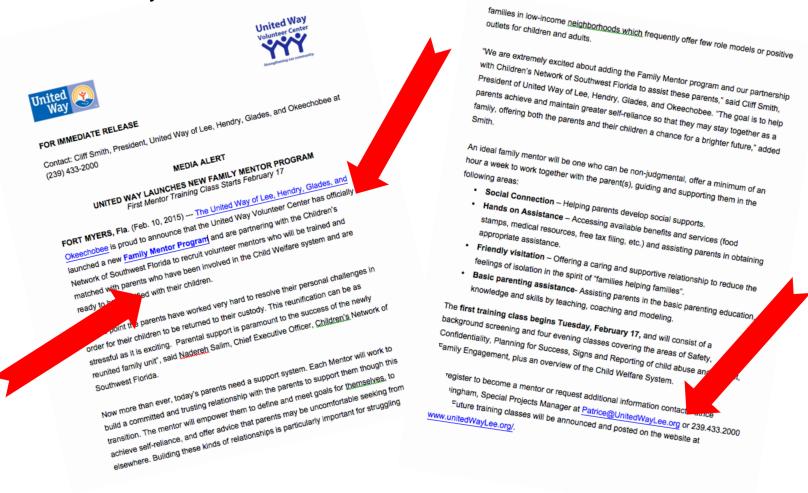


"While prospective volunteers, donors or members don't expect your organization to have the best website in the world, having a professional-looking, up-to-date website is very important ... A website is usually the first impression your organization makes so invest some time in it."



## Enhance your PR Campaign

Put press releases on your website first, grab the hyperlink, and embed in the press release before you send it out!



#### **Press Releases**

- Post directly to News sites
  - TV and their FB pages
  - News-Press (events)
  - Naples or Charlotte Herald, Sun Herald, FL Weekly, etc.
  - Naples Daily
  - Radio
  - Chambers of Commerce



#### Volunteer Sites to Post to...



United We Serve	
SERVE.GOV	

- VolunteerMatch.org
  - Serve.gov
- HandsOnNetwork.org (\$)
  - Idealist.org
- UnitedWayLee.Org/Volunteer
  - www.allforgood.org
    - info.givegab.com
  - <u>www.servenet.org</u>
- <u>www.volunteersolutions.org</u>





#### Questions







#### A final thought...

People say Facebook cause too much Drama truth is... You cause your own drama by putting it on Facebook!!!





#### THANK YOU! United Way Volunteer Center Lee, Hendry, Glades, & Okeechobee

Patrice Cunningham, Senior Special Projects Manager 239-433-2000 ext. 272 Patrice@UnitedWayLee.org



@pmcsplus



