Social Media Strategy Workshop

Presented by



Who are we?

Suzanne Christie Shaun Ellithorpe Tyler Sklazeski

shout-media.ca facebook.com/shoutmedia @shout_media

Have a question? Tweet us @shout_media

We'll be answering questions live during this workshop.

Unsure of how to use some of Facebook's and Twitter's features?

Visit our website **shout-media.ca** to download tutorial presentation.

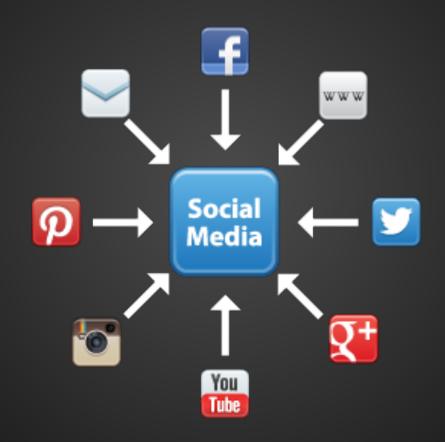
Win a prize from Gear Up for Outdoors

Like Gear Up for Outdoors and Shout! Media by the end of the day for your chance to win!

What is Social Media?

It's an open dialogue between you and your audience.

More than just the big two.



Everything has to work together.

By the Numbers:

Facebook in Northwestern Ontario

100,000 Users
55% Female, 45% Male
49% Over the age of 40
66,000 are Mobile Users

The Social Media Big 8

- 1. Share
- 2. Listen
 - 3. Ask
- 4. Respond
 - 5. Reward
- 6. Demonstrate knowledge in your field
 - 7. Champion your stakeholders
 - 8. Establish your voice

What is not a Social Media Strategy?

- Just having a presence on social media platforms.
- Only using a cheap bribe for liking or following you.
- Expecting results without investing money and time
- Only using it only to sell

Don't be afraid of Social Media and don't be a Dinosaur



Why have a Social Media Strategy?

Increase Revenue

As of April 2013 a "Like" or "Friend" of your brand is worth \$174.17, up 28% since 2010

Why have a Social Media Strategy?

People consume media differently.

22+ Million People have a Social Media Profile

5 Million have a Daily Newspaper Subscription

Why have a Social Media Strategy?

Synergy between mediums.





What is a Social Media Strategy?

An Evaluation A Set of Goals **Budget of Dollars & Time** Plan of Action Integral Part of your Marketing & Communication Plan

Developing your Social Media Strategy

Evaluate

Where are we now?

How would I rate my company's use of Social Media?

What social sites are we using and how?

How can we grow or improve?

In what areas do we excel?

Case Study: Northern Ontario School of Medicine



École de médecine du Nord de l'Ontario

Northern Ontario School of Medicine

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Social Media Plan

DRAFT - March 2013

Prepared by:





Facebook

Profile Successes of Current Students and Graduates

User more videos and photos

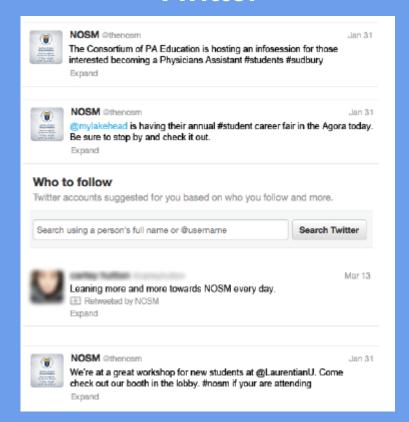
Add Branding to Images

Shorten Posts

nosm.ca



Twitter



Include Social Media
Widgets with the ability to
like and follow directly on
nosm.ca

Follow More Relevant People.
Encouraged Retweets
of Mentions
Live Tweet More Events

Set your Goals

Where do we want to be?

Some goals could be:

Better Customer Engagement
Revenue Generation
Better Customer Experience

Create your Policies

Who responds and how do you respond?

Determine who will be primarily responsible for responding.

Have a backup person(s) in place.

Have one voice.

Know how to respond to questions, criticism and complaints

Pro-tip:

Dealing with Negativity

Don't delete the post, deal with it.

Address negativity in a professional manner and kill them with kindness.

Create a Budget

How are you going to pay for it?



Currently on average 10% of marketing budgets are directed toward Social Media within 5 years this will rise to 20%.

By the Numbers:

Marketing Budget Trends

Traditional Media -3.0%

Digital Media +10.0%

Overall Marketing Budget +6.4%

Make A Plan

How are we going to do it?

Determine how you are going to promote your message, plan out your social, web and email content. Plan out how it will integrate with your traditional media.

Case Study: Terra Nova Salon & Day Spa

Christmas



Mothers Day



Putting your strategy into action

Content is King

What type of content am I sharing?

Am I using photos & video?

Is my content valuable and relevant?

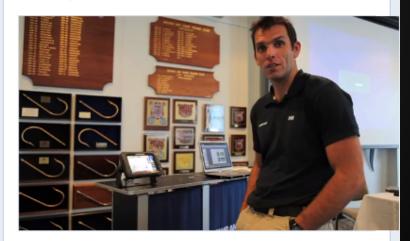
Content is King







It's almost time to take the tarp off the boat, grab your fishing rod, and head to the lakes for some great Northwestern Ontario fishing! The Power Centre features a wide range of fish finders, chart plotters, map chips, and radar...by ind... See More



Like - Comment - Share

289 people saw this post

Boost Post ▼

Content is King



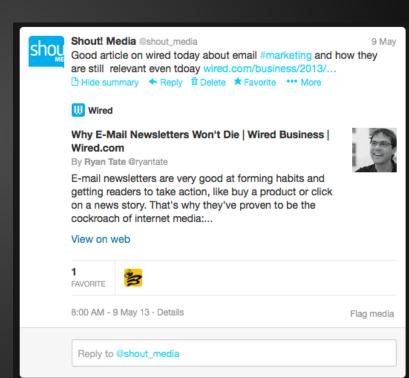
Shout! Media @shout_media

9 May

Good article on wired today about email marketing and how they are still relevant even today

□ View summary





The 70/20/10 Rule



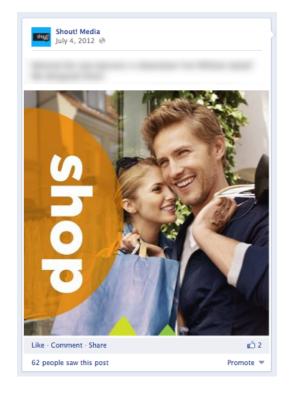
70% Value and Relevant Content

20% Shared Content

10% Promotional Content

Pro-tip:

Use Images and Video on Facebook





Increases engagement.

Tailor your Message to your Platform

Content that you post on Facebook isn't the same content you post on Twitter

Communicate in New Ways

Post Company Updates

Share Industry News and Developments

Ask Questions

Hold Contests and Giveaways

Brand it



Government Organization

About

The City of Thunder Bay Youth Facebook page is a central hub of information about what is happening in the city for young people. Come here to find out



Photos









Upcoming Events

Summer Fun Cont... Programs & Services



UPCOMING EVENTS

KITE FESTIVAL

MAY 26TH, CHIPPEWA PARK Share

A day of kite workshops, demonstrations and activities

SUMMER IN THE PARKS

JUNE 5TH TO AUGUST 28TH, MARINA PARK Share

A series of free concerts held on Wednesday evenings throughout the summer.

CANADA DAY

JULY 1ST, MARINA PARK Share

Two main stages of entertainment, vendors and Thunder Bay's largest annual fireworks show

SUPERIOR YOUTH FESTIVAL

AUGUST 21ST, MARINA PARK Share

A day-long festival specifically for youth featuring local, regional and national musical acts

RIVERFEST

SEPTEMBER 7TH, KAM RIVER PARK Share

A day of entertainment and activities celebrating the Kaministiquia River Heritage Park



VOLUNTEERING, EMPLOYMENT AND TRAINING

Employment and volunteer opportunities in special events, skating programs, children's programming (including summer programs, the Neighbourhood Recreation Program and Junior Inclusion Services), and systemine (fitness instructors.

Training programs include Teens 'N Training (TnT) and High Five.

For more information about Volunteering, Employment & Training vist the City of Thunder Bay website.

SUPPORT

P.R.O. Kids: A service that facilitates the placement of children and youth in community activities when families cannot afford the fees.

Inclusion Services: A program that provides free support to youth with disabilities in City of Thunder Bay recreation programs.

OTHER MUNICIPAL FACILITIES

- · Canada Games Complex, Churchill and Volunteer Pools
- 14 Community Centres
- · Parks, outdoor rinks, and arenas
- . Skateboard and BMX Parks (Prince Arthur's Landing and various community centres)

For these and other opportunities contact the Recreation and Culture Department at (807) 625–2351

Also check out The Key

COMMUNITY PROGRAMMING



ENTER TO WIN THE ULTIMATE SUMMER FUN PASS!

We're giving the Ultimate Summer Fun Passes to some lucky people aged 13-18. Enter to win great prizes from Golf Thunder Bay and the Canada Games Complex along with other great prizes from our sponsors.



Enter before May 1st and you could prizes daily during Youth Week.

We're giving away prizes each day during Youth Week May 1st to May 7th all you have to do is enter before or during Youth Week for your chance to win!

Contest runs from April 16th to June 15th. Winners will be drawn at random. Limit one entry per Facebook account and must be between the ages of 13 to 18 to be digibit to win. Prize must be accepted as award. No cash alternatives, substitutions or transfers of prizes will be allowed. Prizes and contest dates subject to change without notice.



YOUTH WEEK

YOUTH ARTS WEEK

KITE FESTIVAL

May 26 2013, Chippewa Park

MOVIES IN THE PARK

May and August/September 2013, Marina Park

SUMMER IN THE PARKS

CANADA DAY

July 1 2013, Marina Park

SUMMER YOUTH ZONE

July - August, Ages 12-17

Drop-in and registered programs for youth at Minnesota Park and Ontario March of Dimes. Activities include: paintball, a dodgeball tournament, street art clinics, sailing, video

SUPERIOR YOUTH **FESTIVAL**

August 21 2013, Marina Park

RIVERFEST

game competitions and more!

September 7 2013, Kam River Park

CULTURE DAYS

September 27, 28, 29 2013, Various Venues

STAY IN THE LOOP, VISIT

f facebook.com/CityofThunderBayYouth

Visit the Facebook Page to enter our contest. Prizes include an 8-month membership to the Canada Games Complex, a full Junior Golf Membership, movie tickets, transit passes and other great prizes!

For these and other opportunities contact the Recreation and Culture Department at (807) 625-2351. Thunder Bay



CITY OF THUNDER BAY YOUTH

OUTH WEEK (MAY 1-72013, VARIOUS VENUES)

ROUGH WEEK [PAR 17/ AUTO, VARIOUS VENUES]
Recognizing the paritive contributions that youth make in their community, Events include Youth Centres Thunder Bay Greed Opening, a youth film feativel, Twoonie Swirn at the Canada Games Complex, \$3 Mini Putt and much more.

YOUTH ARTS WEEK (MAY 1-72013, VARIOUS VENUES) Celebrating the creativity and talent of youth in our community

KITE FESTIVAL (MAY 26 2013, CHIPPEWA PARK) A day of kite workshops, demonstrations and activities.

MOVIES IN THE PARK (MAY AND AUGUST/SEPTEMBER 2013,

A series of free outdoor film screenings on Friday evenings.

SUMMER IN THE PARKS DUNE - AUGUST 2013, MARINA PARKI A series of free concerts held on Wednesdey evenings throughout the summer

CANADA DAY (JULY 1 2013, MARINA PARK) Two main stages of entertainment, vendors and Thunder Bay's largest annual

SUPERIOR YOUTH FESTIVAL IAUGUST 212013, MARINA PARK)
A dey-long feetivel feeturing local, regional and netional reveicel acts.

RIVERFEST (SEPTEMBER 7 2013, KAM RIVER PARK)

A day of entertainment and activities celebrating the Kaministiquia River Heritage Park. CULTURE DAYS (SEPTEMBER 27, 28 29 2012

COMMUNITY **PROGRAMMING**

BAGGAGE BUILDING ARTS CENTRE (BRAC)

A variety of art classes, activities and events year-round including teen art classes, pottery, stone cerving and batik.

BOYS AND GIRLS CLUB

A specific eree designated for teens, leedership programs, a computer and games room, as well as organized sports.

COMMUNITY ARTS AND HERITAGE EDUCATION PROJECT

Opportunities for youth to engage in multi-disciplinary arts experiences with professional artists throughout the

www.cahep.ca

DIE ACTIVE YOUTH ART COLLECTIVE (DEFINITELY SUPERIOR ART GALLERY)

Free arts workshops (graffiti, button making, zines) for emerging artists ages 14-25, led by young established artists.

DILICO, YOUTH OUTREACH SERVICES

A community-based intervention to assist both Aboriginal and non-Aboriginal youth

www dilico con

EVERGREEN A UNITED NEIGHBOURHOOD

A youth centre located at Minnesota Park that hosts year-round activities including hockey, soccer, movie nights and festivals. NEW HOPE YOUTH CENTRE A First Nations-focused drop-in centre for all youth to come have fun, build friendships, and feel a part of a safe community.

www.facebook.com/new.hope.yc THUNDER BAY DISTRICT **HEALTH UNIT**

Volunteer positions eveilable with the North West Regional Youth Coalition INW RYC) and Youth Engaged in Tobacco-Free Initiatives (YETI), both tobacco prevention www.tbdhu.com

THUNDER BAY MULTICULTURAL ASSOCIATION

Youth programming aimed at those new to www.thunderbay.org

THUNDER BAY PUBLIC LIBRARY TEEN ZONE

Various programs for teens including a Teen Summer Reading Challenge, a blog with writing opportunities for youth, and volunteer positions. teens.tbpl.ca

THUNDER BAY REGIONAL MULTICULTURAL YOUTH CENTRE (RMYC)

An inclusive youth-led group that engages young people to make a difference. www.facebook.com/groups/manwoyd

YOUTH CENTRES THUNDER BAY A multi-use space for youth aged 13-18 to relax, learn and participate in various

www.youthtbay.ca



SUMMER YOUTH ZONE (JULY - AUGUST, AGES 12-17)

Drop-is and registered programs for youth at Minnesota Park and Ostario March of Dimes. Activities include: paintball, cooking and baking classes, a dodgeball tournament, street art clinics, girl empowerment, sailing, video game competitions and more!

PROGRAMS, SERVICES

AND FACILITIES

VOLUNTEERING, EMPLOYMENT AND TRAINING

YOLDM: EXPLOYED AND INCIDITY AND INCIDITY Exployment and volunteer opportunities in special events, sketting programs, children's programming lincluding summer programs, the Relighbourhood Recreeties Program and Junior Inclusies Services), and awimming/fitness instructors.

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OTHER MUNICIPAL FACILITIES

Canada Garnes Complex, Churchill and Volunteer Pools

14 Community Centres, Parks, Outdoor Rinks, and Arenes

Skateboard and BMX Parks (Prince Arthur's Landing and various community centres)

CITY OF THUNDER BAY YOUTH

YOUR GUIDE TO 2013 RECREATIONAL AND CULTURAL ACTIVITIES.





Thunder Bay Ontario

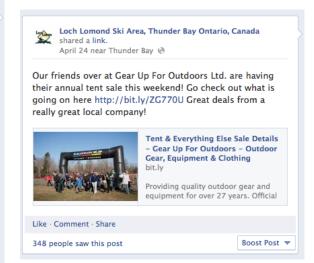
Pro-tip:

Make Friends

Become friends with other pages and profiles to cross share content.







Pro-tip:

Follow Others on Twitter

Often times if you follow people on Twitter they will return the favour.

Integrate Social Media

Add Social Media to your web, email, and printed materials.





Pro-tip:

Don't just use Icons

Don't just put the Social Media icons and your online and printed materials, give them a direct address to find your social media profiles.

Integrate Team Members



Socially Mature Business incorporate more team members.

Integrate other Activities

Direct followers to join email lists.

Ask followers to refer your organization.

Case Study: Rollasons Flowers



Tell us why you love your Mom.

Enter your Mom to win one of three great prize packages!



Pro-tip:

Boost PR

Reach out to journalists and influencers on social sites.

Case Study: Terra Nova Salon & Day Spa Running a Successful Contest

Can't view the images? View it online



LOOK LIKE A CELEBRITY













ENTER TO WIN »

WIN A

CELEBRITY MAKEOVER

PHOTO SHOOT

WITH A PRIZE PACKAGE FROM

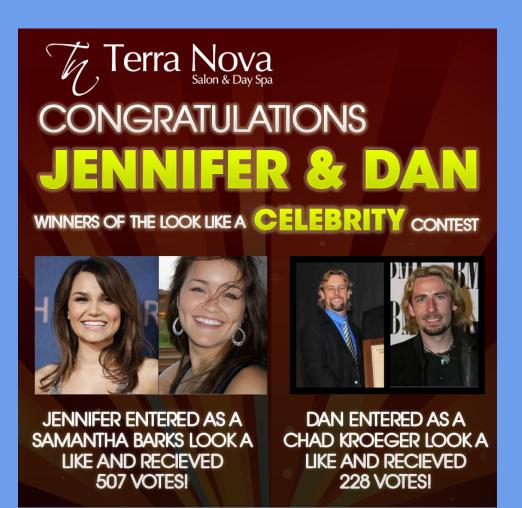
LUX BOUTIQUE, J.B. EVANS, THE POWER CENTRE, GEAR UP FOR OUTDOORS, A STEP ABOVE & CREATIVE IMAGING

You joined through one of our contests or through our website.

<u>Unsubscribe</u> << Test Email Address >> from this list.

Our mailing address is:

Terra Nova Salon & Day Spa 317 S. Edward St. (at the corner of Edward and Arthur) Thunder Bay, Ontario P7E 5R6



Contestants entered their photos and what celebrity they looked like.

They could win a prize package worth over \$1000 from local merchants and a photo shoot.

50+ People Entered.

+2,200 Votes.

Generated 1,200 new likes.

Why was it successful?

Engaged with users.

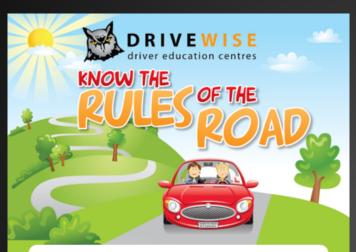
Rewarded people who shared often.

Right contest for the correct Demographic.

Create custom Facebook tabs







ENTER TO WIN GREAT PRIZES FROM THUNDER BAY'S #1 DRIVING SCHOOL. THANK YOU ENTERING OUR CONTEST.

Share this on your wall with your friends, family and everyone you know to earn votes. The four people with the most votes at the end of the contest will win an amazing prize pack.

SHARE

GRAND PRIZE: \$200 Intercity Gift Card, \$20 McKellar Confectionery Gift Card, \$50 Terra Nova Gift Card, 2 Silver City movie tickets and 2 Loch Lochmond night passes.

SECOND PLACE: \$100 Intercity Gift Card, \$20 McKellar Confectionery Gift Card, 2 Silver City movie tickets.

THIRD & FOURTH PLACE: \$50 Intercity Gift Card, \$20 McKellar Confectionery
Gift Card, 2 Silver City movie tickets.

Contest runs from March 1st 2013 to May 15th 2013. Draw date May 16th. Limit one entry per Facebook account: 1 Grand Prize, 1 Second Piace and 2 3rd place prizes will be awarded. Each prize mast be accepted as awarded. No cash alternatives, substitutions or transfers of the prizes will be allowed. Prizes and content dates subject to change without notice.



The Undergraduate Medical Education (UME) portfolio at the Northern Ontario School of Medicine is responsible for delivering the four-year undergraduate MD program. The curriculum is organized around five themes that link teaching, learning and assessment into a single integrated curriculum. Learners engage in a combination of small and large group teaching, practical and lab teaching and significant community-based clinical experiences that combine clinical, medical and human sciences into a powerful, innovative and socially accountable program.

At completion of the program, NOSM graduates earn an MD degree and are ready and able to undertake postgraduate training anywhere in Canada with a special affinity for training and clinical practice in northern urban, rural and remote communities.

Admission Requirements

Candidates must meet the following requirements to apply for admission to the Northern Ontario School of Medicine:

- A four-year undergraduate degree
- Canadian citizen or permanent resident (landed immigrant) status
- A minimum grade point average of 3.00 on the 4.00 scale
- •The MCAT is not required.

Other Application Streams:

Aboriginal Admissions Stream

Francophone Applicants

Mature Student Admissions

* Mature applicants (25 years of age or older by application deadline) may apply with a three-year degree

For more information please visit nosm.ca or call us toll-free at 1-800-461-8777

Important Dates

September 15th: Last day to create an

October 1st: Last day to submit applications. There are no exceptions.

October 5th: All cheques, money orders and electronic payments must be received by OMSAS by this date.

May 14th: Offers of Admissions sent to succesfull applications. Notices sent to waitlisted applicants & those not receiving an offer of admission.



École de médecine du Nord de l'Ontario Northern Ontario School of Medicine P·∇∩△` d'U≶Þ

Make sure you're mobile friendly.





Pro-tip:

Ensure your content is mobile friendly.

84% of Canadians use a mobile device.
59% of Smartphone users accessed a Social Network

Add Social Comments to your website

Central Canada Outdoors Show

February 14, 2013 7:19 pm Published by admin

"Comfort Food Menu"

Friday 5-9pm

Smoked turkey wild rice soup/ \$3 *

Hearty beef stew/\$5

Made with local beef

Risotto balls/\$5 *

Penna Pasta/\$4

Penna Pasta and meat balls /\$6.5

Made with local beef

Hand Made Chips & Dip/\$2.5 */**

Ginger Cookies \$2/3 or \$5/doz **

All prices subject to tax *gluten free option

Saturday 10 - 5pm

Rustic Chicken Soup/\$3 *

Chili/\$5 *

Made with local beef

Penna Pasta/\$4

Penna Pasta and meat balls /\$6.5

Made with local beef

Mac'N'Cheese/\$4**

Baked BBQ Beans with Pork \$5 *

Hand Made Chips & Dip/\$2.5*/**

Ginger Cookies \$2/3 or \$5/doz **

Sunday 10-4pm

Soup to be announced/\$3 */**

Chili OR Stew to be announced/\$5 *

Made with local beef

Penna Pasta/\$4

Penna Pasta and meat balls /\$6.5

Made with local beef

Mac'N'Cheese/\$4**

Baked BBQ Beans with Pork \$5 *

Hand Made Chips & Dip/\$2.5**/*

Ginger Cookies \$2/3 or \$5/doz **



^{**}vegetarian options

Branch Out









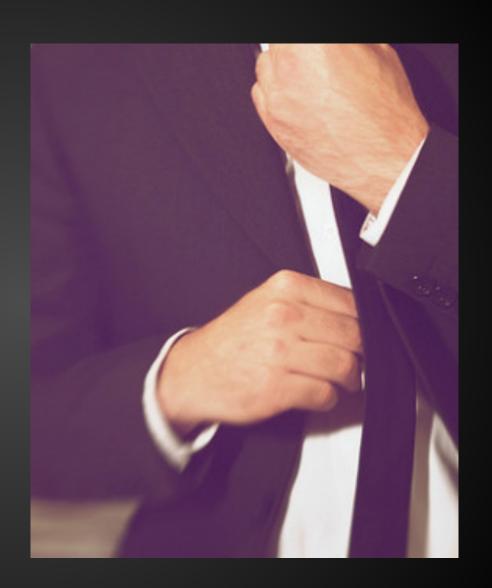


Use other Social Media platforms such as LinkedIn, Instagram, Pinterest, Youtube, etc...

LinkedIn

It's all about networking

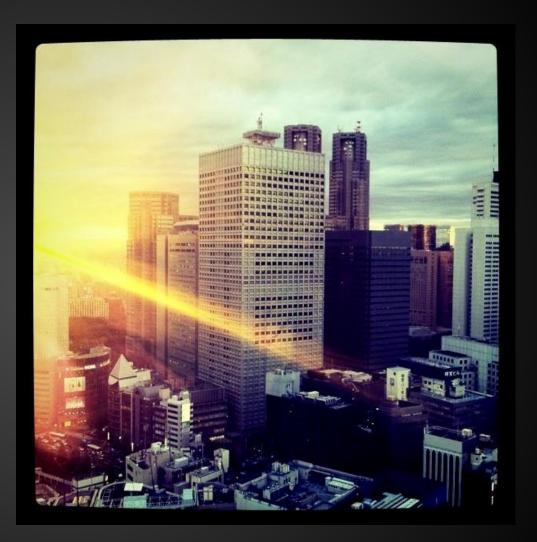
- Create awareness
- Improve reputation
- Brand your organization
- Highlight leaders
- Generate leads
- Headhunting
- Answer questions, demonstrate know-how

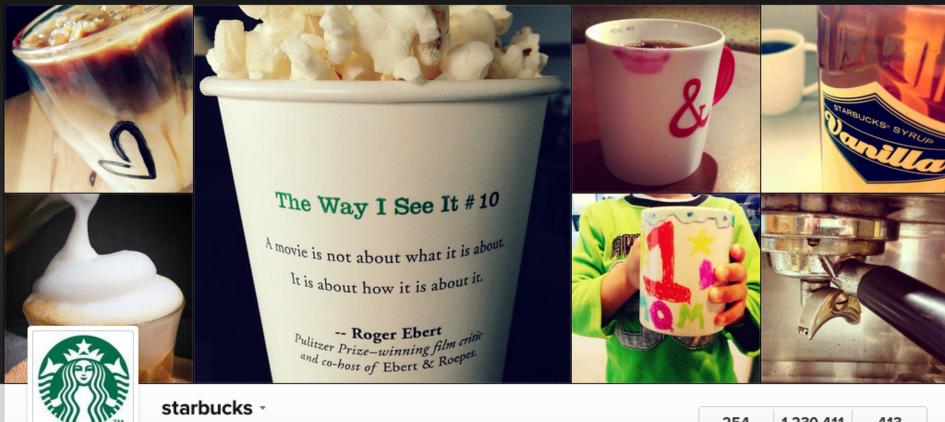


Instagram

Photos draw attention

- Highlight products, events
- Contributing to awareness campaign
- Offer behind the scenes look - humanize
- Lead generation with hashtags
- Encourages participation





Starbucks Coffee Freshly brewed instagrams from Starbucks in Seattle, WA. Tag your coffee photos with #Starbucks! http://starbucks.com

254 1,230,411 4 photos followers foll

413 following

May 2013

Follow



April 2013









Branch Out



Don't forget Email Marketing & Text Messaging

Email Marketing

Can't view this email? <u>View it online.</u>

Book your appointment call 623.8063 today





Get ready for Summer! Don't miss our Spring Laser Hair Removal Promotion.



Purchase your Bikini Hair Removal Package (6 treatments) and receive a FREE Underarm Package (6 treatments).*

Experience the freedom of a summer without shaving. Enjoy smooth baby soft skin! No more ingrown, bumps or lumps! Purchase your Laser Hair Removal Package today!

Book your appointment online today »



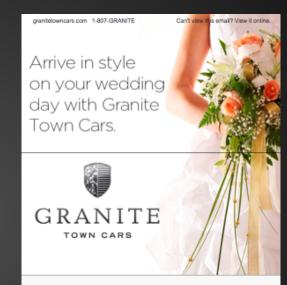


Purchase one package of Skin Care 1 and receive a lower face refirm and free eye cream.

Do your hands and feet sweat?

At Thunder Bay Laser Clinic we have a painless solution for this annoying problem, with amazing results. Ask us for details.

Visit our website for more information about our products and the services we offer.



With ample room for you and your wedding party in our luxurious Lincoln Navigator, we'll get you there in style. Thunder Bay's premium town car service provides you with 24-hour luxury access to anywhere in the city and region.











Girl Power Conference - Register Now!

The Girl Power Conference is this Saturday May 11 at Confederation College.

This fun filled day is for girls in grades 5 to 9. Come out and try new activities, have fun and meet new friends.

For more information call 625-2891 or 684-3314

You gave your email to one of our attendants or were on our mailing list. Unsubscribe << Test Email Address >> from this list.

Our mailing address is:

City of Thunder Bay Canada Games Complex

420 Winnipeg Ave Thunder Bay, Ontario P7B 6B7 Canada

Add us to your address book

Copyright (C) 2013 City of Thunder Bay Canada Games Complex All rights reserved.

Forward this email to a friend Update your profile







Text Messaging



Attendees could register for the conference onsite through text message, enter to win a prize and provided feedback.

Pro-tip:

Ads

Direct your ads to specific landing pages or tabs, don't direct them just to your website.

Run several variations at once with different content and targeting

Measure It

Page Views

Number of Friends or Followers

Shares & Re-Tweets

Buzz indicators (web mentions)

Tools? Google Analytics, Facebook Insights

Drill Down into your Demographic



Case Study: The Power Centre Warehouse Sale



The Power Centre September 19 @

Come down to the CLE tonight starting a 6:00pm and shop before the public does! We'll be giving away the iPhone at 8:00pm. If you come down grab a bonus entry also.

Like · Comment · Share

Can't view this email?



THURSDAY SEPT 20™ 12:00 - 9:00 PM FRIDAY SEPT 21st 10:00 AM - 9:00 PM SATURDAY SEPT 22ND 10:00 AM - 5:00 PM

TENTION FACEBOOK FRIENDS, SHOP BEFORE THE PUBLIC DOES!

Come down to the CLE Colliseum Wednesday September 19th starting at 6:00 PM and shop before the general public does.

Huge savings during our three day blowout sale!

Major Canadian manufacturers and wholesalers have gathered here in Thunder Bay under one roof to bring you the most exciting sale ever!

All major brand representatives will be on hand to help you make the right decision. Some items may be boxed, damaged or refurbished. Most are newl All items have manufacturer's warranty.

Great savings on all the top name brands!







Panasonic







Case Study: **Gear Up for Outdoors**Embracing Social Media

Before

9,000 Emailing List 500 Facebook Likes

Now

14,000+ Emailing List 5,000 + Facebook Likes

Canada Goose Contest

People could enter to win a Canada Goose Jacket.

You could better your odds of winning by getting bonus "codes"



Canada Goose Contest

You could get a bonus code through Facebook, In-store or Text Message



Canada Goose Contest

1,500 Entrants

5,500 Bonus Codes Claimed

2,000 Text Messages

18,000 Chances to Win Generated

Email Marketing

Send Regular Emails

Grow your list every chance you can.

Website

Facebook

Customer Orders

Make an Investment Dedicate time and resources

A Return on Investment Annual Tent Sale





Questions?



Design Social Media Marketing Print

shout-media.ca Ph: (807) 285-3404

facebook.com/shoutmedia @shout_media