# Strategies for Digital Marketing

Lead

Lisa Colavito, BBA, MSMM Outreach and Retention Specialist College of Southern Maryland Former SBDC Business Consultant leading.a.digital.life@gmail.com linkedin.com/in/lisa-colavito/ Founder of Leading a Digital Life



## Knowledge

- "Knowing yourself is the beginning of all wisdom."—Aristotle.
- "When you know your worth, you will never settle for less than you deserve."
- "If you know the enemy and know yourself, you need not fear the result of a hundred battles." Sun Tzu
- "If you don't know what you want to achieve in your presentation, your audience never will." – Harvey Diamond. When you know your audience, your audience knows. Every consumer journey starts with content.

# **A Unique Value Proposition Template**

- Who: [I am (<u>Company</u>)
- [Providing (<u>Product Service</u>) . (<u>Company</u>) helps (<u>Target</u>)
   <u>Market</u>) (Solution) .]
- [Using (<u>Differentiator</u>), I am]) a characteristic that separates you from key competitors and gives you a perceived advantage in the eyes of your target audience
- [(<mark>Value</mark>)].
- Unlike: [<u>Differentiator</u>.]
- Call to Action: Go to our website, here's my card.



## GOVERNOR'S OFFICE OF Small, Minority & Women Business Affairs

https://www.facebook.com/goMDsmallbiz https://www.linkedin.com/in/gosba-maryland-072513299/

## Maryland Economic Development Partners







DEPARTMENT OF COMMERCE





Economic Development and Tourism

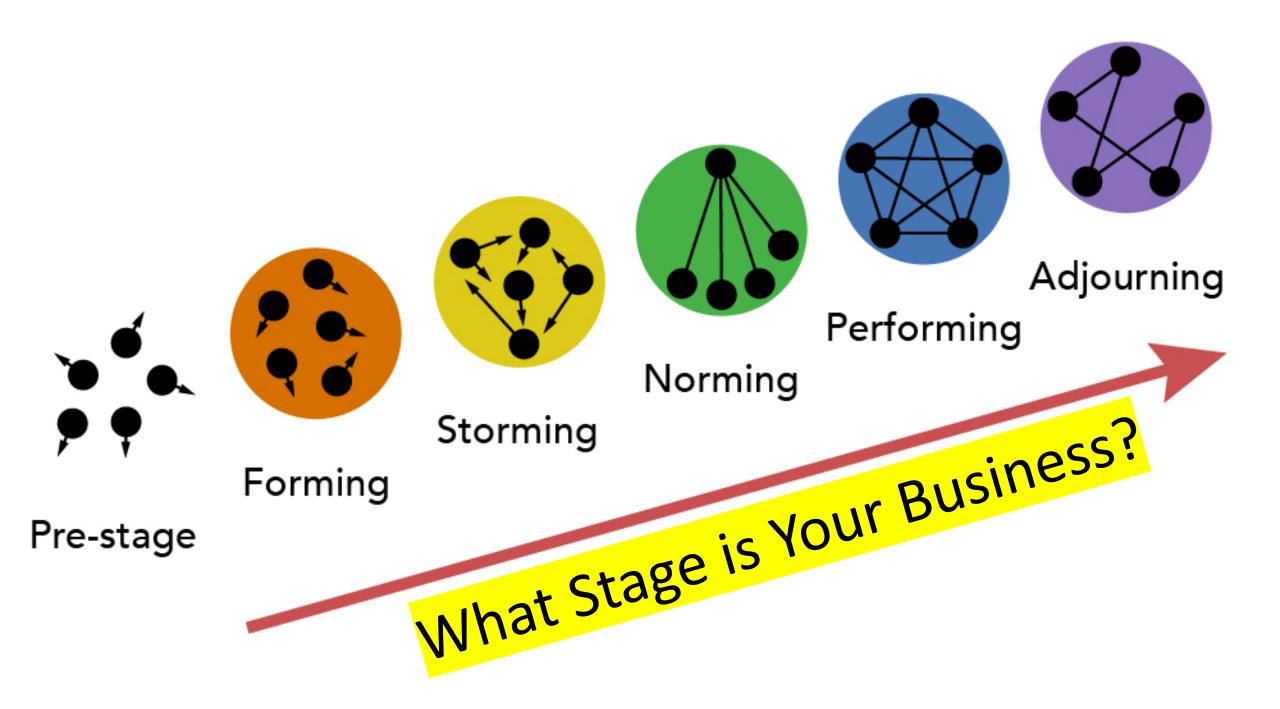








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# **Marketing Strategies**

# 6 Key Marketing Strategies Numerous Resources Lisa Colavito



## Seven Strategies

11/100



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#### **STRATEGIC PLANNING Program Management** FISCAL Management Entrepreneur Account Afrac. **Social Media** Executive Narketing **CSM Community Education** Lisa Colavito **CSM WorkForce Center** VF WorkForce Cent • 10 notifications COLLEGE of Makerspace at CSM Velocity Center SOUTHERN • 27 notifications MARYLAND NONPROFIT Nonprofit Institute at CSM Lisa J. Colavito, MSMM 5 notifications **Outreach and Retention Specialist** Adjunct Professor, Communication

Continuing Education and Workforce Development

A M ERICA'S SBBDC ACCREDITED MEMBER MARYLAND Maryland Small Business Development Center, Southern Region

## Just using social media is not enough

360

### **First Strategy**

# Second strategy

Remember why you are in business.

Why you are doing what you do.

Third Strategy, embrace the power of your story.

# GET YOUR AUDIENCE TO KNOW, LIKE, AND TRUST YOU, AND THEY'LL BUY WHAT YOU'RE SELLING



The fastest way to build the know, like, and trust factor:

## BE REAL! BE AUTHENTIC! (stories, feed, and captions)

# Each of you need to connect your why and your story and identify the perfect customer for your product or service.



# What is the problem you are trying to solve?

WHAT

Who are you trying to solve it for? Where are they?

----

#### Social Group: 07 - S4 Inner Suburbs Lifestage Group: 01 - Y1 Midlife Success

#### Snapshot

#### 2021 Statistics

**US Households: 1,150,797** Median Household Income: \$66,802

#### **Demographics Traits**

- Urbanicity : Metro Mix
- Income : Upper Midscale
- Income Producing Assets : Low
- Household Technology: 1 Highest
- Age Ranges : Age 25-44
- Presence of Kids : Mostly w/o Kids
- Homeownership : Renters
- Employment Levels : Management and Professional
- Education Levels : College Graduate

#### Lifestyle & Media Traits

- Owns an Infiniti
- Eats at Mellow Mushroom
- Shops at HomeGoods
- Attends minor league hockey games
- Visits Washington, DC
- Uses Hulu for streaming
- Uses Radio.com streaming services



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## "people like us that do things like this." Seth Godin

Your perfect customer is probably a mirror image of you.



# Be indispensable. Sell premium. *Seth Godin*



Be available, be responsive, be honest, provide good customer service and support, and earn testimonies and post them on your website, and don't forget to ask for referrals and testimonies from satisfied customers.

Embrace yourself, **own your story**, connect with others like you that need the solution that you have for people like you. Make it an indispensable offer and back it with the **best customer** service. And live your best life.

# Leading

Digi

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# **A Unique Value Proposition Template**

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- [(<mark>Value</mark>)].
- Unlike: [<u>Differentiator</u>.]
- Call to Action: Go to our website, here's my card.

Digita Where is your customer How do you reach them? **Digital Presence is Essential** 

Leadif

TACTICS

# Access Points – Where are the ideal customers?



- Network Events
- Seminars
- Conferences
- Biz After Hours
- Association Meetings
- Government Meetings

#### Online

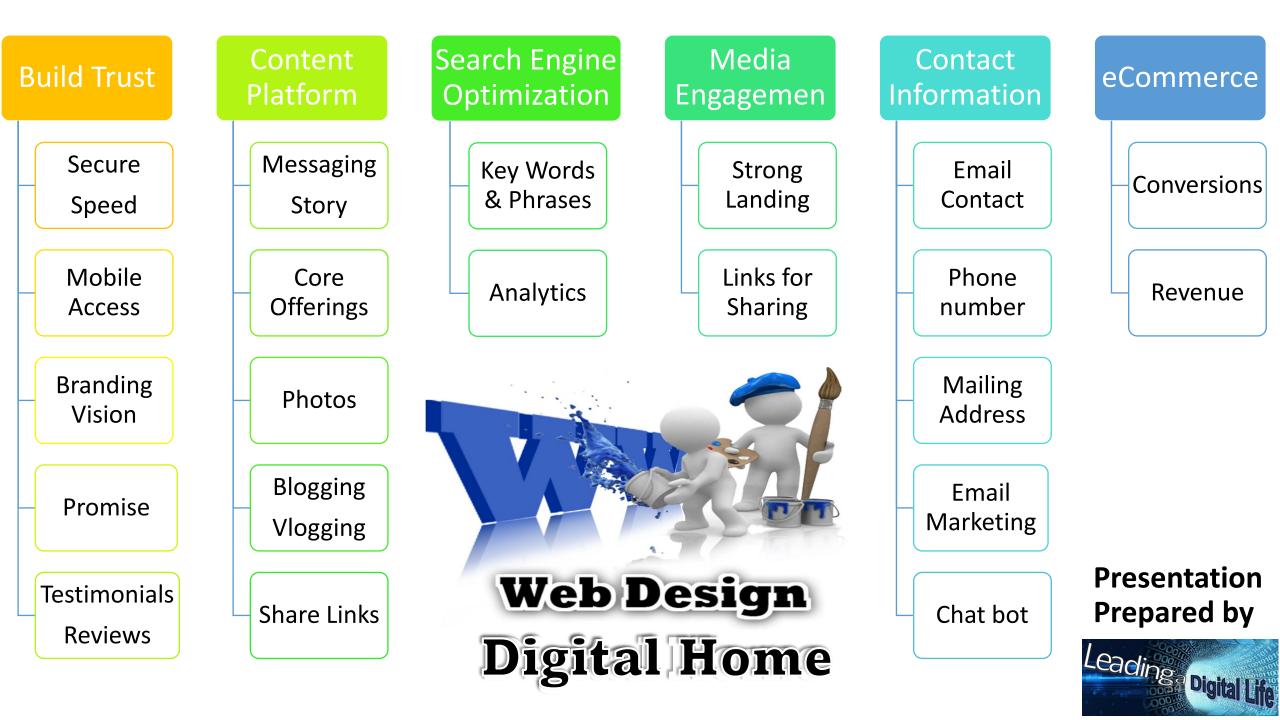
- Website (Blog resources)
- Social Media Facebook, Instagram, Pinterest, LinkedIn
- Email Marketing

#### Referrals

- Current and past clients
- Friends and family networks
- Colleagues from previous jobs

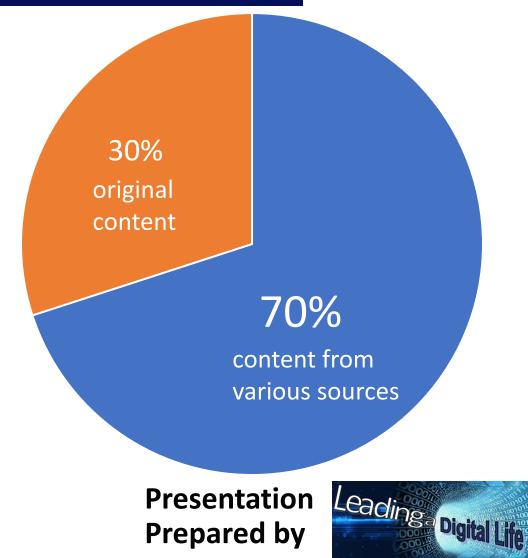
THINK ABOUT THIS FROM AN ONLINE PERSPECTIVE -PreseREPLICATE THIS IN ONLINE COMMUNITIESPrepa





# **Compelling Messages & Information**

- Social Media Campaign Content Categories Inspirational Quotes (go on solid background or a
- picture background no link to website.
- Blog Post Images (post on all platforms with link back to actual blog post)
- Valuable Tips from you (keep branding use Font
- *plus color background for each post)* The key with social media is grabbing attention
- with visual cues and items (colors, vibrant images, clear images).
- Valuable tips from Industry Interesting facts (does not have to do with integrity
- or security directly, but could be another topic that indirectly impacts target customer)
- Ad graphics promoting a product or service



#### **SHARE: Fostering Personal Connections**

Building personal connections is fundamental to successful email marketing. 'Share' content should highlight the human aspects of your brand or company.

Discuss your challenges, successes, and insights in ways that align with your audience's everyday experiences. Allow your audience to get acquainted with you through personal stories, philosophies, or behind-the-scenes looks.

The objective is to establish a connection, as people tend to do business with those they like and feel aligned with. Sharing doesn't need to be ordinary or intensely personal; it can encompass lessons learned or insights that nurture connection.

#### SHOW: Proving Credibility, Effectiveness, and Results

Social media marketing relies heavily on credibility. Use 'Show' content to illustrate the real advantages of your products or services. This can include detailed case studies, insightful analytics, or user testimonials that provide concrete examples of success. Additionally, it can feature accolades, awards, praise, or media coverage.

#### **TEACH: Educating and Providing Value**

The 'Teach' content quadrant showcases your expertise. This is often where marketers excel, offering lessons, how-to guides, practical advice, advanced tips, or informative articles. Lastly, 'Offer' content should explicitly encourage action. This can include signing up for exclusive workshops, downloading guides, or scheduling a demo or sales call.

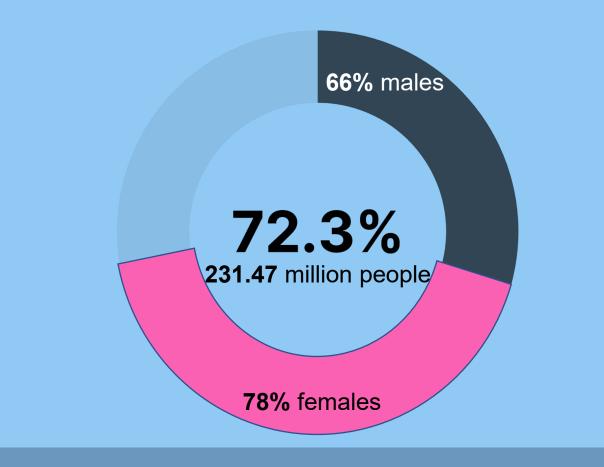
**OFFER: Calls to Action & Invitations to Proceed** 

Why Use Social Media?

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# What percentage of Americans are on social media?



Most popular among internet users aged 16 -64 are YouTube at 81.9% and Facebook at 73.4%

Dean, B. (2021, Oct.) BACKLINKO

Social media in the US by the numbers

Digital Lifa

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 Choosing the Wrong Platform • Redirecting Platform Traffic Inconsistent posting activity • Off-brand content

 Asking friends (or disinterested or disengaged parties) to like/ follow your page

 Asking employees to promote the business on their personal accounts

# **Social Media** Mistakes to Avoid Digital Life



**20%** of baby boomers use social media to find products to purchase, not far behind Gen Z at **27%** 



# Digital Lif

81% of Facebook users only access the platform via mobile devices



# DIGITAL 2022 GLOBAL OVERVIEW REPORT

THE ESSENTIAL GUIDE TO THE WORLD'S CONNECTED BEHAVIOURS



## Target – The Greatest currently between 78-95



### Monthly Users

2.56B;	9.7%;	55% F
2.90B;	5.3%;	53% F
1.48B;	2.1%;	57% F
436.4M;	1%	
225.7M;	4%;	75% F
	2.90B; 1.48B; 436.4M;	2.90B; 5.3%; 1.48B; 2.1%; 436.4M; 1%

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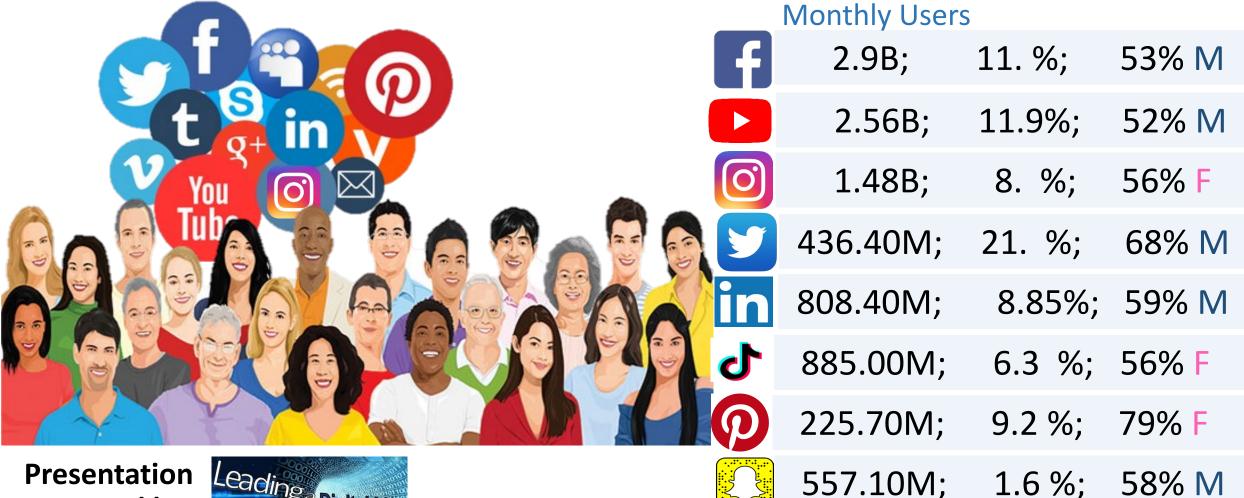
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Stats from Hootsuite's *Digital 2022 Global Overview Report* 

## Target – Boomers currently between 59-77

		Monthly Use	rs	
		2.56B;	8.9%;	51% F
		2.90B;	6.8%;	51% F
	Y	436.4M;	7%	
Tube	J	885.0M;	3.4%;	58% F
	in	808.4M;	2.9%;	65% M
Presentation	Ø	1.48B;	3.6%;	61% <mark>F</mark>
Prepared by	P	225.7M;	10.0%;	79% F
Leading Digital Life		557.1M;	1.9%; 6	58% <sub>44</sub> M

## Target – Gen X currently between 43-58



**Prepared by** 



## Target – Millennials currently between 27 and 42



### Monthly Users

F	2.9B;	49%;	58% M
	2.56B;	36.7%;	56% M
O	1.48B;	47.6%;	50% F
in	808.4M;	67.95%;	58% M
J	885. M;	44%;	56% F
	557.1M;	36.3%;	57% <mark>F</mark>
Y	436.4M;	32%;	68% M
P	225.7M;	56.6%;	79% F

## Target – Millennials currently between 27 and 42



### **Diversity and inclusivity matters**

- 65% of millennials were born in the USA.
- 14% of millennials are first generation.
- 12% of millennials are second generation.
- 19% of millennials are Hispanic.
- 14% of millennials are African-American. •
- 5% of millennials are Asian

- •73 million in the U.S. in 2019
- 50% of the world's workforce.
- Spend \$600 billion in the U.S. each year

**Prepared by** 



## Target – Gen Z Surrently between 11 and 26



There's

# Presentation Prepared by

# planet Frank inclusivity matters

- 25% of Gen Z are Hispanic.
- 14% of Gen Z are African-American.
- 6% of Gen Z are Asian.

Monthly Users

F	2.9 B;	28%;	56% M
Ø	1.48B;	38.6%;	54% M
Ն	885. M;	43%;	59% F
	2.56B;	14.5%;	58% M
	557.1 M;	60%;	52% F
Y	436.4 M;	39%	
in	808.4 M;	20.4%;	54% M
P	225.7 M;	56.6%;	79% F

### The Greatest between 78-95 Boomers between 59-77 Gen X between 43-58







Coughlin (2018) wrote about the generational claims made on who was more green-minded and concluded that "the environment may be less a theatre of generational warfare than an opportunity to find common ground." Greener than you: Boomers, Gen X & Millennials score themselves on the environment. Forbes.

### Millennials between 27 and 42

### Gen Z between 11 and 26



## Marketing to communities not generations

- References for Market Segments of Like-Minded not Generations
- Stop Marketing To Millennials Or Gen-Z And Start Marketing To Tribes
- New research: Market to 'tribes' rather than generational labels
- How to Pick the Right Consumer Tribe for Your Brand
- Why-Tribes-are-the-New-Segmentation
- What is tribal marketing and how it can strengthen your marketing strategy

How to Use Social Media

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# How to - Social Media Platforms



- https://www.facebook.com/
- <u>https://www.facebook.com/help/?ref=contextual</u>
- <u>https://www.youtube.com/</u>
- <u>https://www.youtube.com/howyoutubeworks/</u>
- <u>https://www.linkedin.com/</u>
- https://business.linkedin.com/grow?&src=li-footer
- <u>https://www.instagram.com/</u>



- <u>https://www.instagram.com/instagramforbusiness/</u>
- <u>https://www.snapchat.com/</u>
- <u>https://support.snapchat.com/en-US</u>
- <u>https://forbusiness.snapchat.com/</u>
- <u>https://twitter.com/home?lang=en</u>
- <u>https://help.twitter.com/en</u>



- <u>https://www.pinterest.com/</u>
- <u>https://business.pinterest.com/en/</u>

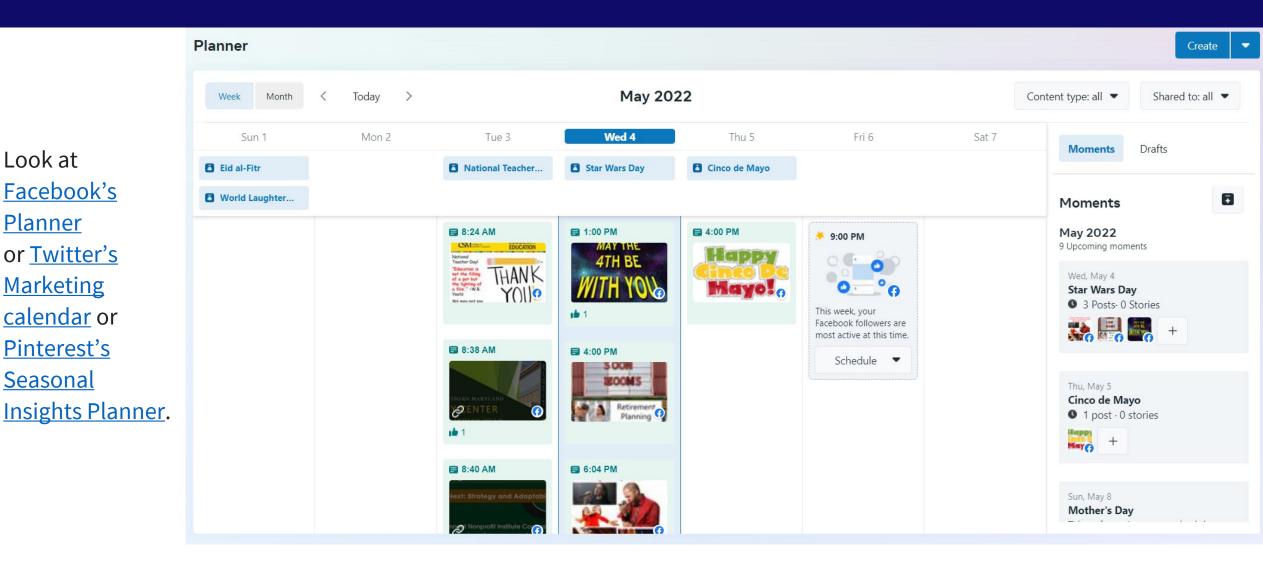


- <u>https://www.tiktok.com/login/</u>
- <a href="https://support.tiktok.com/en/">https://support.tiktok.com/en/</a>
- <u>https://www.tiktok.com/creators/creator-portal/</u>
- <u>https://www.google.com/adsense/start/</u>
- <u>https://ads.google.com/home/pricing/</u>
- <u>https://www.blogger.com/about/?bpli=1&pli</u>
   <u>=1</u>
- <u>https://marketingplatform.google.com/about</u>
   <u>/</u>

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## Create a weekly or monthly schedule



## Pick Your Platforms

Facebook is an excellent place to build your community, share events, <u>fundraising</u>, images, video, and text. <u>Facebook's charitable organization</u> functions continue to gain popularity.



<u>Twitter</u> is good for quick updates, discussions, and interacting with the media. Nonprofits that do a lot of advocacy or activism may also find Twitter a good platform for organizing and communicating about actions or running hashtag <u>campaigns</u>.



Instagram is a highly visual platform, perfect for photos, videos, and impactful captions.



<u>LinkedIn</u> is designed for professional networking; <u>LinkedIn</u> connects you with talent when hiring and can help reach out to corporate donors and learn more about your existing donors' careers and connections.



TikTok is a video-based platform popular with teens, users record and share 15-60 second video clips set to music. Users also participate in <u>challenges and projects that benefit</u> <u>nonprofits</u> by raising awareness and funds.

## Pick Your Platforms



<u>YouTube Social Impact</u> Learn from some of the best storytellers on YouTube with online courses tailored for social impact innovators, from our friends at <u>YouTube Creators</u> <u>Academy. Activate the YouTube Nonprofit Program</u>



Pinterest is visual and inspiring. Start with "<u>Why Pinterest</u>" and choose from an extensive menu of how to <u>an audience finder tool.</u>



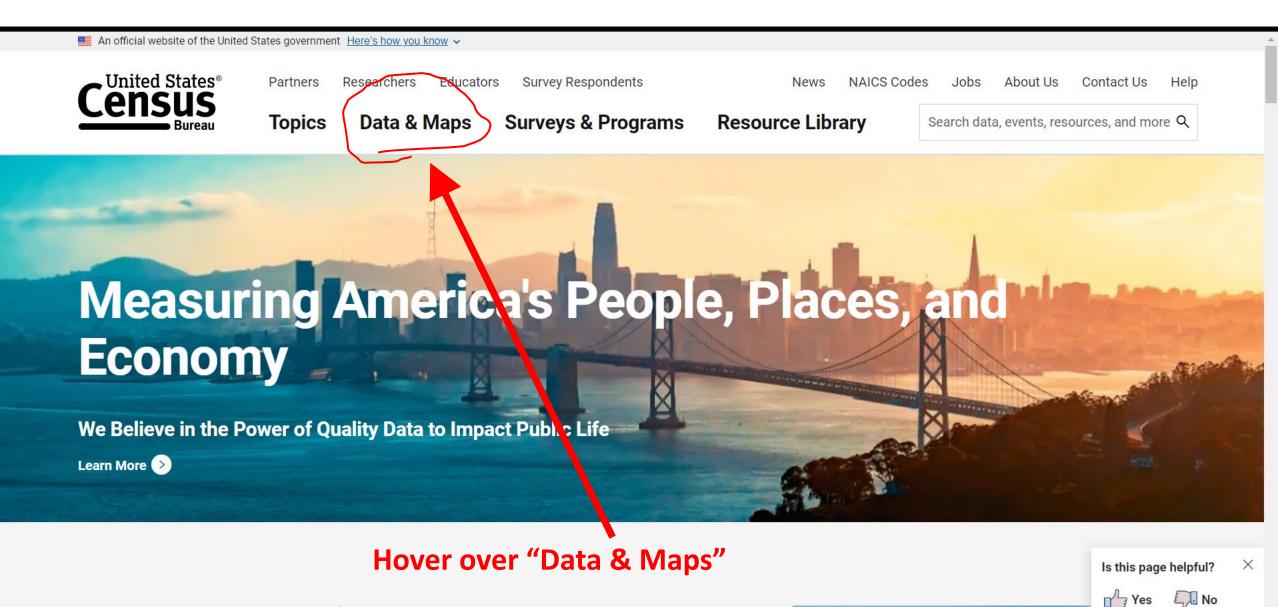
If your target audience is on <u>Snapchat</u> learn how to make good use of the tools they offer to engage and grow your audience.

**Google** Before requesting a Google for Nonprofits account, find out if your organization for Nonprofits <u>qualifies</u>, what you'll need for verification, and what to expect.

## **Research Tools!**

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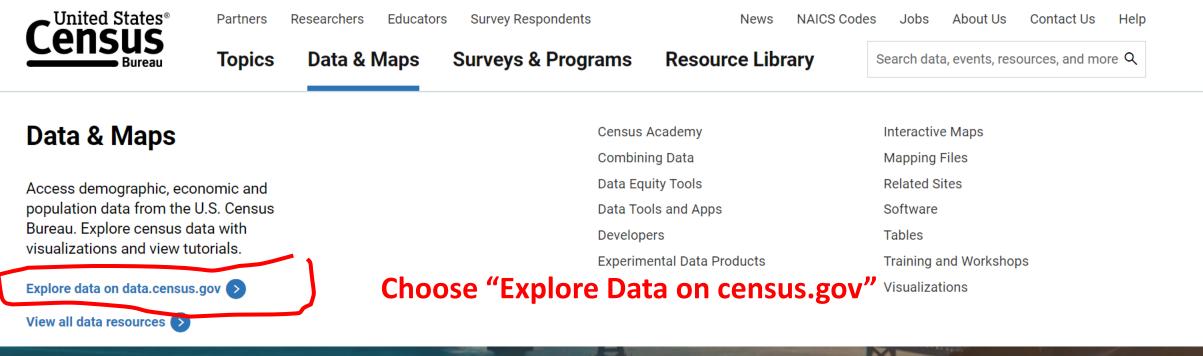


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An official website of the United States government Here's how you know 🗸





https://www.census.gov/data

Crowth in the Notion's

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Is this page helpful?

Yes

An official website of the United States government Here's how you know



Tables Maps Pages Microdata



		Waldorf CDP, Maryland X / V All Tables Maps Pages		Microdata Help FAQ Feedback
Fitters 1 Filter ( © Waldorf Clear search Q Search 123 Codes	CDP, Maryland 🔒	Total Population in Waldorf CDP, Maryla 2020 Decennial Census		e in "City, Zip, Region"
<ul> <li>⑦ Geogra</li> <li>Î Survey</li> <li>I Topics</li> <li>☆ Years</li> </ul>	>	Tables Decennial Census P1   RACE  ✓ View All 3 Products American Community Survey DP05   ACS DEMOGRAPHIC AND HOUSING ESTIMATES  ✓ View All 23 Products		Place Waldorf CDP, Maryland Total Population: 81,410 Median Household Income: \$103,784 Bachelor's Degree or Higher: 36.7% Employment Rate: 66.6% Total Housing Units: 30,410 Without Health Care Coverage: 3.9%
		American Community Survey S0101   AGE AND SEX View All 23 Products  American Community Survey S0102   POPULATION 60 YEARS AND OVER IN THE UNITED STATES View All 10 Products	on "View Profile"	Total Households: 29,701 Hispanic or Latino (of any race): 6,846 View Profile ③
Ť		View All to Froducts  American Community Survey S0103   POPULATION 65 YEARS AND OVER IN THE UNITED STATES      View All 2 Products  American Community Survey S0501   SELECTED CHARACTERISTICS OF THE NATIVE AND FOREIGN-BORN POPULATIONS	W W Ar	/aldorf CDP, Maryland Business and Economy /aldorf CDP, Maryland Education /aldorf CDP, Maryland Employment /aldorf CDP, Maryland Families and Living rrangements /aldorf CDP, Maryland Government

### Waldorf CDP, Maryland

Total Population: 81,410

Median Household Income: \$103,784

Bachelor's Degree or Higher: 36.7%

Employment Rate: 66.6%

Total Housing Units: 30,410

Without Health Care Coverage: 3.9%

Total Households: 29,701

Hispanic or Latino (of any race): 6,846

View Profile 🕥

### **Related Searches**

Waldorf CDP, Maryland Business and Economy

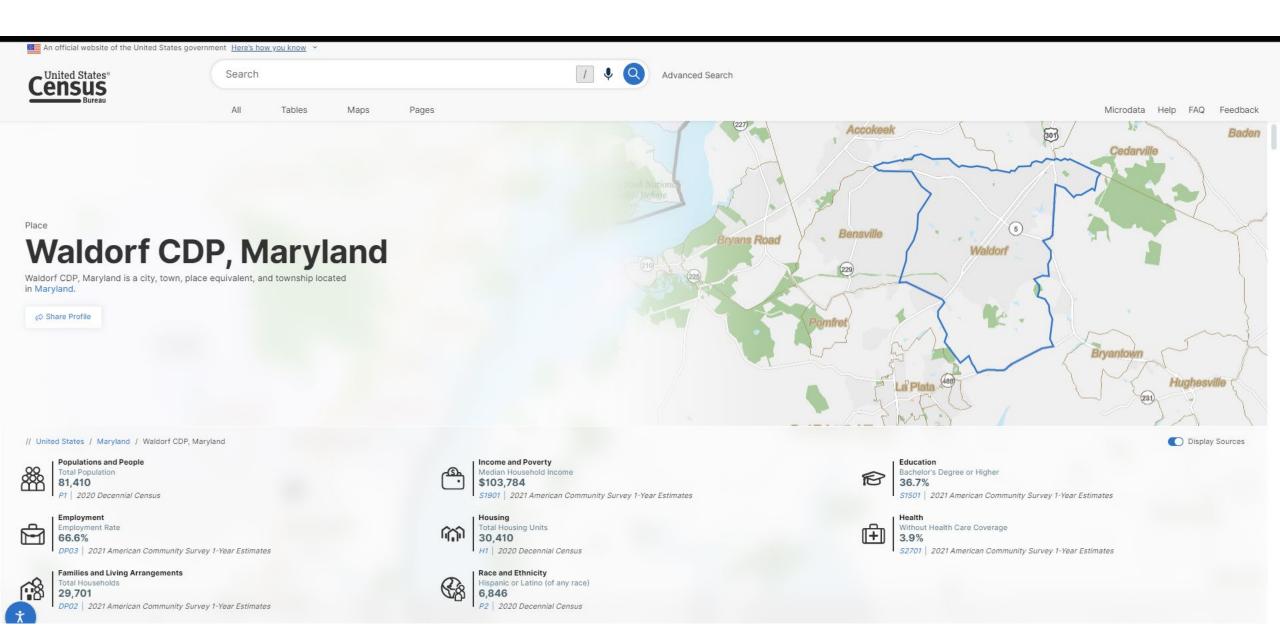
Waldorf CDP, Maryland Education

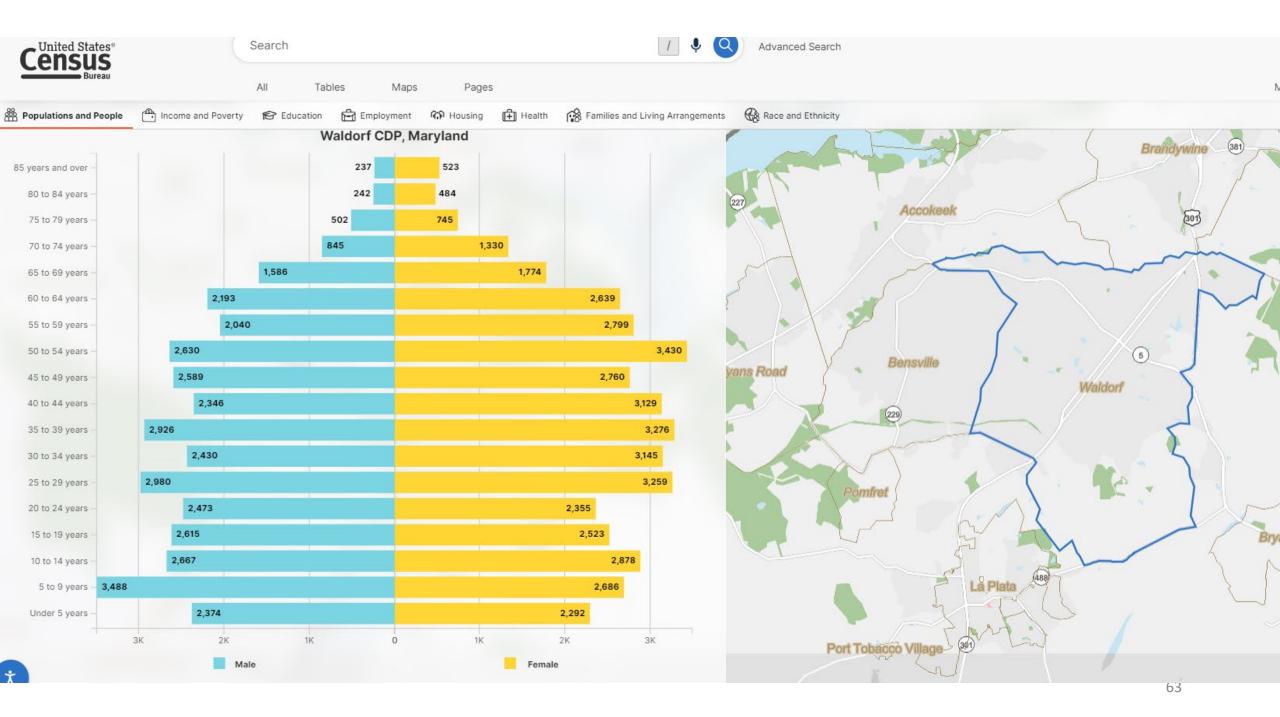
Waldorf CDP, Maryland Employment

Waldorf CDP, Maryland Families and Living Arrangements

Waldorf CDP, Maryland Government

**Detailed Info** 





Ancestry in Waldorf CDP, Mary	land								🕫 Sha	re / Embed
English - 4.1%										
French (except Basqu	ie) - 0.6%									
German - 5.1%						-				
Irish - 4.2%										
Italian - 3.5%										
Norwegian - 0.2%										
Polish - 0.7%										
Scottish - 0.5%										
Subsaharan African -	4.1%									
% 0.5%	1%	1.5%	2%	2.5%	3%	3.5%	4%	4.5%	5%	5.5%
E Show Table	Display Mar	gin of Error					DPO	2   2021 ACS 5-	Year Estimate.	s Data Profiles

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### **Income and Poverty**

#### **Income and Earnings**

\$103,784 ± \$9,295 Median Household Income in Waldorf CDP, Maryland

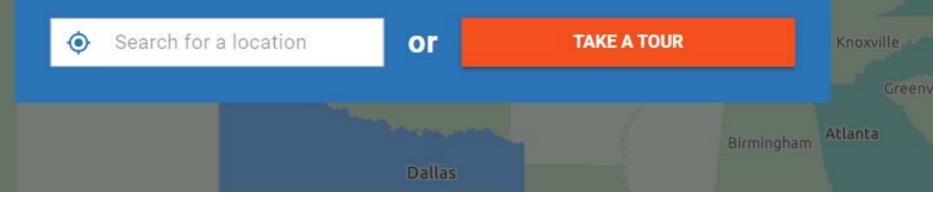
\$90,203 ± \$1,065 Median Household Income in Maryland

S1901 2021 American Community Survey 1-Year Estimates

	an Incom dorf CDP, M		s of Famili	es									¢∂ Share	/ Embed
Famili	es - \$113,81	75									-			
Marrie	d-couple f	amilies - \$13	36,826											
Nonfa	mily house	holds - \$67,9	944											
\$0	\$10K	\$20K	\$30K	\$40K	\$50K	\$60K	\$70K	\$80K	\$90K	\$100K	\$110K	\$120K	\$130K	\$140K
🖪 Sh	ow Table	Displ	lay Margin o	f Error						519	01   2021 A	CS 5-Year E	stimates Su	bject Tables

### Minneapolis X Detroit United States **Census Business Builder** The Census Business Builder (CBB) is a suite of services that provide selected demographic and economic data from the Census Bureau cinnati tailored to specific types of users in a simple to access and use format. Search for a location TAKE A TOUR $\odot$

### The tour is 43 slides, but worth your time.





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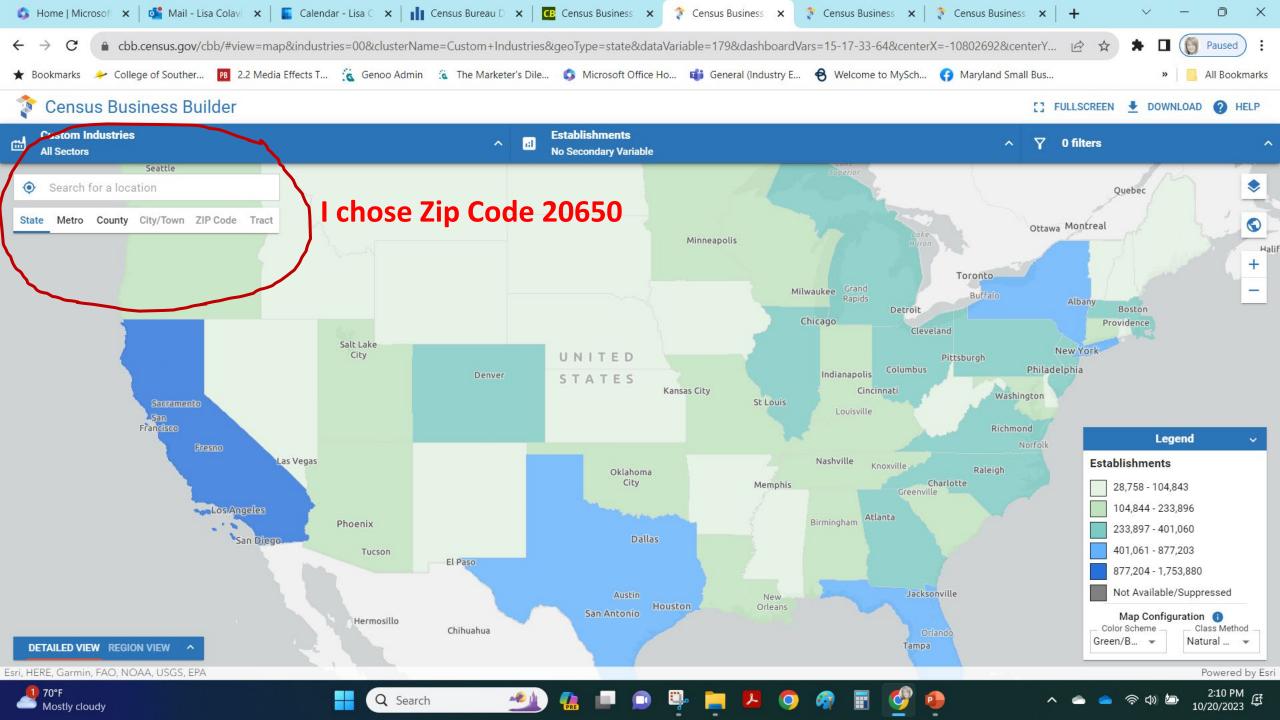
Filters

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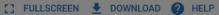
Results

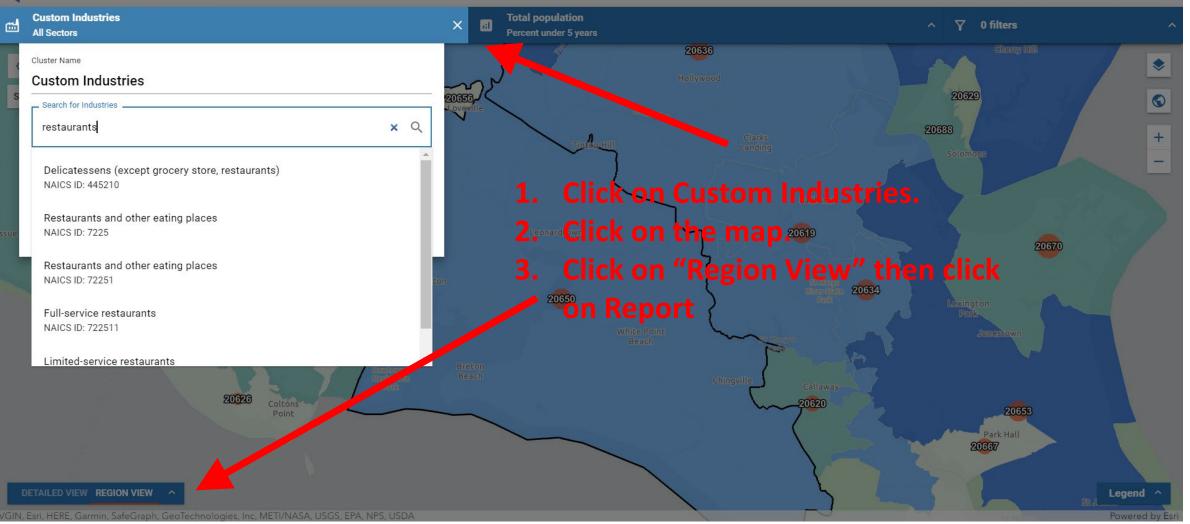
#### find businesses in maryland

Bureau	All	Tables	Maps	Pages
1 Filter 🕐	Select	Codes		
O Maryland	Q Sea	arch Codes		
Clear search III	🖿 Ind	ustry Codes (NA	NCS)	
	🖿 Pro	duct and Servic	e Codes	
Q Search for filter	Cor	mmodity Codes		
123 Codes >	🖿 Ma	terial/Fuel		
Geography >	NA NA	PCS Collection		
Ê Surveys >	EE(	Occupation Co	odes	
Topics >				
T Years >				



#### Census Business Builder





#### **Business Summary**

#### Industry Cluster Name: Restaurants and other eating places

#### Selected Industries: Restaurants and other eating places

#### **Employer Businesses**

Includes key statistics for businesses with 1 or more paid employees (Employers) from the County Business Patterns, Economic Census, and the Census of Agriculture. (These variables are related to the Industry selected.)

Variable	Estimate		<b>^</b>	All E	mploye	er estab	olishme	ents
All Employer establishments (Total)	9,977	$\sim_{\rm th}$	~			(Total)		
Establishments with less than 5 employees	3,092	$\sim_{\rm th}$	15K -					
Establishments with 5 to 9 employees	1,855	$\sim_{\rm lh}$	10K -					
Establishments with 10 to 19 employees	1,960	$\sim$ III	514					
Establishments with 20 to 49 employees	2,467	мı	5K -					
Establishments with 50 to 99 employees	546	$\sim$ III	0					
Establishments with 100 to 249 employees	53	$\sim$ III		2017	2018	2019	2020	2021
Establishments with 250 to 499 employees	3	$\sim_{\rm lh}$	de la			er estak (Total)	blishme	ints
Establishments with 500 to 999 employees	n/a	$\sim_{\rm lh}$				(Total)		
Establishments with 1,000 employees or more	n/a	$\sim_{\rm lh}$						
Average employment per employer	17	$\sim_{\rm th}$						
Average payroll per employee	\$23,858	мıh	▪ Ge	o Com	parison	data n	ot avai	lable

Leadif **Use Each Social Media Platform's** Resources

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<b>PauTube</b> Advertising	Why YouTube	How it works 🖍	How it works <b>A</b> News and inspiration		▶ FAQs	
		Overview	Channel creation	Ad creation	Campaign setup	Measurement
		How it works	Start a channel	Create a video ad	Set up a campaign	Measure your results
					Find your audience	
					Decide on a budget	





#### Sign in

### Get your business on Google for free

Be found

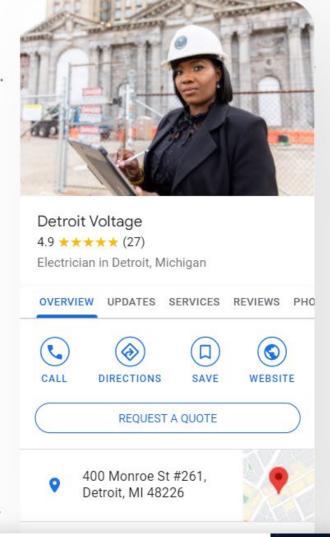
**Connect with customers** 

Manage easily

### Stand out on Google with a free Business Profile

Turn people who find you on Google Search and Maps into new customers with a free Business Profile for your storefront or service area. Personalize your profile with photos, offers, posts, and more.

Manage now



### Presentation Prepared by





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**Apparel & Accessories** 

Arts & Crafts Supplies Autos & Vehicles

**Business Services** 

Education

Baby & Children's Products **Beauty & Personal Care** 

**Computers & Peripherals** 

**Consumer Electronics** 

**Business & Industrial Products** 

#### **Find My Audience Applications**

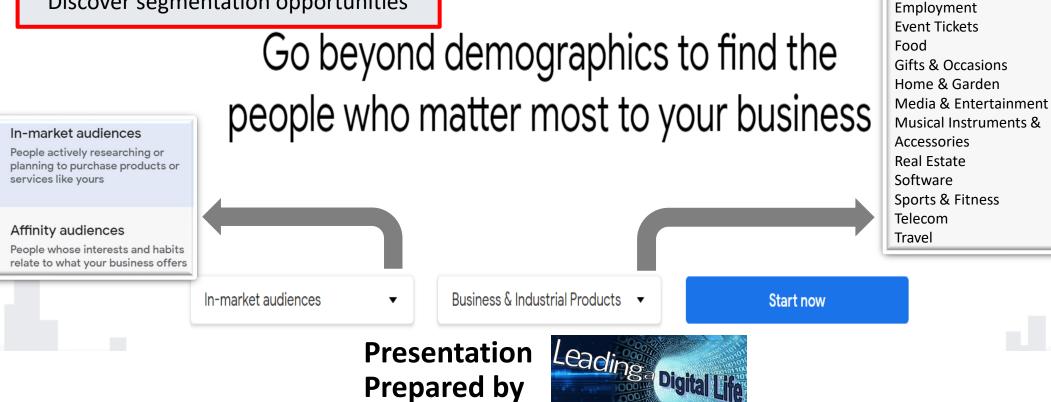
Content

Partnerships

More comprehensive picture

Discover segmentation opportunities

### Find My Audience



Get help

## Welcome to LinkedIn for Small Business

A place to grow your business on LinkedIn.

	71



# What is LinkedIn for Small Business?

Running a business can be tough. That's why we've made it our mission to help small business leaders connect with what you need to grow your business.

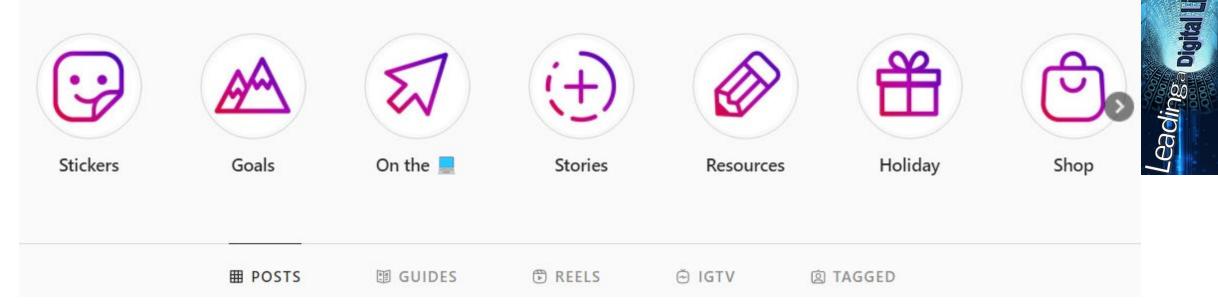


### instagramforbusiness 🧇 🗾 🚥

334 posts 12.3m followers 155 following

Instagram for Business

The latest news, tips and stories for our vibrant community. **linktr.ee/instagramforbusiness** 





Advertising V Public Profiles Inspiration Resources V Blog

## **Grow Your Business** With Snapchat

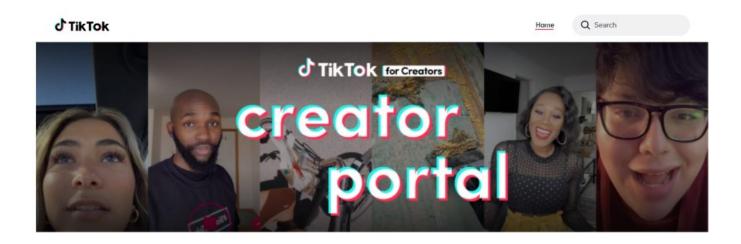
Snapchat Ads and Public Profiles are made for every business, no matter the size or industry. Become a part of Snapchatters' everyday conversations with full-screen, digital ads that inspire action from the people that matter most to your business.



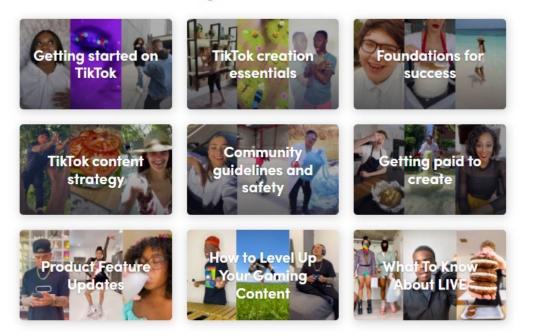
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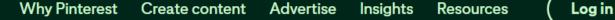
Create an ad



#### What do you want to learn?









Pinterest is where people feel safe to explore new ideas and try new things. They're looking for inspiration—and they're looking for you. To get started, you'll need a Pinterest business account. It's free to sign up, and you'll get access to special content formats, custom analytics and more.



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79



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Technology Solutions! Digit

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#### Digital **SEO** BOUNCE **Analytics VIEWS** RATE **TRAFFIC** ROI **CLICKS LEADS CUSTOMER ENGAGEMENT CONVERSIONS REVENUE** Marketing Operations

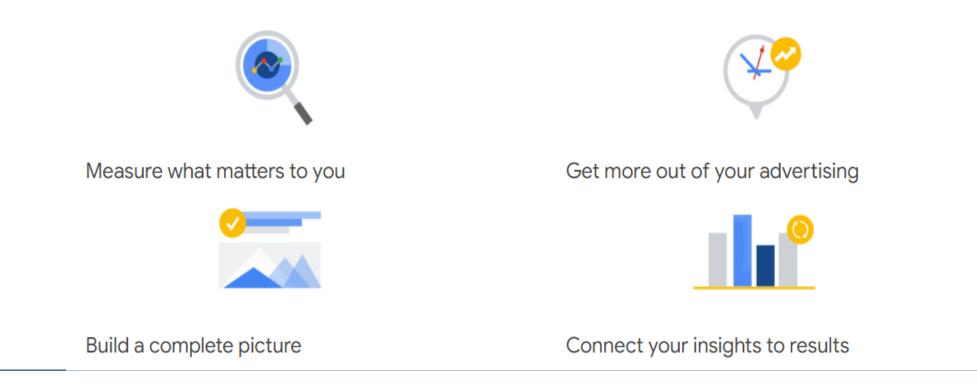
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## Welcome to Google Analytics

Google Analytics gives you the free tools you need to analyze data for your business in one place, so you can make smarter decisions.

Start measuring





### Prove Social Media ROI by Tracking Your Campaigns With UTM Values

A Home Google Analytics | Demos & Tools ĕ. Campaign URL Builder Demos & Tools GA4 UA PLAY IOS WEB Account Explorer This tool allows you to easily add campaign parameters to URLs so you can measure Custom Campaigns 🗹 in Campaign URL Builder Google Analytics. Dimensions & Metrics Explorer Enter the website URL and campaign information **Enhanced Ecommerce** Hit Builder Fill out all fields marked with an asterisk (\*), and the campaign URL will be generated for you. Query Explorer website URL \* **Request Composer** The full website URL (e.g. https://www.example.com) Spreadsheet Add-on campaign ID **Tag Assistant** The ads campaign id. Resources campaign source \* The referrer (e.g. google, newsletter) About this Site Help & feedback campaign medium \*

Marketing medium (e.g. cpc, banner, email)

# Hubspit

#### "Helping millions grow better"

The best part is that HubSpot offers free tools for marketing, sales, service, and operations - FREE – learn more . . .



#### FREE CRM TOOLS:

✓ Contact management	✓ Contact website activity	✓ Companies ✓ Deals	✓ Tasks & activities
Free Marketing tools:	Free Sales tools:	Free Service tools:	Free Operations tools:
✓ Forms	✓ Live chat	✓ Ticketing	✓ Data sync
✓ Email marketing	✓ Basic bots	✓ Email scheduling	✓ Historical sync
✓ Ad management	✓ Team email	✓ Live chat	✓ Default field mappings
✓ Landing pages	✓ Quotes	✓ Shared inbox	✓ App Marketplace integrations
✓ Shared inbox	✓ Calling	✓ Calling	✓ Contact management
✓ List segmentation	✓ Email scheduling	✓ Basic bots	✓ Companies
✓ Team email	<ul> <li>Email tracking &amp; notifications</li> </ul>	✓ Team email	✓ Deals
✓ Live chat	✓ Shared inbox	<ul> <li>Canned snippets</li> </ul>	✓ Tasks & activities
✓ Basic bots	✓ Email templates	✓ Email templates	<ul> <li>Company insights</li> </ul>
✓ Mobile optimization	✓ Canned snippets	✓ Meeting scheduling	✓ Custom properties
✓ Reporting dashboard	✓ Documents	✓ Tickets closed reports	✓ Marketing events object
<ul> <li>Messenger integration</li> </ul>	✓ Meeting scheduling	<ul> <li>Rep productivity reports</li> </ul>	✓ Email reply tracking
<ul> <li>Custom properties</li> </ul>	✓ Reporting dashboard	<ul> <li>Time-to-close reports</li> </ul>	✓ Email health reporting
✓ HubSpot mobile app	✓ Deal pipeline	✓ Reporting dashboard	
✓ Form follow-up emails	<ul> <li>Messenger integration</li> </ul>	<ul> <li>Email tracking &amp; notifications</li> </ul>	
<ul> <li>Marketing events object</li> </ul>	✓ Custom properties	✓ Documents	
<ul> <li>Email reply tracking</li> </ul>	✓ HubSpot mobile app	<ul> <li>Messenger integration</li> <li>Custom properties</li> </ul>	
<ul> <li>Email health reporting</li> </ul>	✓ Marketing events object	<ul> <li>Custom properties</li> <li>HubSpot mobile app</li> </ul>	HubSpot   Pricing   Free Tools, 2021
✓ Ad retargeting	✓ Email reply tracking	<ul> <li>Ticket pipelines</li> </ul>	1 1 1001 11 1007
J J	✓ Email health reporting	<ul> <li>Marketing events object</li> </ul>	
		<ul> <li>Email reply tracking</li> </ul>	85

Email health reporting

#### 🗑 Hootsuite

Platform Plans Enterprise Resources



#### Manage 2 social accounts

See how Hootsuite works by managing up to two social media accounts.

#### FREE PLAN

## Basic features to get you started with Hootsuite



#### Schedule posts

Schedule up to 5 posts to be published whenever you want. (Our Professional plan offers unlimited scheduling.)



Self-serve support

Find answers to your questions in our self-serve online Help Center and FAQs.



#### Add free apps

Integrate basic free apps from our App Directory into your Hootsuite dashboard.



86



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### Course Reflection

- What is one thing you learned today?
- What is one thing you plan to put in action when you leave?



## Wrap Up

- Have a Plan/ Plan to Succeed
- Research and Document
- Customer-Competition-CoOpetition-Allies
- Develop Values, Differentiator, Target Market, Message
- Digital Presence is Essential
- Find Technology Solutions!



## THANK YOU!

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