

Digital Lead Generation

Three Part Workshop Series

Part 1: July 7th Using your website for lead generation

Part 2: August 4th Using channel management for lead generation

Part 3: September 1st Creating content for lead generation

Agenda



- Workshop Series
- Summary of VPD

Review Workshop 1 – website – Hussain Shah

Review Workshop 2 – channel management B2B -Subodh Nayar

- Creating Content Marketing for Lead Generation
 - Your Business
 - Your Customer
 - Your Message
 - Content Strategy
 - Creating and Promoting Content

What will you get from the workshop series?



- Understand when digital marketing can promote your business and when to use it to sell your capabilities
- Apply a simple funnel framework for lead acquisition, curation and conversion to a prospect
- Learn how to utilize organic lead generation

Previous & future workshops



- Value proposition design https://youtu.be/tLojDcsHI-A
- Website design for lead generation (Pt 1) https://www.youtube.com/watch?v=44_dj-khcfe
- Using digital marketing for lead generation (P2) https://youtu.be/LpAbo_06YUw
- 9-23-21 Digital lead generation owner roundtable. Register at https://clients.virginiasbdc.org/workshop.aspx?ekey=900410060

Summary value proposition design

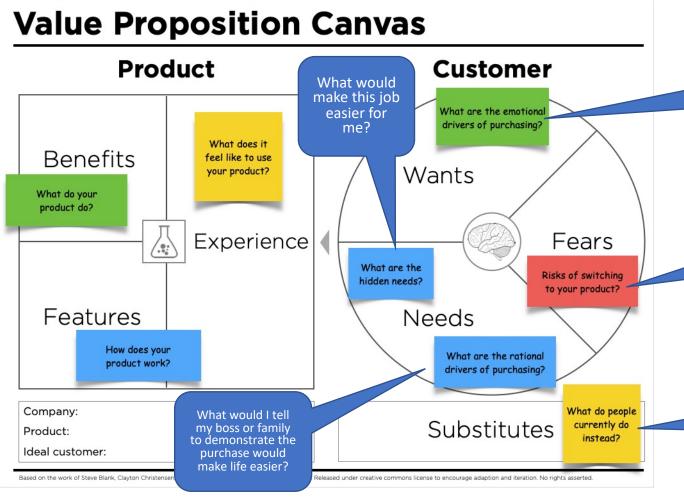


How would your product change what the customer does?

Why would they not buy?

What would they do if they did not buy your product or service. Including doing nothing?

Use VPD to confirm there is a product to solution fit.





Using your website for lead generation

Workshop 1

Summary Workshop 1



- Social media channel are rented property, your website is what you invest in and build on for effective lead generation
- Models of lead generation are rarely singular. Most of the time are a hybrid of traditional and account based marketing campaigns
- Lead capture is good, but without lead nurture, it is too often wasted
- Your martech stack and maturity drives complexity of campaign strategy and execution
- Thought leadership and delivering value is the core of content marketing



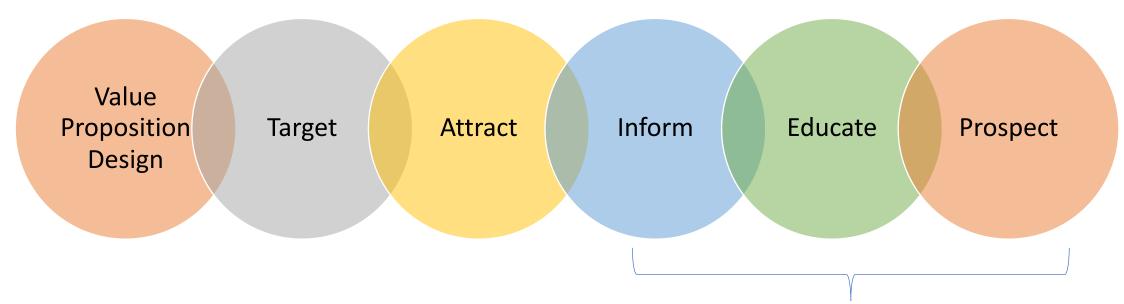
Using digital marketing for lead generation

Workshop 2

Summary Workshop 2



All marketing is intended to educate and engage. How intuitive the match between functionality and desired use dictates effective use of digital marketing for lead generation



Digital marketing's contribution is directly proportional to the role of people/interaction in the conversion of lead to prospect to customer.

What is your optimal channel of communication and for what purpose?

.... Or how to decide what digital marketing can do for you?

Low Audience Volume

High Competitive Volume MASON Established Value is in listening and channels/destinations using channels for for subject matter competitive intelligence. expertise. Selective traffic looking Easy to find, challenging for niche offerings. to compete. **High Audience** Volume Generally a resource Lesser known channels drain with low ROI. or gated access. This is where messages More effort in gaining go to die. access, but less competitive noise. **Low Competitive**

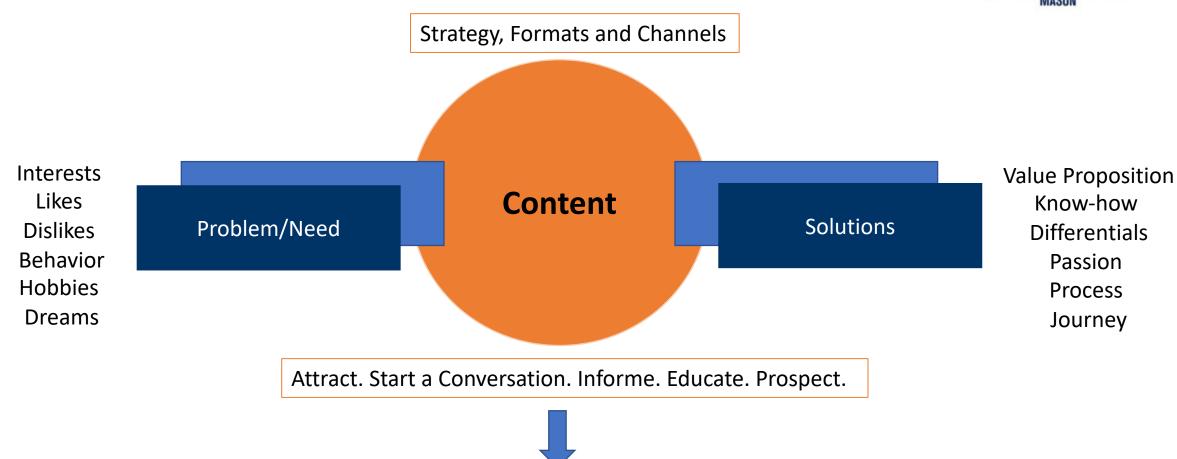
Volume



Creating content for lead generation

Workshop 3

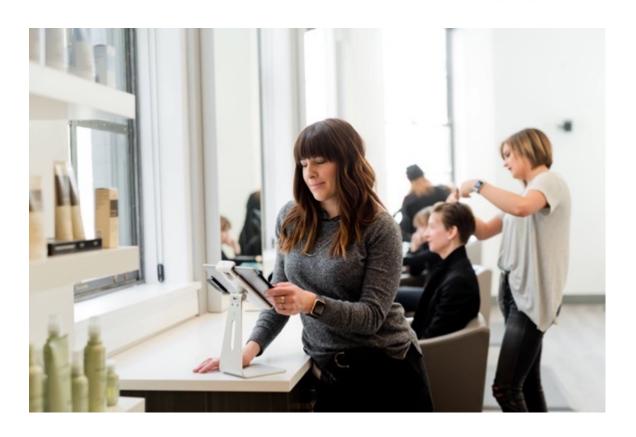




BRING THEM HOME – Store / Website / Email list / Phone Number



Your Business



Your Business



- What's your value proposition?
- Why should a customer purchase your product or service?
- How will you deliver your brand promise?
- How will your offering deliver value to customers?
- What does differentiate you for the other players or makes your offering 'unique'?
- Why are you the best choice on the market?

Your Business





- Align your offering to the customer's needs
- Have clear goals
- Tell your history and stories
- Create a brand, a message, a voice.
- Be consistent.

Your Business Persona



- Create a business persona demand a greater understanding of your company.
- To make a brand persona for your business, start by looking at how it differs from the competition.

Name Mission Slogan Services Colors
Vision
Customers
Passions

Design Values Employees Challenges

Voice
Tagline
Products
Pillars



















Your Target



Your Target



- Understand your customers' needs, challenges, desires.
- Talk to your clients and create an avatar, create buyer personas.
- Discover where your prospects are.
- Follow them, have interest in new relationships.
- Make sure you are part of their groups.

Your Target Persona



- Buyer personas representations of your ideal customers can help to understand the specific profile of your key customer segments.
- Once you have a clear picture of each persona, creating targeted and compelling messages and content becomes much much easier. Step by step you can build a detailed, relevant persona, including:

Characteristics
Customer needs
Persona names

Behaviors Value drivers Company profile Attitudes Concerns Person profile

Dreams

Motivation

The elevator pitch









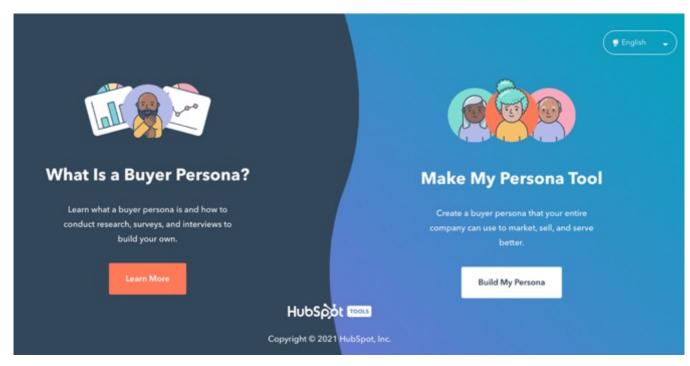






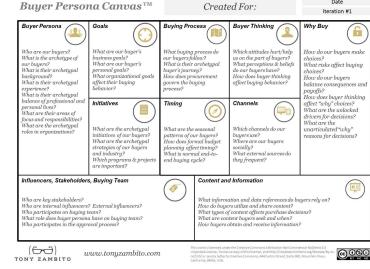


Your Target Persona



https://www.hubspot.com/make-my-persona

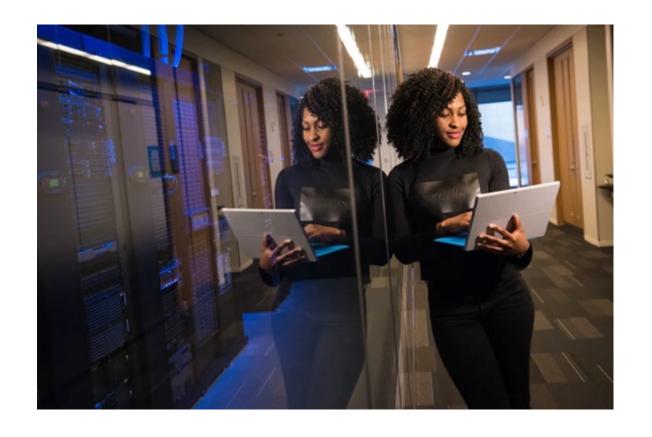








Your Message



Your Message



Likes
Dislikes
Behavior
Hobbies
Dreams

Your Customer



Your Business

Value Proposition
Know-how
Differentials
Passion
Process
Journey

Your Message



- What does your target want to know?
- Your benefits, solutions and proof.
- Why do you do what you do and why it's ideal for your target?
- A message strategy should comprise of a positioning statement and some points that support it.



















Your Message – Essential







Why do you do what you do? Why is it important to you? Why does it matter to your audience? Why do they buy from you?



Who is your target?
Who are your buyer personas?
What do you offer better for them?
How can you improve their lives?





Who are you?
What kind of business you are? B2B, B2C?
What's your name? Logo, colors, voice.
What brought you to where you are today?
What are you selling? What is your story?
Who works for you?





Where are you located?
Do you have more than one location?
Where can the customer find you online?



What does your business do? What solutions do you offer? Do you provide a service, product or company?



How?

How do the client learn more about you? How are you selling? How do you deliver? How are you making the client's life better?

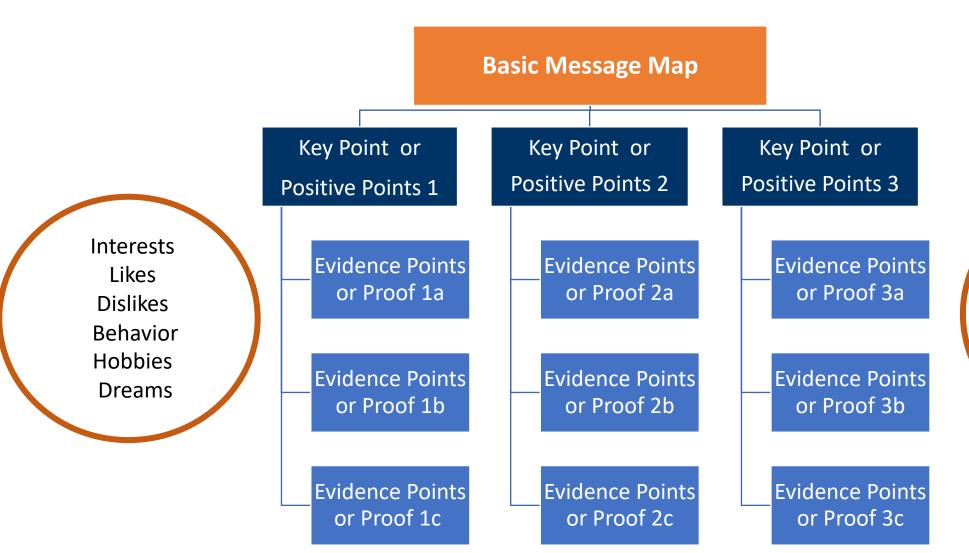


When are you open? Are you closed on holidays? Are you available 24/7, or are you seasonal? When do you deliver?



Your Message Map





Value Proposition
Know-how
Differentials
Passion
Process
Journey

Your Message Map – How to start?



Keto Diet Products

- Research key words
- Talk to your clients
- Understand your target interests
- Read publications
- Check tendencies/market
- Know your competitors



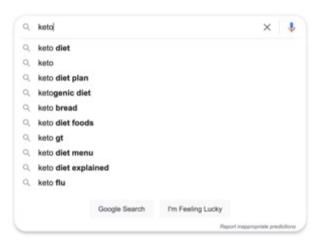
Your Message Map – Example

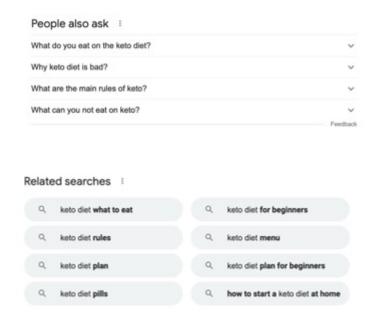


Keto Diet Products

Key Words















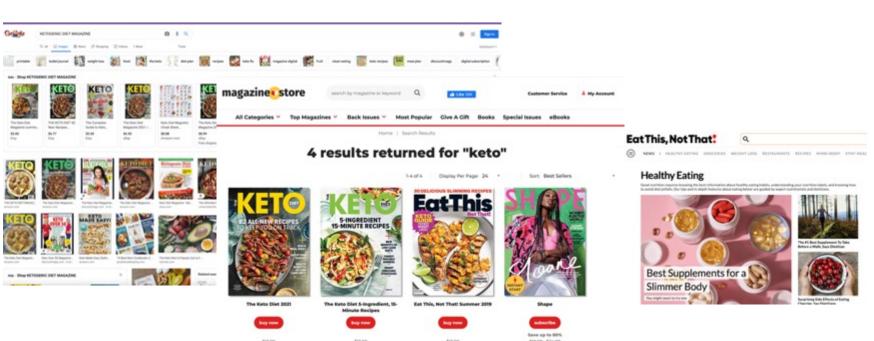


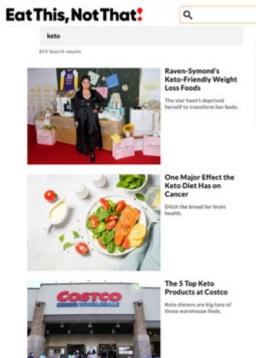
Your Message Map – Example



Keto Diet Products

Publications





Your Message Map – Example



Keto Diet Products

Diet

Recipes

Data/Science

Lose weight

Ingredients

Health Improvement

Ketogenic Lifestyle

Substitutes

Diabetics / Cancer

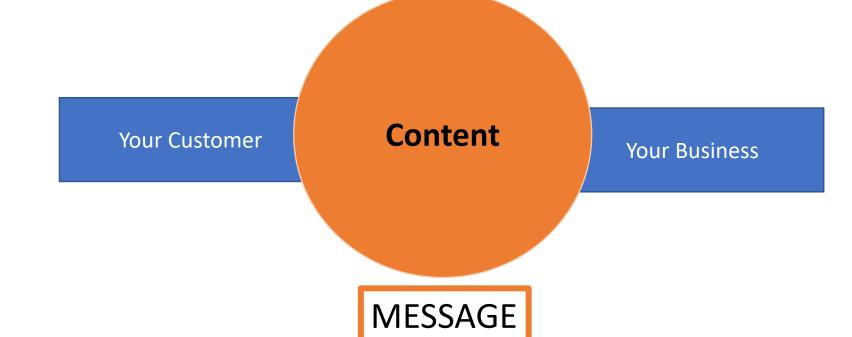
Allergies

Free recipes (email)

B2B
Coaches? Doctors?
Restaurants?



Interests
Likes
Dislikes
Behavior
Hobbies
Dreams



Value Proposition
Know-how
Differentials
Passion
Process
Journey



Your Strategy







Content Strategy



A content strategy is the planning, development, and management of content for print or digital publication, as related to a business' greater goals.

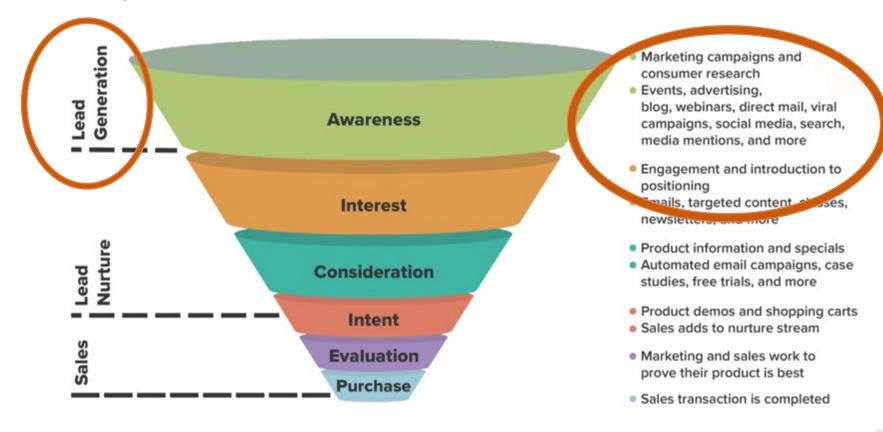
Business objective	Social media goal	Metric(s)
Grow the brand	Awareness (these metrics illuminate your current and potential audience)	Followers, shares, etc.
Turn customers into advocates	Engagement (these metrics show how audiences are interacting with your content)	Comments, likes, @mentions, etc.
Drive leads and sales	Conversions (these metrics demonstrate the effectiveness of your social engagement)	Website clicks, email signups, etc.
Improve customer retention	Consumer (these metrics reflect how active customers think and feel about your brand)	Testimonials, social media sentiment, average response time (for social customer service/support) etc.

Question2 Business

The Customer Journey



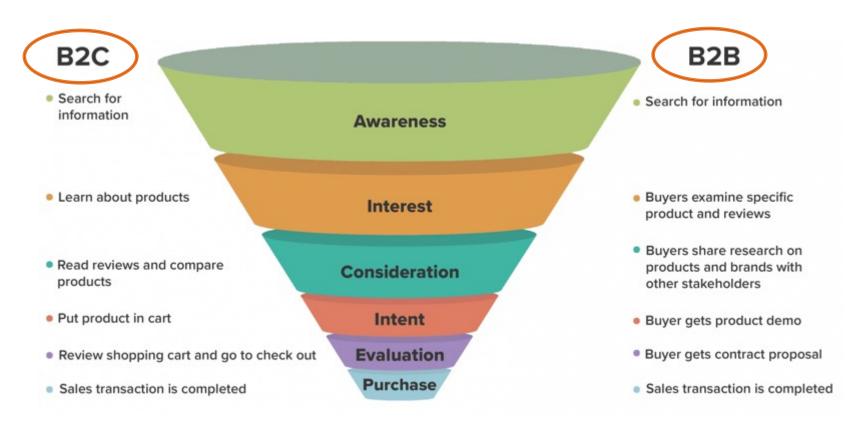
The Marketing Funnel



The Customer Journey



The Marketing Funnel





Creating and Promoting Content

Attract to engage



Creating Content



AGAIN: it's about your target

Create content to inspire, motivate, educate them

- Get some inspiration answering the basic questions
- Tell your business history and tell stories, your daily process
- Take your own pictures (or use a free tool to start!)
- Be yourself and be personal this is a relationship
- Check your competitors and their followers as well

Creating Content – Persona



- Voice:
- If you are an IT company, maybe you can be Professional, direct, simple and informative.
- If you are a driver' school, maybe you can be Friendly, honest, fun or serious and educate.
- If you are a popcorn store, maybe you can be Playful, fun, personal and entertain.



Creating Content





What's the best format to create that content?

How can you get more attention from your target?

What does make sense for your business persona?

- Tutorials
- Check Lists
- eBooks
- Free reports
- Webinars
- Mini-courses
- White papers
- Free trials or demo of a product.

Creating Content - Hashtags



The way people search! Works more on Twitter and Instagram than Facebook and LinkedIn.

Have a strategy, write it down, copy and keep posting!

• Industry, content, solution, your business, brand, product! Use 2 to 5 every time.

Use a bigger companies hashtags when you're sharing their content.



Creating Content – Questions



Posts with questions engage more people. Connect with different answers.

- Pool or hot tub in a new house in VA?
- Read a paper book or on the kindle?
- Microsoft or Apple?
- Chocolate or Peanut Butter?
- Meat or chicken?

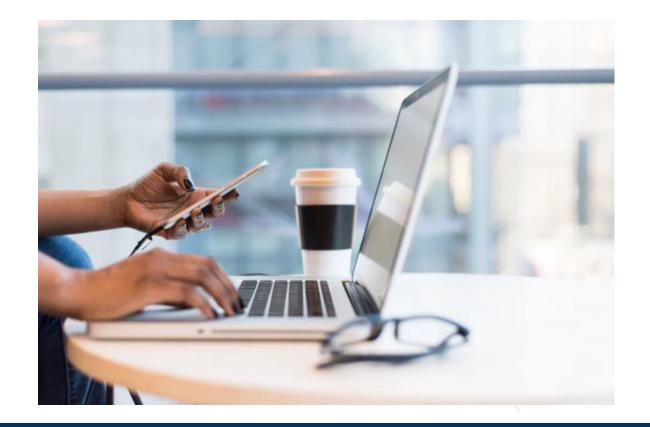


Creating Content – Questions



Take notes of all your customers questions!

That's content. That's Q&A / FAQ.
And they can help you with
your website and,
creating more content.



Creating Content - Testimonials



Have a process (Google form, excel file, tool) to collect them! Create a formal place to put it all together.

Answer every bad comment and ask to get a chance to make it better.

Say, "we are sorry, thank you for your feedback" and try to fix it, if it's possible.



Image Credits: Kivoshi Hiiiki (opens in a new window)/ Getty Images

Answer every good comment and ask them to make a review.

Send a form.
Ask for pictures.
Make the connection with

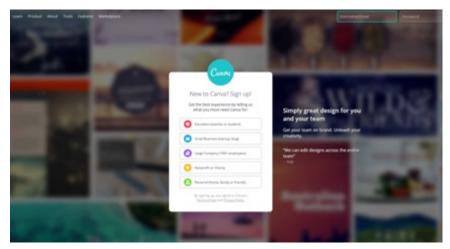
Have a gift: free sample, gift card, e-book, discount.

the client.

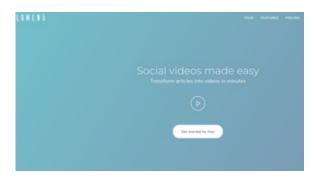
Question3 Content

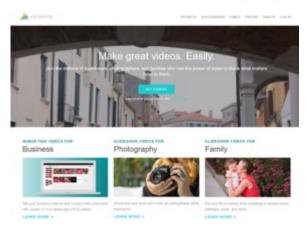
Creating Content - Tools









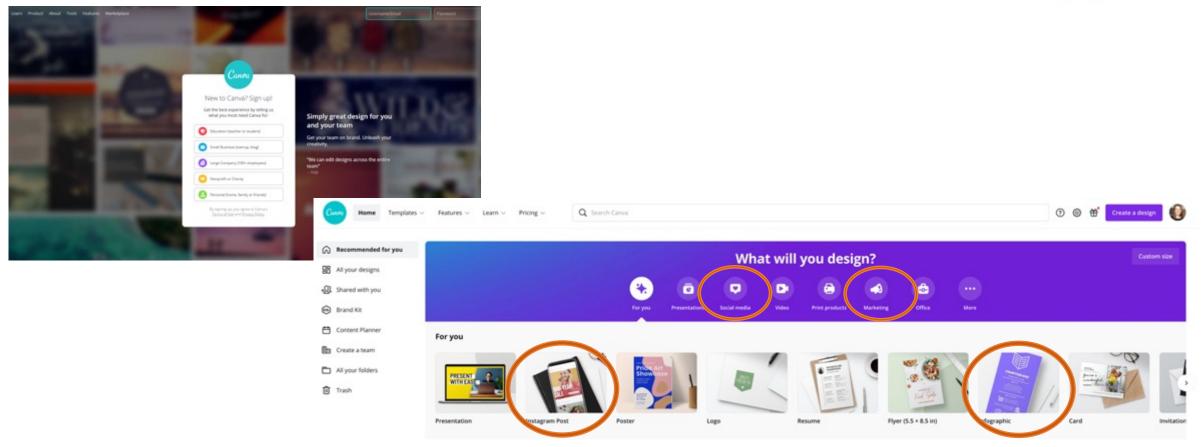




5 Low-Cost Visual Creation Tools to Help Improve Your Digital Marketing Efforts: Canva, Crello, Animoto, Alumen5 and Infogr.am.

Creating Content - Tools





Creating Content - Help



You can ask for help:

- Freelancers
- Editorial professionals
- Student's agencies
- Interns







Creating Content for new leads



Attract to engage! Grow your audience.

Have landing pages.

Improve your website.

Write good BIOs!

Use keywords and social media keywords.

Have a call to action.

Create content every week!

Promote your content but, where?



Promoting Content





Social Media Channels



- Facebook is more about friends and groups, open for debates, opinions. Almost same male and female audience (51% and 49%). More people and bigger audience in the US. Use stories, posts, lives and more.
- Instagram is about friends as well but more individual perspectives. Videos are increasing audience! Use stories, pictures and videos, lives, etc.
- Twitter is more for information, data, news. Be creative and share, use pin when you can. Promote your blog, publications.
- LinkedIn is all about business and your professional profile. Make sure you have your personal page there if you are a business owner as well!
- Pinterest is all inspiration. Check their mission first. Less busy and a good opportunity to connect with your target.
- We have more: Tik Tok, YouTube, WhatsApp, Nextdoor, Snapchat and Clubhouse.

Promoting Content - B2B

SBDC VIRGINIA MASON

- Linked In. Make connections, 'talk' with people.
- Write a blog and promote the content.
- Facebook Groups and, if you have time: Twitter.







Promoting Content - B2G



- Cyber security first.
- LinkedIn. Website. Blog.





Promoting Content - B2C



- Google Business profile if you are a retail, have a store or an office
- Reviews (Yelp, Google, Trip Advisor)
- After that, choose one social media channel and start





Why Facebook





https://blog.hootsuite.com/social-media-demographics/

Facebook





your personal profile your business profile your groups



Facebook Marketplace
Facebook e-commerce
profile, stories, lives, groups

FACEBOOK BUSINESS



For Whom?

2,8 bi users per month mostly 25 to 49 years old 56% man, 19% 25 to 34 years old 34 min per day



When?

twice a day!
early morning and evening –
lunch break!

(for example! if you have time, post more!)



pictures, videos help them first, be a specialist your story



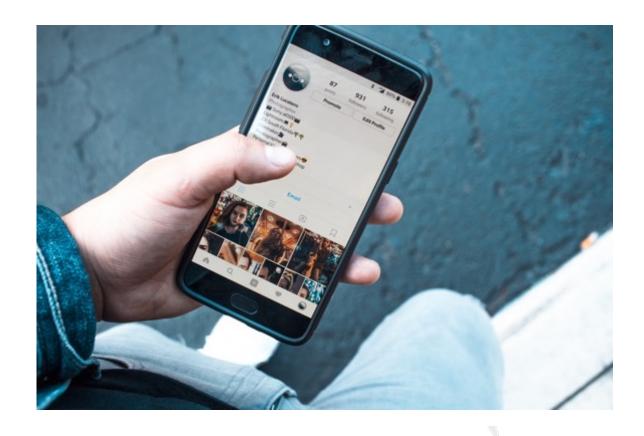
How?

Simples and short – your voice More videos and lives! Partnerships/groups





Why Instagram



Instagram





your personal profile your business profile



BIO! profile, stories, lives





For Whom?

1 bi users per monthmostly 25 to 34 years old (33%)57 female % man29 min per day



live – once a week? pictures – twice a day?



videos – be ready to create content!



pictures and videos
IGTV / lives

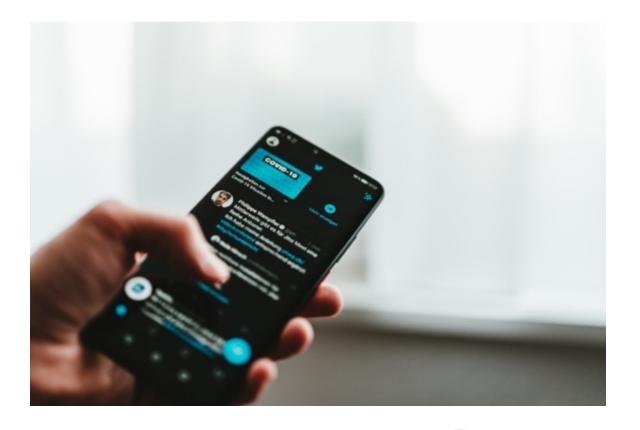


show your product,
daily routine
what are you doing now?
hashtags



Why Twitter





Twitter





your personal profile your business profile



profile replies, retweets and tags





353 million monthly active users
57.1% between 25/49 years old
68.5% of Twitter users are male
Twitter US 158.2 minutes per month



Three to seven tweets per day to maximize engagement



but look at competitors



news, entertainment pictures, videos, PIN



Post visual content Create an inviting profile Identify followers - network

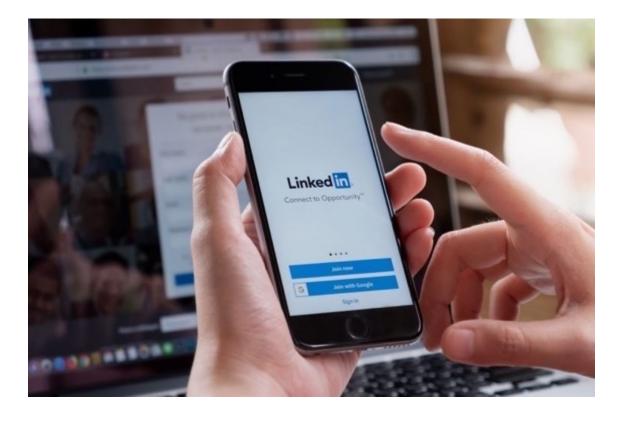


Draw in followers outside of Twitter



Why LinkedIn





LinkedIn





your personal profile your business profile



profile activities and groups



messages



For Whom?

738 million monthly active users 80% of B2B leads are generated by LinkedIn 13% on Twitter and 7% on Facebook.



When?

Before your audience begins its workday. Every day.

During lunch hours



news, articles, business ideas pictures, videos



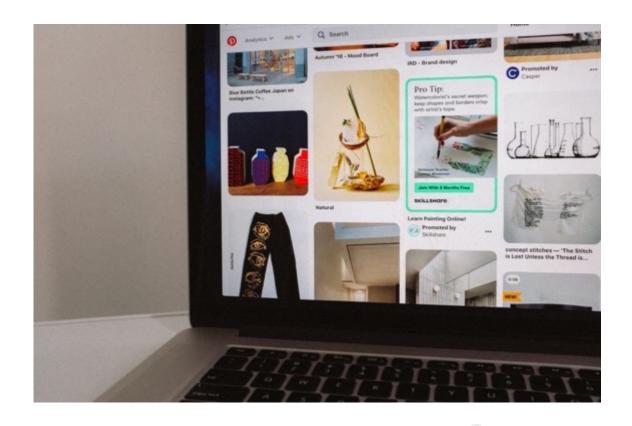
Leverage the educational nature
Share thought leadership content
Nurture your connections







Why Pinterest



Pinterest





your business profile

profile

Where?



For Whom?

400 million monthly active users Largest group 30 to 49 years old, 78% female. 14 min per day



The users open their profile a few times per day.



Pictures, recipes, lifestyle.

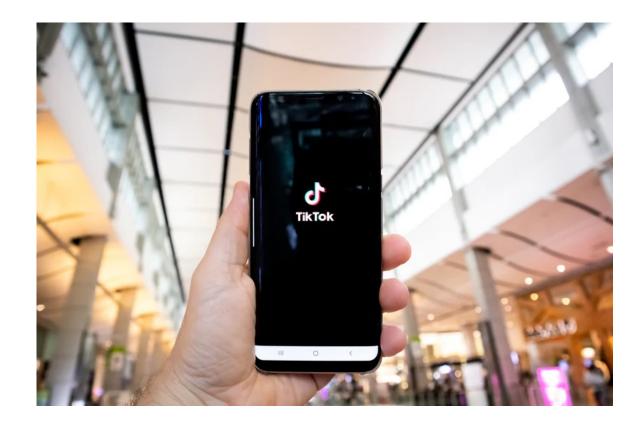


Inspire. Share your daily life.







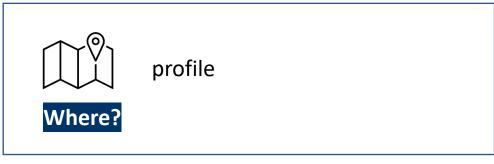


Tik Tok





your personal profile your business profile





For Whom?

689 million monthly active users 34% between 10 and 19 years old. 52 min per day.



Before the audience goes to school and after they come back home.



Everything you can share and create In videos! Normally more fun.



How?

Creative videos.

Share on your other channels.

Creating Content – next steps



Chat / Message / Email Marketing / Newsletter

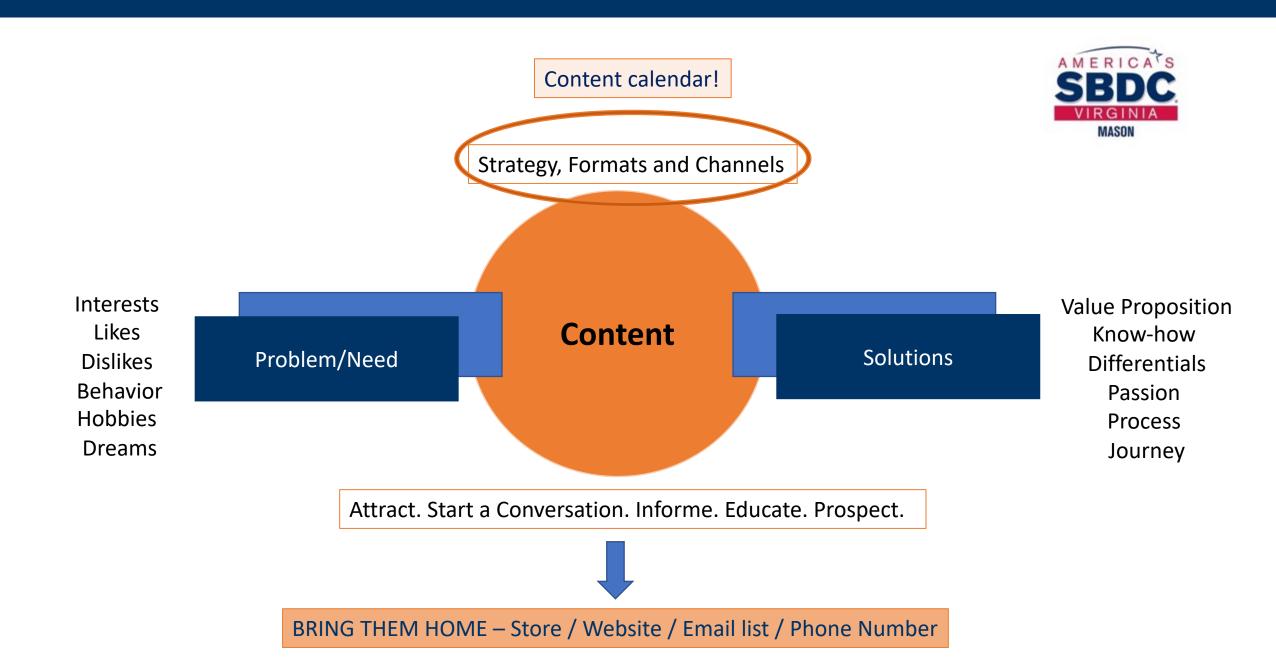
- Continue the conversation
- Guarantee it's a simple message and, clickable











Content Calendar



A content calendar

or an editorial calendar is

a written schedule of when and where you plan to publish upcoming content.

Choose important days, holidays, etc.

A tip: create content for a month or two before starting your posts - be consistent.



Content Calendar – Tool







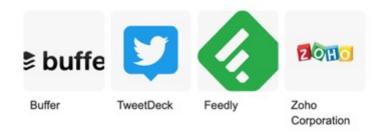
Schedule your Content Calendar - Tool



A Content scheduling involves uploading content to be published in the future.

- Buffer
- Hootsuite

Social media scheduling apps







Examples

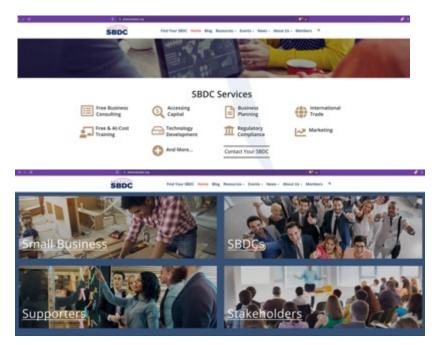


Examples - SBDC



• B2B, Website, No-profit – answering the basic questions.

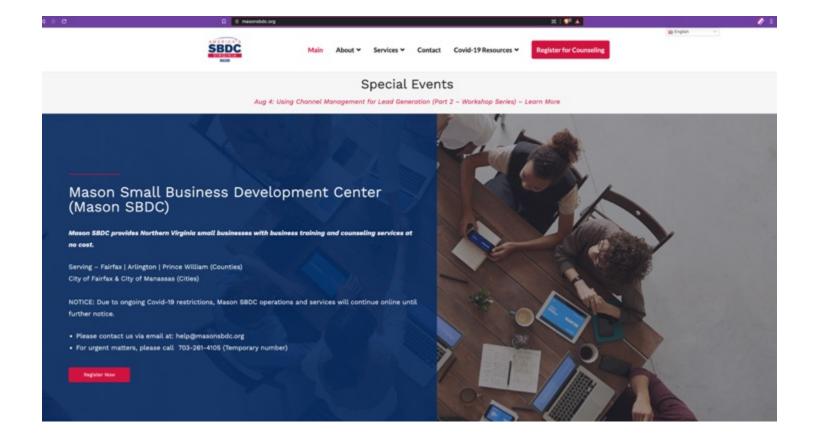




Example Mason SBDC



• B2B, Website, No-profit – where, write zip code and find Mason SBDC.





- B2B, Small Business, No-profit and not for profit.
- Upcoming Project 'Mission Ignition' Promotion.
- Promoting via Social Media (Linked In, Facebook and Twitter) and partners.



Mason Small Business Development Center

Mason SBDC provides no-cost business counseling and training services to small ... 3d • •

Hoping to start a business in Prince William County?

Have you heard of 'Mission Ignition'?

- *10-week program
- *Speakers include seasoned business mentors and experts.
- *Application deadline is 9/3.
- *Visit https://lnkd.in/dYMHE6ui to learn about eligibility and apply today!



Your post posted on August 27, 2021



Linked In

- 2 Reshares
- 35 Views





Facebook

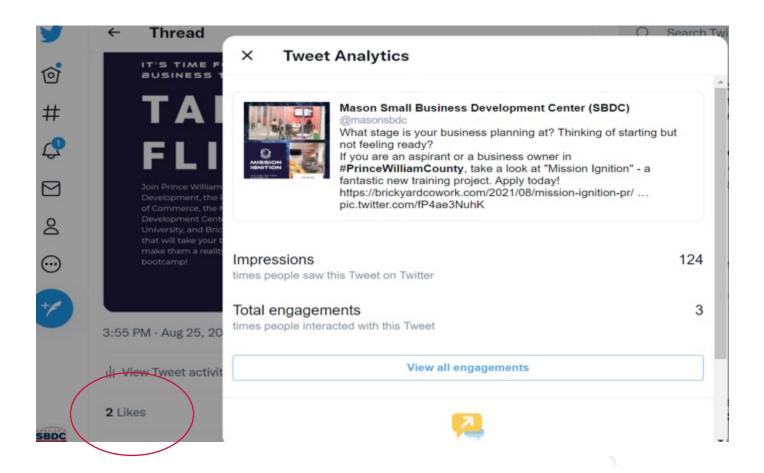
• 2 shares





Twitter

• 2 likes





Email Promotion - Mission Ignition (Upcoming Project)
Email - Why?

What did we do to promote Mission Ignition via email?

- Highlighting Key Information (Dates, Value, Why, Call-to-Action)
- Content Visual (Flyer) + Messaging + Call-to-action
- Goal send people to Landing Page and send them soon
- Hyperlinks to program information
- Drive Instructors, cost, deadline driven (Sep 3 application deadline)



Email Sample



Mason Small Business Development Center

Providing guidance that will change your ideas into an enterprise

Mission Ignition

Want customized mentorship to get your small business off the ground by 2022?

Apply for 'Mission Ignition', a 10-week program (training + 1-on-1 counseling), designed for small business aspirants and owners in Prince William County!

Cohorts will meet on-site at <u>Brickyard CoWork</u> (Woodbridge) with some sessions offered *online. Mentorship and training to be provided by <u>Mason SBDC</u> business instructors, regional leaders & subject matter experts! Click <u>here</u> to learn about eligibility, curriculum, speaker <u>line-up</u>, and <u>more!</u>

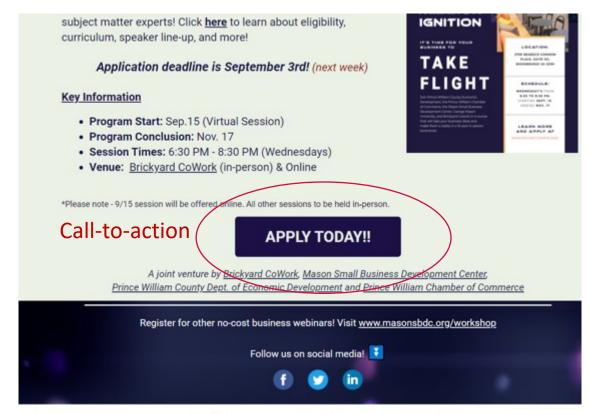
Application deadline is September 3rd! (next week)



Clickable Flyer



Email Sample

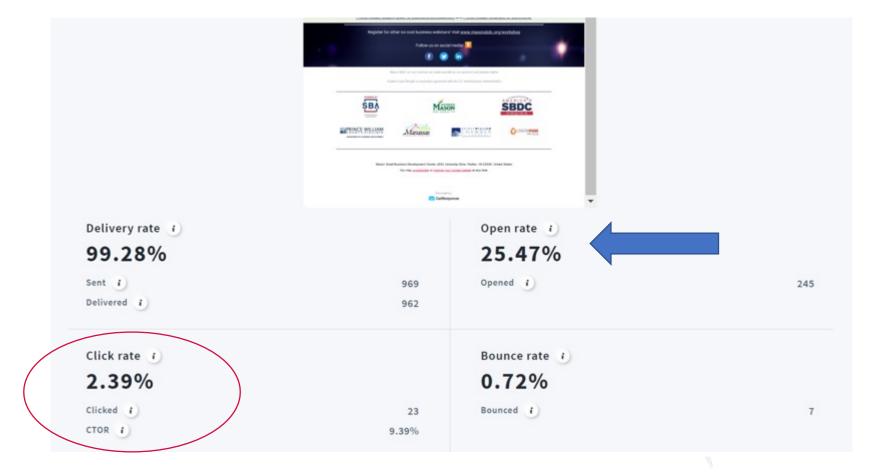


Mason SBDC no-cost services are made possible by our sponsors and partners below.



Email Performance

- 24-hr Performance
- 245 opened
- 23 clicks





Tools

- Email Get Response, Constant Contact, CRM
- Social Media Scheduling **Hootsuite**, **Buffer** or directly on sites. (LinkedIn does not currently allow scheduling posts; **Twitter/FB** Yes)
- Content Creation Canva (Short videos, static and animated flyers), Piktochart
- Content Calendar Smartsheet / Excel



Follow Us!

Are you following us on social media?



Twitter: https://twitter.com/masonsbdc/

https://facebook.com/masonsbdc/



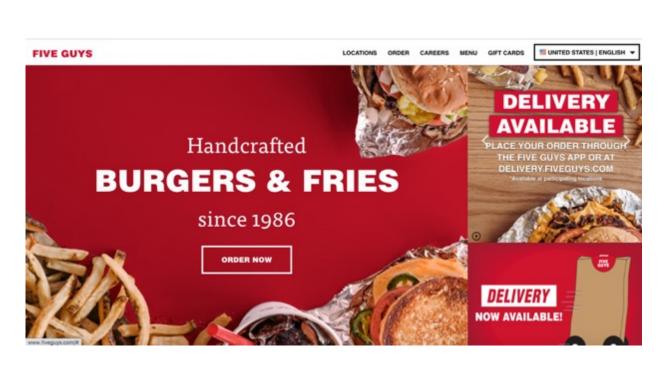


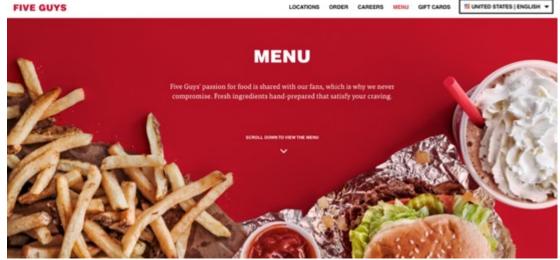
Linked in: https://www.linkedin.com/company/mason-sbdc

Example – Branding and Consistency



Five Guys

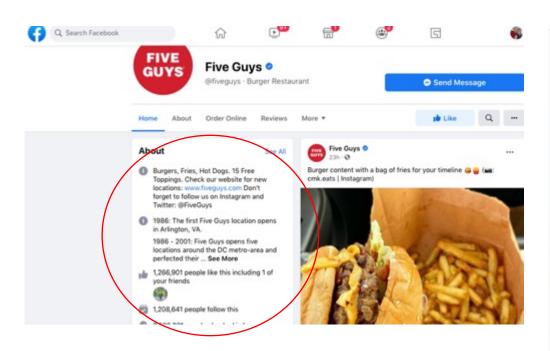


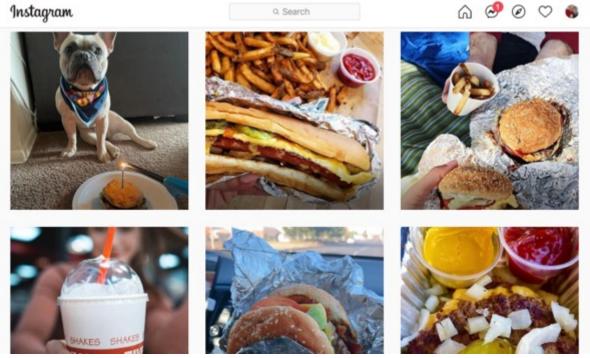


Example – Branding and Consistency



Five Guys





Example – Branding and Consistency













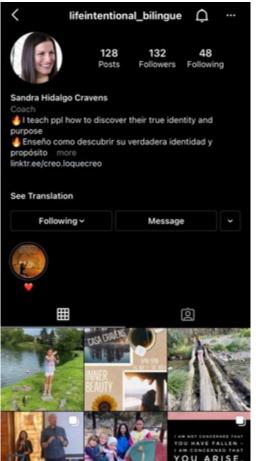


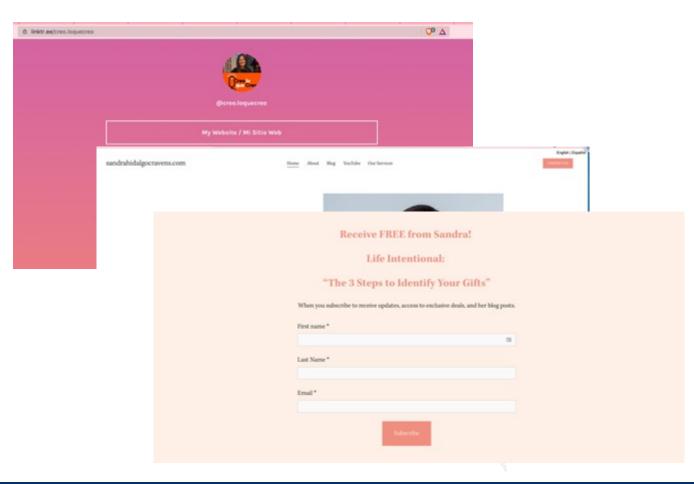
Example



• Instagram, mostly B2C, Women/Mothers, Bilingual.







The 5 musts of Social Media





Focus on the client



Keep branding consistent



Make messaging simple



Be engaging



Be personal

Thank you



Schedule a session with us.

Let's talk about your digital presence!

help@masonsbdc.org

Example – Blog examples



Categories for easy searching







Easy searching and compelling imagery









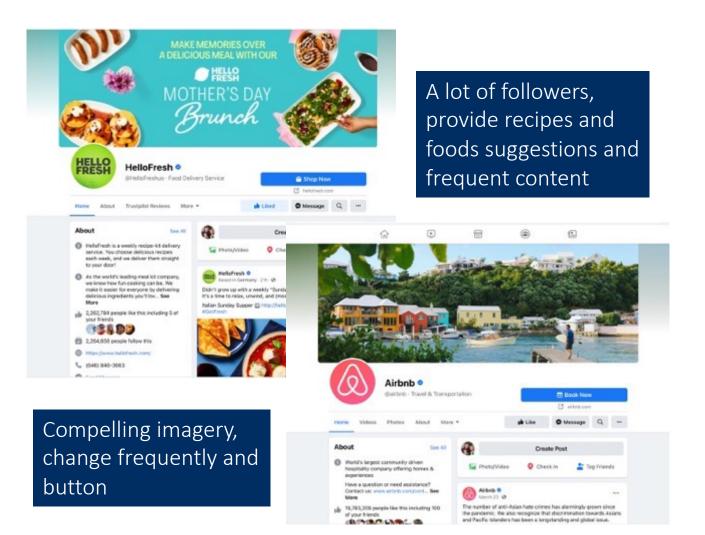
Imagery

and clear

descriptors

Example – Facebook examples







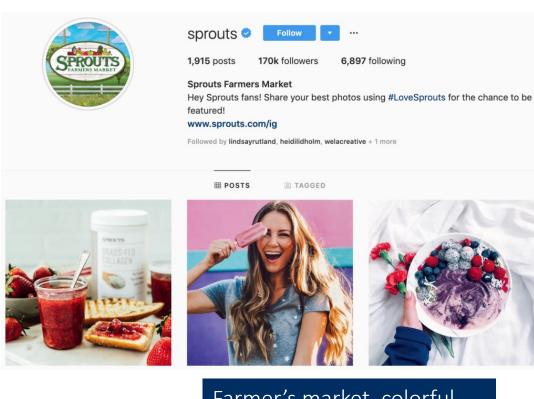
Relating to other brands and sharing recipes

Fun, consistent, engaging with followers



Example – Instagram examples





Farmer's market, colorful, fun, engaging

Showing products in use, fun



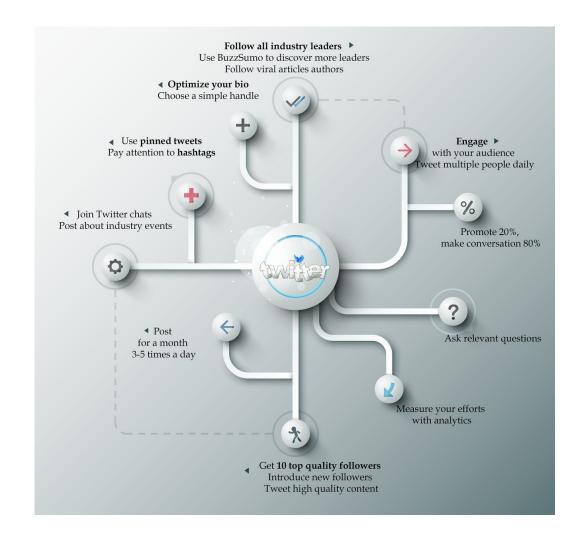






Example – Twitter examples



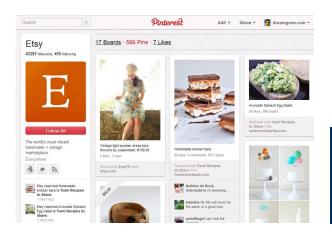




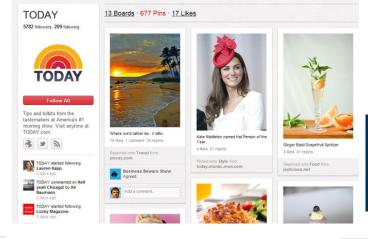


Example – Pinterest examples





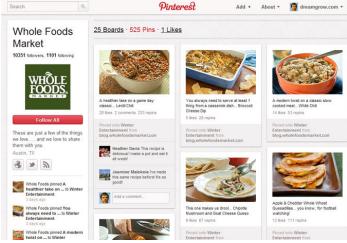
Selling lifestyle, colorful



Pinterest

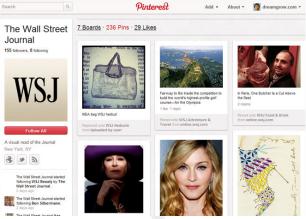
Selling news, colorful, large following

Providing recipes, lifestyle and delivery



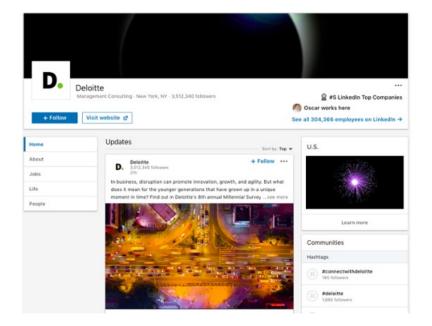
Less followers but engaging

Add + About * 🛜 dreamgrow.com *

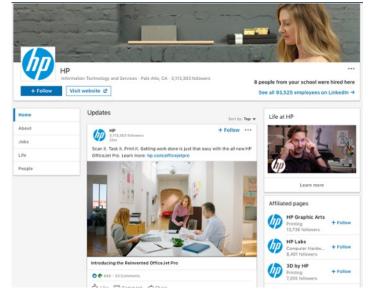


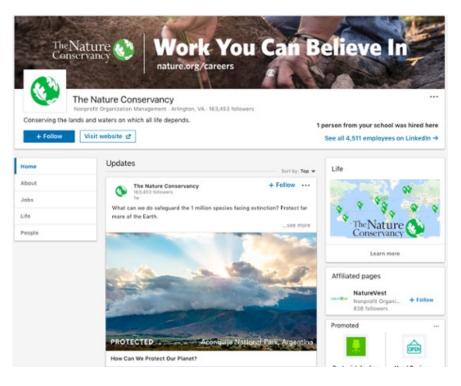
Example – LinkedIn examples





mix of engaging videos, event announcements, company news, and thought leading industry articles uses their home feed to showcase a wide range of different content that is extremely engaging





posts regular weekly thought leadership content and impactful photos