



Managing an Online Footprint Digital Strategy & Monitoring

OUR EXPERIENCE

Strategy, Digital Marketing, Content, Training, Social Media

One of the best parts of our job is passing our experience and knowledge to others. We truly enjoy sharing our passion and enthusiasm for what we do and seeing people succeed as they become e-savvy in the marketing world. We offer a variety of online and in-person training and workshop options that are engaging, thought provoking, and even, dare we say – fun.















FANTASYLAN















MANSFIELD













SESSION GOALS

1

Gain an understanding of the bigger "online footprint" picture.

2

Understand how we can feed this into our marketing strategies.



Understand how we can manage it, monitor it, and influence it.

WHAT IS IT?

Everywhere content related to your business (references, links, articles, reviews, etc) can be found online by any user of the internet.

Intentionally placed or not.



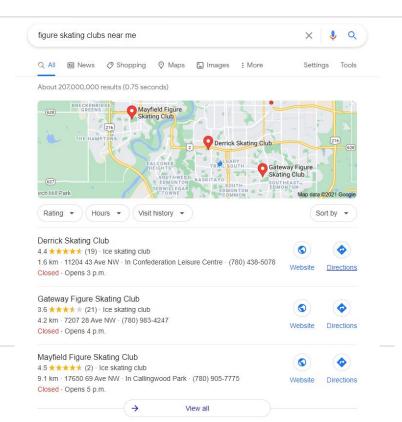
WHY SHOULD YOU CARE?

- Expand your online footprint and be where people are looking for information
- Opportunities to monitor and manage your brand
- Beyond Google and SEO, beyond paid advertising
- Not everyone visits the website
- People want to build relationships with those that they know, like and trust
- What shows up when you Google your name?
- Who shows up when you Google your services?
- Would "you" trust "you" based on what appears online?

Words, images, video, reviews – all paint a picture...



First Impressions Via Search



www.gatewayskatingclub.org * Traf/mo (us): 3/3 - Kw (us): 5/13

Gateway Skating Club

We are proud members of **Skate** Canada and have been operating in Edmonton since 1964. We offer recreational learn-to-**skate** programs through to ...

www.derrickskating.ca * Traf/mo (us): 0/0 - Kw (us): 4/5

Derrick Skating Club: Home - Edmonton

The Derrick **Skating Club** has been in operation in Edmonton, Alberta, Canada since September of 1966 and was Incorporated in 1976.

www.mavfieldfsc.ca ▼ Traf/mo (us): 0/0 - Kw (us): 0/1

Mayfield Figure Skating Club | Skating Programs ... - Edmonton

Skating Coordinator Mayfield Figure **Skating Club**. National Certified Coach; 40+ years coaching experience; Bachelor of Education Degree; Skate Canada ...

www.extremeedge.ca * Traf/mo (us): 0/0 - Kw (us): 2/3

Home Page :: Extreme Edge Skating Club, Edmonton ...

Extreme Edge Skating Club, Edmonton powered by Uplifter.

icepalace.ca ▼ Traf/mo (us): 10/15 - Kw (us): 6/16

Ice Palace FSC

Register - Contact Us; Learn to **Skate**. Program Descriptions - CanSkate - Junior Academy JumpStart. Figure **Skating**. Calendar of Events - Bingo and Casino ...

www.federationskatingclub.ca • Traf/mo (us): 0/0 - Kw (us): 0/2

Federation Skating Club: Home - Edmonton

Skating program for all ages and abilities! Learn to **skate** or hone your skills in a safe, fun and affordable environment. New programs include CanPower, ...

www.fliteway.ca ▼ Traf/mo (us): 0/0 - Kw (us): 0/2

Fliteway Figure Skating Club: Member Resources - Edmonton

YOU NEED A STRATEGY

MARKETING STRATEGY

MUST HAVE COMPONENTS FOR A DIGITAL STRATEGY

Goals, Objectives & Tactics
Marketing &
communications goals

Customers / Audience

Who are they, what compels them, what do they need & where do I find them.

Value Proposition

Benefits of service or product



Competitive Analysis & SWOT

How are you going to differentiate & compete.

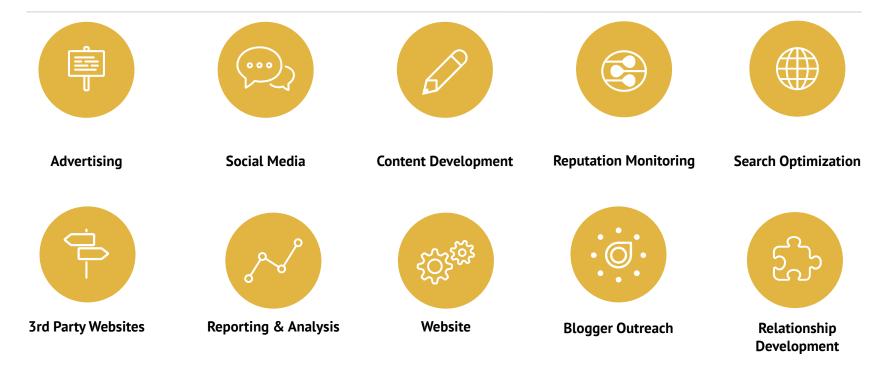
Media & Content Plans

Paid, earned & owned media, content & social media plans, tools.

Tracking & Analytics

Measurements for success.

MARKETING TOOLS



YOUR AUDIENCE

AN AUDIENCE FIRST APPROACH

Creating audience profiles is a good way to better identify who you're talking to and what they're looking for.

What traits does your ideal consumer possess? What makes them the ideal consumer?

How is it different for each segment, with each content & marketing tool and at each stage of the buying cycle.

KNOW YOUR AUDIENCE

Understanding your customer can play a key role in:

- Providing the right marketing approach and targeting
- Providing the right content (visual, verbal or written)
- Shaping the way you do business (attire, service approach, product offerings)
- Getting them to visit you again and become advocates

The "Who" - Who is your audience and what makes them tick?

KNOW YOUR AUDIENCE

The "What" - What questions, concerns, barriers does your audience have and what information can you provide to help them make a confident decision?

The "Why" - Why are they seeking information or looking for this service? What need does it fulfill?

KNOW YOUR AUDIENCE

The "Where" - Where do they consume content? How do they get their information?

The "When" - What stage of the decision-making cycle are they in? When do they seek certain types of information?

IDEAL CONSUMER

ATTRIBUTES & TRAITS

Demo- graphics	Age	Gender / Ethnicity / Location	What do they think, what is their personality, their life stage, their behaviour?	What engages them? Their Values/Benefits Sought? Products They Like?	What Turns Them Off? Pain Points?	Where They Get Their Info / Channels	Strategies to Market & Engage
Young Parent with	25-35	F	Has small amount of time to get in full experience,	Learning opportunities, Personalization,	Poor facilities, Lack of information,	Social Media	Highly visual promotions
kids		Edmonton St. Albert	Expert shopper, Comfortable with and expects	Nature and culture, Shared family experiences,	No additional services (at business or in area),	Enewsletters	Opportunities to share experience with friends
		Bon Accord	online purchasing	Safe but memorable activities,	Not providing something new or	Review Sites	
					different,	Google Maps	Personalized product opportunities
							Targeted social ads
						Online Blogs	
Pre-Family	18-25	M	Outgoing,	Excitement,	Crowds,	Travel sites	Partnering with local businesses for
			Lives for the	bragging rights,	Schedules activities,	n	cross promotion deals,
			moment/spontaneous,	new experiences,		Review Sites	A 1 1 1:4
				Good deals / savings, Packaged experiences,		Instagram / Facebook	Analyze purchase history
				i dekaged experiences,		msugram / raccook	

Search ads & retargeting

Loyalty programs,

Word of mouth

In store

Packaged experiences, Wants recommendations, new and trending products Kids M/F Responsible & avoids risk, Time out, rejuvenating, Inflexibility in experiences, Married with older Works hard and likes to Quality hands-on experiences Poor facilities, under kids or 16 at "get-away" packaged experiences

Will spend more if he/she sees

the benefit

Third Age

home

45-60

HOW WILL YOU DO IT?

LET'S SIMPLIFY THIS

Creating Awareness & Reach

• Telling people who you are, how you can benefit them, and helping people discover you as an option.

Building Affinity & Retention

- Standing out as the "right choice"
- Building affinity and brand loyalty keep your customers coming back

Increasing Conversion

- Turning more leads into sales by attracting the right audience and helping them down the path to purchase
- Business intelligence (data, data, data)



YOUR GOALS



(SOMEONE ASK ME ABOUT AN EXAMPLE OF SMART AND... A "NON" SMART GOAL)





(SOMEONE ASK ME ABOUT A POTENTIAL PITFALL...)

POTENTIAL PITFALLS

BE REALISTIC

NOT HAVING REALISTIC OR MEASURABLE GOALS

YOUR COMPETITION

COMPETITION ANALYSIS

Who are they & why?

- PROXIMITY Where do we want to compete?
- AUDIENCES Do our audiences overlap?
- PRODUCT What do we need to do to gain competitive advantage? How are we or how can we be different?

This will affect your positioning: Name, image, services, design, guarantees, delivery...

Strengths - Overlapping Product - How We Differ?

TRACK COMPETITION

KEEP TABS ON THEIR ACTIVITY

Keep track of competition to stay ahead:

- Search where they are found online site:website.com -website.com
- Sign up for their e-news
- Follow their social profiles
- Do keyword searches



YOUR ADVANTAGE

SWOT

Understand Competitive Advantage

Match your UNIQUE strengths and weaknesses to the competitive environment opportunities and threats in such a way as to identify key strategies that are available to your product - a competitive advantage.

STRENGTHS WEAKNESSES OPPORTUNITIES THREATS

SWOT

STRENGTHS

- What do you do well, do better than anyone else?
- What unique resources can you draw on?
- What do others see as your strengths?

Note: Quality over quantity

IDENTIFY UNIQUENESS

SWOT

WEAKNESSES

- What could you improve?
- Where do you have fewer resources than others?
- What are others likely to see as weaknesses?
- What has got worse compared to prior year?
- Where do competitors and the industry outperform?

SWOT

OPPORTUNITIES

- What opportunities are open to your company?
- What trends could you take advantage of? (Changes in technology and markets, Changes in social patterns, population profiles, lifestyle changes, and so on)
- How can you turn your strengths into opportunities?

SWOT

THREATS

- What threats could harm your company?
- What is your competition doing differently or better?
- Is changing technology, travel habits, economy... threatening your position?

FEATURES & BENEFITS

WEAKNESS-STRENGTH STRATEGIES

Use strengths to avoid threats or weaknesses

Example

THREAT: Lack of marketing funding

OPPORTUNITY: Great local partnership opportunities

THREAT-OPPORTUNITY STRATEGIES

Use opportunities to avoid threats

OPPORTUNITY-STRENGTH STRATEGIES

Use strengths to take advantage of opportunities

FEATURES & BENEFITS

WHAT COMPELLING MESSAGING WILL SET YOU APART AND SHOW VALUE

FEATURES: Attributes

<u>Functional attributes</u> - tangible features of your products. How it is "used/consumed".

<u>Emotional and symbolic attributes</u> - extrinsic advantages, intangible features which meet consumer needs for social approval, personal expression, self-esteem etc.

<u>Experiential attributes</u> – sensory based attributes a consumer can 'experience'

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BENEFITS: Perceived Value

BENEFIT

- product
- service
- personal

COST

- tangible (\$)
- intangible (time, energy)



THINGS TO IDENTIFY

FEATURES & BENEFITS

WHAT COMPELLING MESSAGING WILL SET YOU APART AND SHOW VALUE

FEATURE: Over 200 Exhibits **BENEFIT:** All day entertainment

FEATURE: Large selection of... **BENEFIT:** One stop shopping

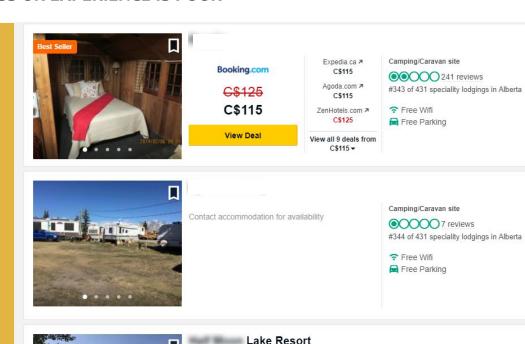
FEATURE: Open 7 days a week.

BENEFIT: Convenience

POTENTIAL PITFALLS

IF YOUR BUSINESS OR EXPERIENCE IS POOR

This is where Trevor will stress the importance of having an amazing product or service.



Contact accommodation for availability

Camping/Caravan site

Beachfront

87 reviews #345 of 431 speciality lodgings in Alberta

POTENTIAL PITFALLS

NOT INVESTING IN MARKETING

WHAT % OF YOUR REVENUE DO YOU INVEST IN MARKETING?

TO DO LIST:

- Audience Identification & personas
- Competitive Analysis
- Competitive Advantage
- Discovery sessions
- Stakeholder interviews



"Voice is a mission statement. Tone is the application of that mission" buffer.com

Voice: Your brand personality described in an adjective. For instance, brands can be lively, positive, cynical, or professional.

Tone: A subset of your brand's voice. Tone adds specific flavor to your voice based on factors like audience, situation, and channel.



Culture – What does your company stand for? What makes you stand out from all the others who are after the same audience? Your unique qualities make your culture special, and these should be a pillar of developing your voice.

Community – Listening can reveal how your community speaks and can help you speak easier with them and to them. You can use their language and meet them on their terms.

Conversation – Personality and authenticity are key here. What do you want to add to the conversation? As you think about what you can offer, you'll start to see a better picture of where your voice might fit.

Which do you feel we exemplify now?
Which could we obtain and stand behind as an organization?
Which would not be authentic?



TO DO LIST CONTINUED:

- Audience Identification & personas
- Competitive Analysis
- Competitive Advantage
- Discovery sessions
- Stakeholder interviews
- Content audits
- Analytics reviews
- Follow-up Q&A's



NEXT

- 1. Review community content and how they speak
- 2. Follow up survey with results to further refine and pick characteristics
 - a. So get what they have and identify a short list to vote on 3-6 "choose 3-6 items" and your #1 explain why. One you feel strong against explain why.
 - b. Character/and Tone: Who does your brand sound like? (playful, friendly, etc personal, honest, direct, scientific, humble etc)
 - c. Language (complex, savvy, fun, whimsical...)
 - d. Purpose (by platform or marketing channel) engage, entertain, delight, inform, enable...
- 3. Follow up survey to then find tone
- 4. Follow up survey to solidify examples of how we speak per audience.
 - a. Identify voice/traits then come back with writing examples for tone.
 - b. Have the voice characteristics identified on the sheet and audience identified (Potential customers aware/unaware/regional/international, industry, stakeholders, staff...)

WHAT'S YOUR SOCIAL MEDIA PERSONALITY

VOICE: Pre-identified voice "mission

AUDIENCE: Consumer (aware/unaware/regional/international), industry member, staff, etc

TONE

Example

Write like this... Not Like this...

Counter example

Why...

Rationel

Audience feelings...

Audience member feelingings when observing tone

https://gathercontent.com/blog/a-simple-tool-to-guide-tone-of-voice

ASK YOURSELF

- Is it authentic?
- Can it be consistent?
- What is needed to have team members believe in and uphold it?
- Will our audiences care about, talk about and feel connected?
- Content audits
- Analytics reviews



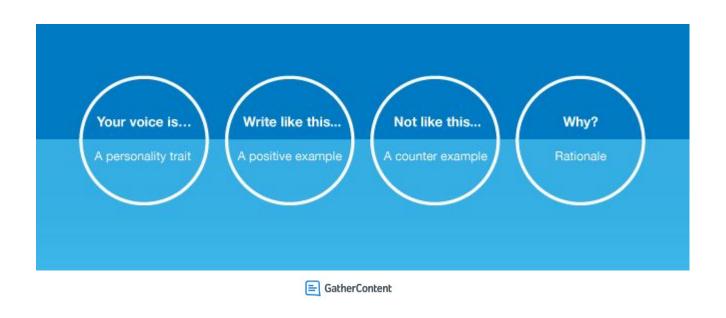
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YOUR ONLINE BRAND

BRAND VOICE - WHAT'S YOUR SOCIAL MEDIA PERSONALITY



YOUR ONLINE FOOTPRINT

ONLINE FOOTPRINT

WHERE YOUR WEBSITE FITS IN - HOME BASE



Problem Identification Content

- Expert content
- Educational Content
- How To Content
- Services as an option to a problem

Problem Solution Content

- Product use and services content
- Use guides
- Comparisons
- Videos of product in use

Content That Enables

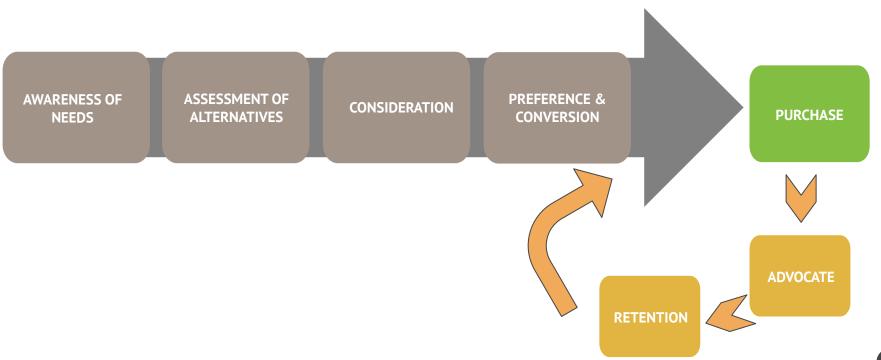
- Downloads
- Demos
- Offers
- Calls to Action

Content that Supports

- Product use and support content
- Social Media content

STRATEGY DEVELOPMENT

CUSTOMER JOURNEY

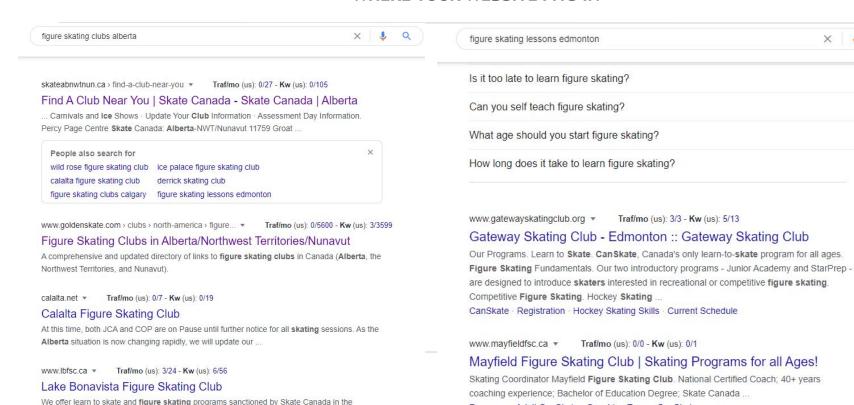


ONLINE FOOTPRINT

WHERE YOUR WEBSITE FITS IN

Programs · Adult CanSkate · Coaching Team · CanSkate

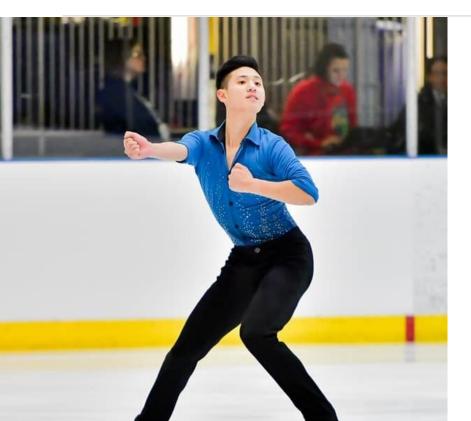
Feedback



southeast community of Lake Bonavista in Calgary, Alberta, Canada.

CONSUMER RESEARCH EXAMPLE

"What are great sport programs available for my kids/for me?"



- Google What are great sport programs my kids can take?
- Blogs/Local Sport Program websites What are great options in my area? What is best for my situation? What are the benefits of each?
- Reddit What do people suggest, what are the pros and cons of certain programs? What should I know when I decide?
- Facebook What are people I know putting their kids in for programs?
- Google Maps Sport clubs/associations near me?

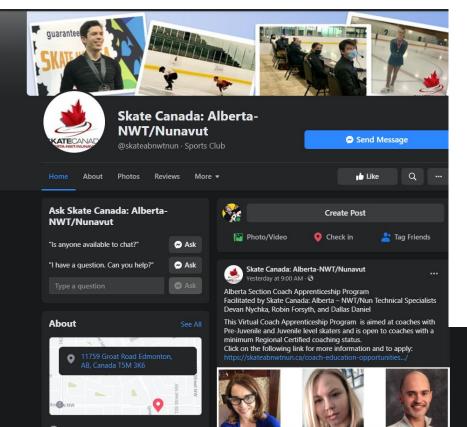
CONSUMER RESEARCH EXAMPLE

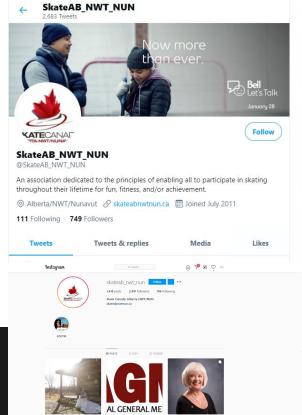
"Figure skating sounds great! What's next?"

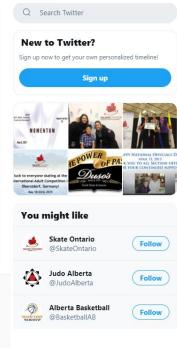


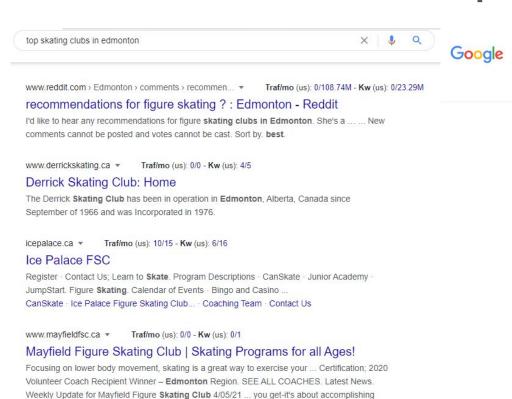
- Google Questions: What age can my kids start skating programs?
- Business websites Which one offers better value and will be worth joining?
- Google My Business / Yelp "What figure skating groups or programs are available near me?" What are their ratings and review like?
- Reddit What do people say about XYZ club or clubs?
- Facebook/Instagram What are people saying on the profile and how active is the clubs community?
- 3rd Party Websites What are my options and what should I consider?

3rd Party Sites - CONTROLLED









goals and just being the best you can be!".

Programs · Coaching Team · Adult CanSkate · CanSkate

top figure skating clubs in edmonton yelp X 👃 Q ■ News Images Maps Shopping Settings About 985,000 results (0.87 seconds) www.yelp.ca > search > find_loc=Edmonton,+AB * Traf/mo (us): 23.20K/141.20K - Kw (us): 102.40K/790.36K Top 10 Best Ice Skating Lessons in Edmonton, AB ... - Yelp Reviews on Ice Skating Lessons in Edmonton, AB - Ice Palace, The Meadows Community Recreation Centre. www.yelp.ca > biz > gateway-figure-skating-club-edmonton XYZ Skating Club Your trust is our top concern, so businesses can't pay to alter or remove their reviews. Learn more **** A Rating: 1 - 1 review www.yelp.ca > Active Life > Skating Rinks * Traf/mo (us): 0/141.20K - Kw (us): 0/790.36K Skating Club Location 2 They also host figure skating events here and are home to the Ice Palace Figure Skating Club. If you're lucky you can catch the Edmonton Oilers practicing here ... **** Rating: 3.5 - 11 reviews

Top 10 Best Ice Skating in Sherwood Park, AB - Last ... - Yelp

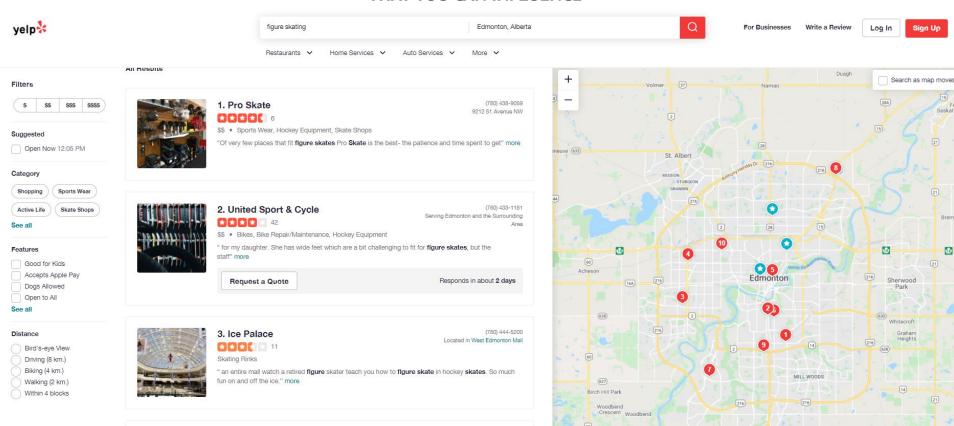
Lakes · 3. Pro Skate 6. \$\$Sports Wear, Hockey Equipment, Skate Shops · 4

1. The Freezeway. 1. Skating Rinks · 2. William Hawrelak Park. 32. Parks, Skating Rinks,

Traf/mo (us): 23.20K/141.20K - Kw (us): 102.40K/790.36K

www.yelp.ca > search > find desc=lce+Skating *

THAT YOU CAN INFLUENCE



WIKIPEDIA

Has anyone checked to see if they are on Wikipedia? Do you have an opportunity to create an article for your business?

This is not only a link back to your website but an opportunity to:

- gain additional content on your knowledge graph card
- gain indexing for a term or terms your website is not
- expand to additional audiences
- make sure information about your business is accurate, correct and up-to-date



WIKIPEDIA The Free Encyclopedia

Main page Contents Current events Random article About Wikipedia Contact us Donate

Contribute

Help Learn to edit Community portal Recent changes

Upload file Tools

What links here Related changes Permanent link Page information Cite this page Wikidata item

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In other projects Wikimedia Commons Article Talk

Kaetlyn Osmond

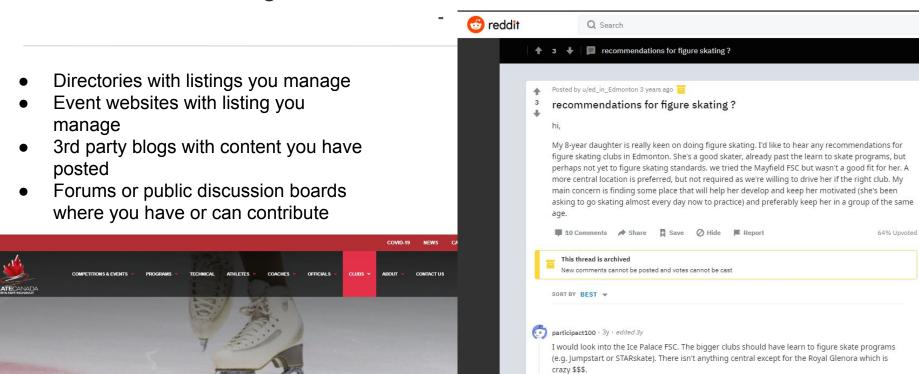
From Wikipedia, the free encyclopedia

Kaetlyn Osmond ONL (born December 5, 1995) is a retired competitive Canadian figure skater who con champion (2013, 2014, 2017), Osmond competed internationally at the senior level from 2012 to 2018, event, and individual bronze), two World Championship medals (gold and silver), and one Grand Prix F World Champion in 45 years when she won in 2018. [9]

Osmond debuted on the senior level in 2012 and won gold at the 2012 Skate Canada International.[10] titles, she placed eighth in her World Championship debut.[11] As part of the 2014 Canadian Olympic tea being sidelined by injury and struggling to return to competitive form, Osmond reclaimed her Canadian Championships. The following season, she stood on the podium at every event she entered, winning the 2017-18 Grand Prix Final, and taking gold at the 2018 World Championships. She also won Olympic go team event.[12] Osmond then retired from competition.

Contents [hide]

- 1 Personal life
- 2 Career
 - 2.1 2011-12 season: National bronze medal
 - 2.2. 2012–13 season: First international and national titles
- 2.3 2013-14 season: Second national title and Olympic medal
- 2.4 2014-15 season: Injury
- 2.5 2015-16 season: Return to competition
- 2.6 2016-17 season: Third national title and World silver medal
- 2.7 2017-18 season: Two Olympic medals and World title
- 2.8 2018-19 season: Retirement
- 3 Post-competitive career
- 4 Skating technique
- 5 Programs
 - 5.1 Post-2018



All Clubs

I coach at the <u>Derrick Skating Club</u> and we have great intro figure skating programs. They skate 2-3 days a week and it includes off-ice jump classes, group lessons, private lessons, and supervised

↑ 3 ♣ Share Report Save

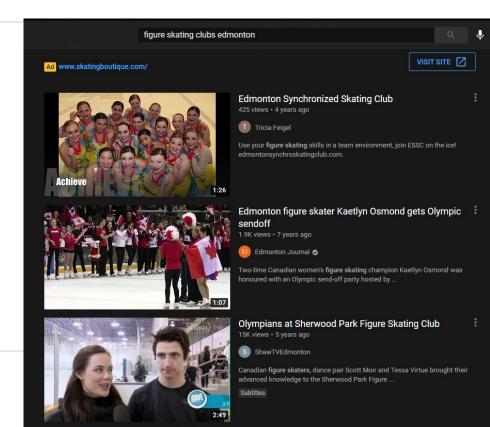
eriberrie · 3y

3rd Party Sites - UNCONTROLLED

YOUTUBE

Have you ever searched YouTube for your business name or town? What comes up?

Have you ever searched youtube for questions that your product provides an answer for?



REPUTATION MONITORING

Managing your online reputation is now essential for any customer service based businesses. Implement profile and keyword monitoring where possible.

Yelp

Ensure that the Yelp listings are accurate and once finalized, monitor reviews.









Google

Set up Google My Business and monitor your business listing(s) and its reviews on Google.

Google Alerts for brand or topic mentions.

TripAdvisor

Ensure that the TripAdvisor listings for all locations are accurate and monitor reviews.







Make Your Business Discoverable

Give your business a public identity on Google, making it eas for new customers to discover you



Overview

Be found

Connect with customers

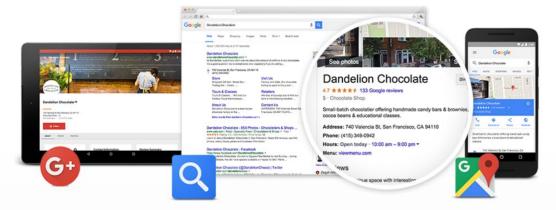
Manage easily

FAQ

Get your business on Google for free

New – Google My Business connects you directly with customers, whether they're looking for you on Search, Maps or Google+.

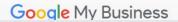
Get on Google



Show up across Google

Give customers the right info

Build lasting relationships



Using **GOOGLE MY BUSINESS** for... BRAND MANAGEMENT & MONITORING



Brand Consistency & Connection To Your Website

Connect Google My Business to your website and other profiles

Keep Up To Date, Check Seasonally

If details are wrong, make sure to update them. This is particularly true with opening hours, especially if your business hours change seasonally

Solicit Feedback & Reviews

People can review businesses right from Google Maps. These reviews affect conversions and rankings in Google Maps

Using GOOGLE MY BUSINESS for... SEARCH & LOCAL SEARCH



Increase Local Search

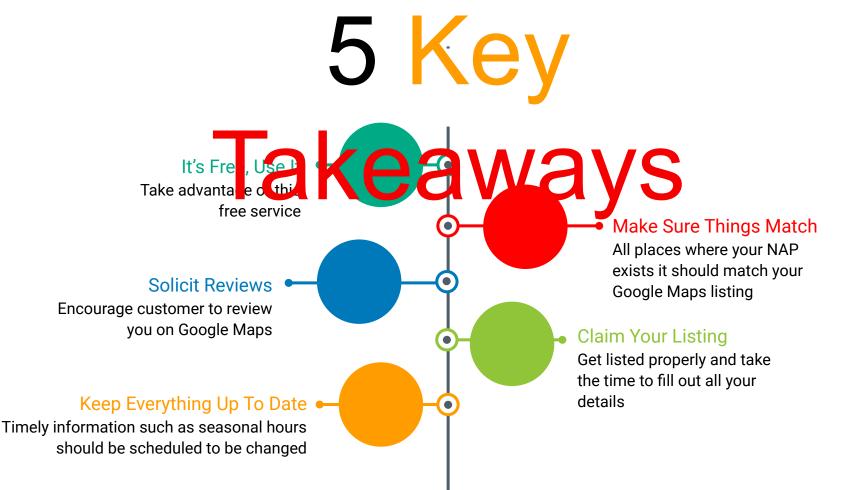
Connecting your website business to a location increases relevance in search. Example – Skating Clubs in Edmonton. This is particularly true on mobile device searches

People May Not Even Visit Your Website

If location and/or phone number or hours are pulled up through search, people may not even visit your website

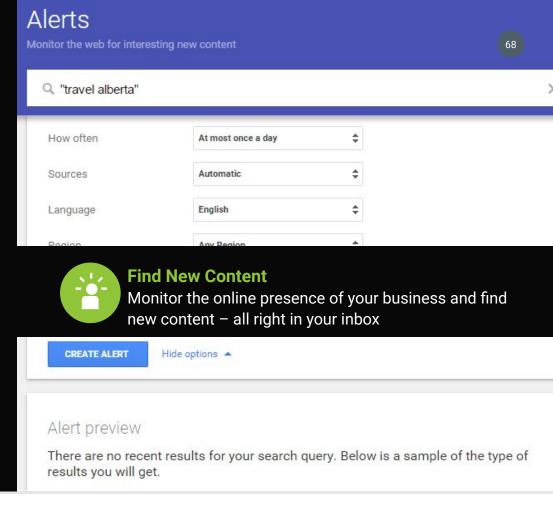
NAP and Knowledge Graphs

Name, address, phone number. This is what gets pulled up when Google recognizes a business search result. Make it match EVERYWHERE!



MONITORING TOOLS





Alerts

Monitor the web for interesting new conten

How often	At most once a day	\$	
Sources	Automatic	\$	
Language	English	\$	
Region	Any Region	\$	
How many	Only the best results	\$	
Deliver to	trevortessier@gmail.com	\$	

Alert preview

There are no recent results for your search query. Below are existing results that match your search query.

NEWS

Morinville's Hagel creating chances for Blackhawks with speed, work ethic

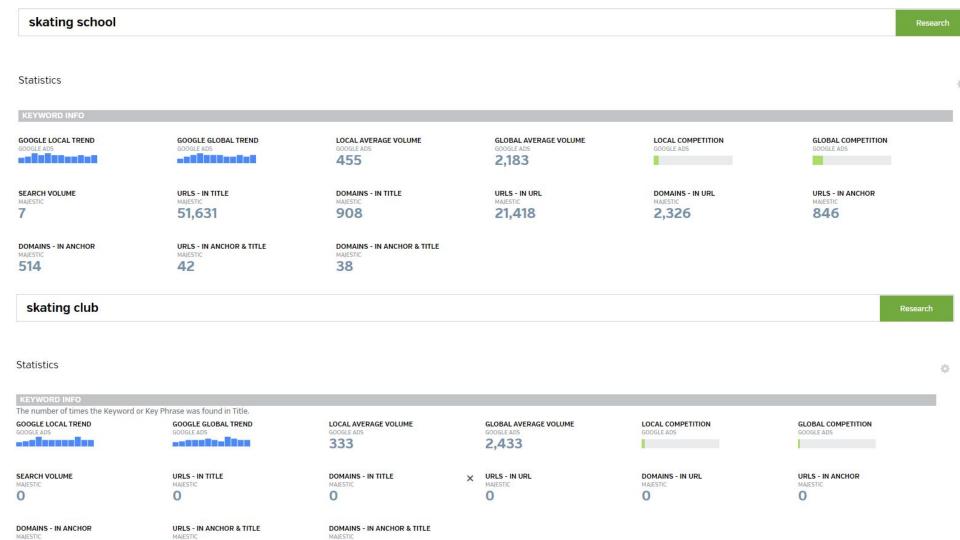
CTV Edmonton

Morinville's Hagel creating chances for Blackhawks with speed, work ethic ... "He'd see Tyler skating so fast and says," I want to skate with him.

Council approves Town's Ice Allocation Policy

MorinvilleNews.com

... then Town of **Morinville** programs, and public **skating**. Priority #4 is Minor Hockey, followed by Junior Hockey, adult ice users, non-prime time school ...



Using GOOGLE ALERTS for... BRAND MANAGEMENT & MONITORING



Monitor Your Business Name

Find out when your business is appearing on the web – from a cool news story, to a BuzzFeed list article to a negative blogpost

Showcase Your Knowledge

Seek out opportunities to display and offer your expertise on topics related to your business and provide yourself as an option

Correcting Misunderstandings

Finds where you're being talked about – both the good and the bad. Having knowledge of this discussion is great. It allows you to correct any mistakes (ex. wrong hours) the publisher has made and any negative discussion or content that is taking place

Using GOOGLE ALERTS for... SOCIAL CONTENT



Social Content Sharing Ideas

Find new content related to topics that your social audiences enjoy and engage with.

Discovering Easy Content

Bloggers, websites and other publications could be talking about your brand online and you might not even know. This type of content is easy to share and works really well on social

What Are People Asking?

This is applicable to social, search and content creation. Get an idea about what people are talking about and what questions they have around topics related to your services

Using GOOGLE ALERTS for... CONTENT DEVELOPMENT



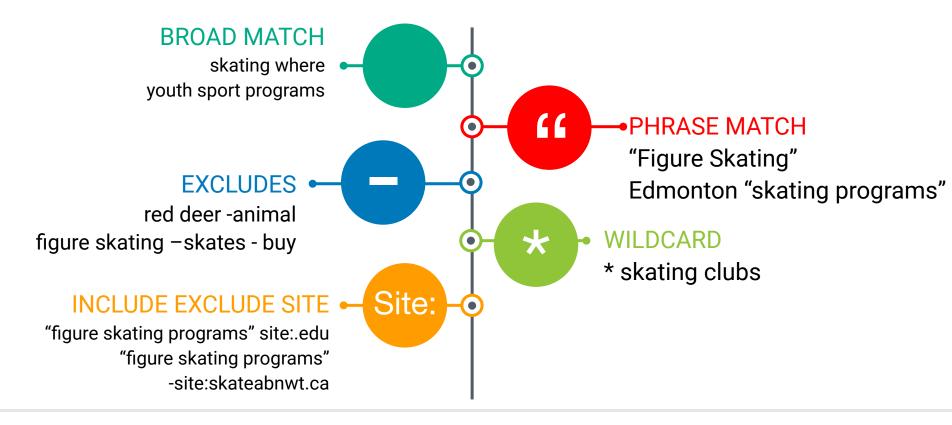
Finding New Places

Discover new places that you could be putting your content. For example, directory sites and event calendars

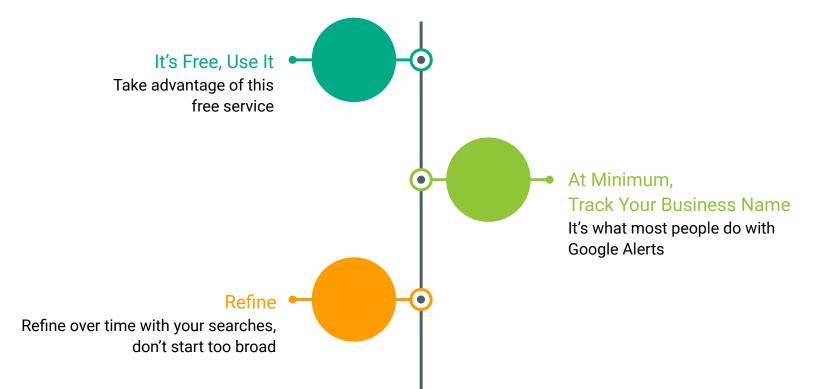
Partnership Opportunities

This is a great way to find potential guest bloggers and potential partnership ideas

SEARCH OPERATORS



3 Key Takeaways



MONITORING TOOLS

OTHER MONITORING TOOLS



CLAIM YOUR LISTING

Update Your Club/Skating School Information

The Section office requests that each club and skating school submit updated club information to the Section office each year in September and throughout the year as updates may occur. Updating the club's or skating schools contact information may be done by completing the link below.

The contact information collected is then detailed in the Section Club/Skating School Directory which can be requested by Club Presidents, Skating School Directors and Assessment Coordinators to assist with communication between clubs and skating schools, especially in regards to the organization of assessment days.

If you have any questions regarding any of the information requested when updating your club/skating school information, please email Kelly Havixbeck.



STEP 1 - Register for an Account

New for 2020, manage your listing. Click here to create a account. When done, proceed to step two to claim your listing.



STEP 2 - Log Into Your Account

Log into your new account and proceed to step three to find and claim your listing.

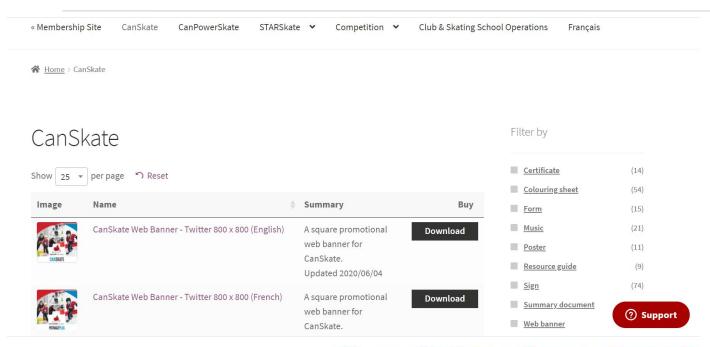


STEP 3 - Claim Your Listing

After logging in, click here to find your listing in the club directory. Click the "Claim" button. You will be notified when your claim is approved.

DOWNLOAD YOUR RESOURCES

https://skatecanada.ca/











CANSKATE

LEARN TO SKATEFOR ALL ICE SPORTS

INSERT
CLUB NAME
HERE

VISIT CLUB WEBSITE ▶







CONTENT MARKETING



ALL CONTENT SHOULD SERVEA KNOWN PURPOSE

Every piece of content should serve a purpose towards your goal.

- Contact
- Testimonials
- About
- Case studies
- Products & uses pages
- Blog posts
- Event calendars....

What are the gaps?



APPROACHING CONTENT



Awareness & Problem Identification Content

- Goal Be found where people are asking questions. Build brand awareness, peaks curiosity.
- **How** Focus on content that entertains and grabs attention. Also a good time to start educating your consumers about the experiences you have to offer.
- What Posts or youtube videos for problem awareness and identification questions.

APPROACHING CONTENT

TYPES OF CONTENT AT DIFFERENT STAGES



Problem Solution Content & Consideration

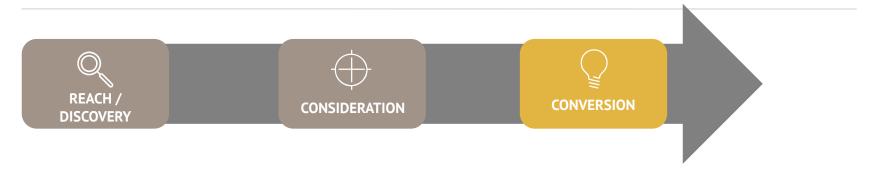
- Goal Give the consumer the information they need to learn more about you while they evaluate their options
- **How** Present the consumer with what you have to offer and how they can experience your product. This is a good time to showcase the features and benefits of your product and how it is relevant to them. Helps overcome "barriers".
- What Product use & services content (incl video), comparisons, FAQ's, a well laid out website, social proof blog posts and videos showing past experiences.

CONTENT TO OVERCOME CONSUMER BARRIERS

- "It's too expensive" create content that demonstrates value, highlight special offers and packages
- "It's too cold" create content that provides tips for staying warm, how to dress for the weather
- "It's not a place for kids" create family based content highlighting family events and testimonials from visitors with kids
- "I don't know where to start" create onboarding content designed to get people started, checklists for participation

APPROACHING CONTENT

TYPES OF CONTENT AT DIFFERENT STAGES

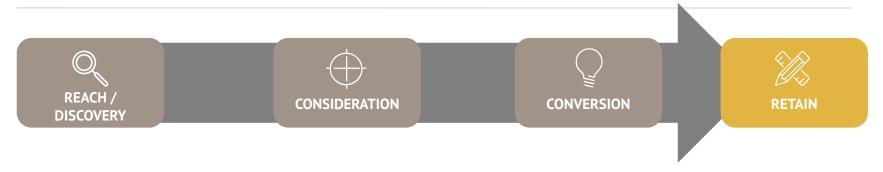


Content That Enables & Converts

- Goal Convert those looking at your products into buyers without making them jump through too many hoops
- **How** Lay out your products and services so they're easily understood. Start to work testimonials and content highlighting traveller experiences into the mix
- What Easy to navigate next steps, special offers and packages, calls-to-action,

APPROACHING CONTENT

TYPES OF CONTENT AT DIFFERENT STAGES



Content that Supports Retention & Word of Mouth

- Goal Turn those that have purchased from us in the past into brand advocates and repeat travellers
- **How** Provide them with the tools to make it easy to buy again and tell their friends
- What Lifestyle support content through social media, loyalty specials and promotions, e-newsletters, insider information, fan events and invites.

COMPELLING & CONTENT WILL ...

- Inspire "Here is someone like you having a great time. Imagine yourself doing this."
- Inform "Here are some frequently asked questions about our resort." "How can our content eliminate misconceptions and dispel myths?
- Entertain "Here are 5 fun reasons you should stay with us this summer."
- Persuade "Here is the value that we offer and reasons why we are your best option."

MEMORABLE CONTENT WILL...

Get to the point
 Long drawn out → Succinct

- Be Visual Text → Images
- Excite
 Facts & Figures → Stories

MEMORABLE CONTENT

REWARD

ANTICIPATION

MANAGED UNCERTAINTY

- Increase the dopamine response.

Certification Courses from HubSpot

HubSpot Academy's certification programs help take your inbound skills to the next level.

New to HubSpot Academy? Start here!

SORT BY: CATEGORY

SORT BY: AVAILABILITY

FREE



Inbound Certification

Comprehensive marketing training covering the full Inbound Methodology.

- 12 Classes
- · 45 Hours
- · Cost: Free

FREE



Email Marketing

Advanced lessons on managing a sustainable email marketing strategy.

- 9 Classes
- · 35 Hours
- · Cost: Free

FREE



Inbound Sales

Sales training for identifying and closing active and passive prospects.

- 5 Classes
- · 3 Hours
- · Cost: Free



Content Marketing

Advanced training in executing an effective inbound marketing strategy

- 10 Classes
- 5 Hours
- · Cost: Free

FREE

FREE

CUSTOMERS

PARTNERS



FREE

CONCEPTING WORKSHEET Persona (choose 1) Your Topic/Keyword (choose 1) Consideration Decision Awareness Buyer's Journey stage (choose 1) How will this help your buyer persona? Purchasing eBook/ Comparison Case Worksheet/ Video/ Template Checklist Chart Study Calculator **Podcast** Guide* Whitepaper Webinar Format/Type (choose 1) News/ Product-How-to FAQ Best of Trends Q&A Opinion List Curated focused* Content Structure (choose ≥ 1) Content title

PRIMARY SOCIAL ACTIVITIES

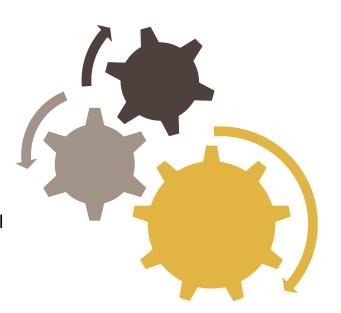
ENABLE THE AUDIENCE

Listen First

 Don't push content, listen and engage – create what people want to see

Engage

- Invest in relationships talk with not at
- Validate opinions or observations (simple as saying "that's a great suggestion" or "thanks for your honest feedback")
- Search for "research" statements people looking for general or specific info
- Join where their conversations are happening
- Create and collaborate



YOUR SOCIAL FOLLOWERS

ENABLE THE AUDIENCE

Lessons learned from the dancing shirtless guy

https://www.youtube.com/watch?v=V_qO7NFp4-s



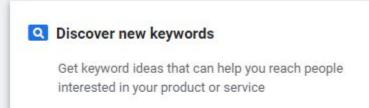
KEYWORD & TRENDS RESEARCH

BASED ON GOALS AND PERSONAS

Looking for ideas?

- What questions or topics to create content for?
- What format it should it be in opportunities?
- The right place at the right time.

GOOGLE ADS KEYWORD PLANNER





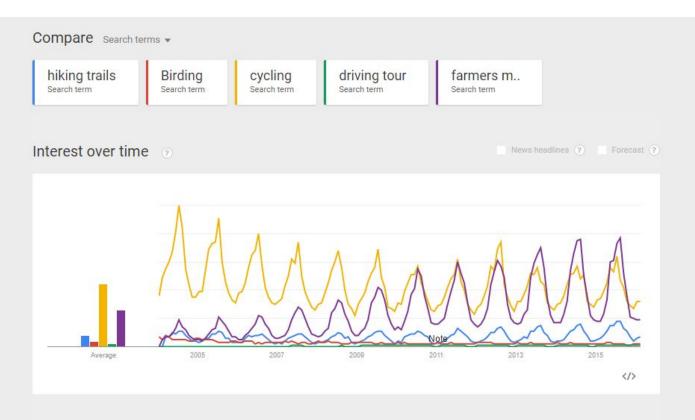
II. Get search volume and forecasts

See search volume and other historical metrics for your keywords, as well as forecasts for how they might perform in the future

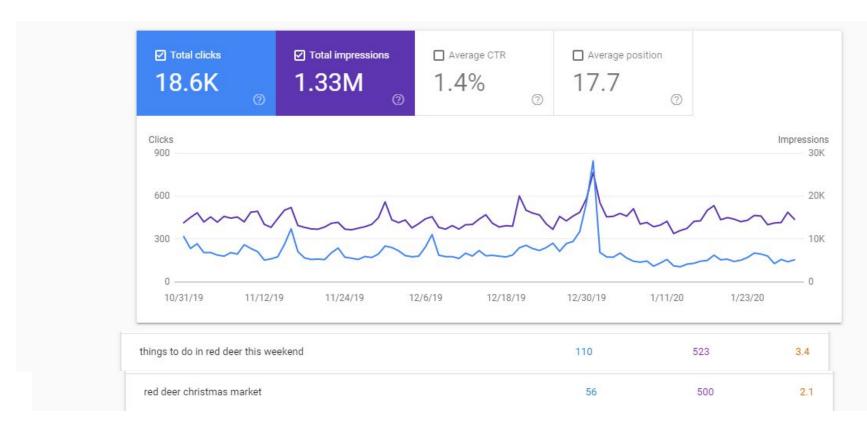


$lacksquare$ Keyword (by relevance) $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$	Avg. monthly searches	Competitio
Keywords you provided		
farm tour	100 - 1K	Low
farm tours alberta	10 - 100	Low
Keyword ideas		
farm visit	100 - 1K	Low
farm tours near me	10 - 100	Low
cows factory tour	10 - 100	Low
dairy farm tours near me	10 - 100	Low
farm trip	10 - 100	Low
alpaca farm tour	10 - 100	Low

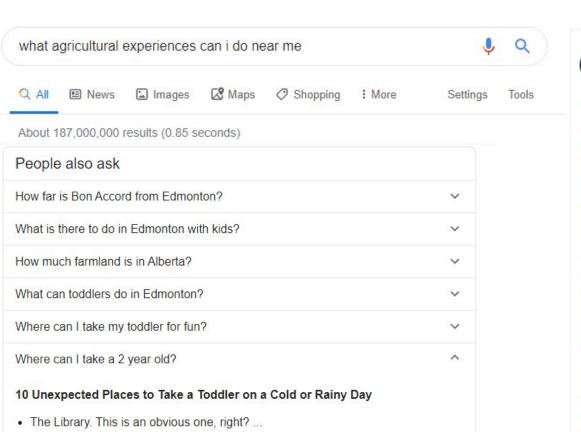
GOOGLE TRENDS

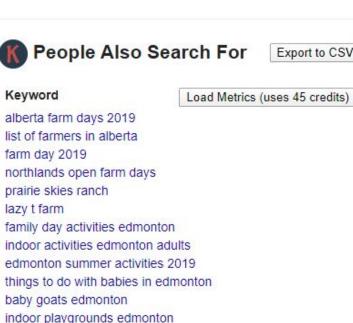


GOOGLE SEARCH CONSOLE



GOOGLE SUGGEST RELATED KEYWORDS





directions to prairie gardens

prairie gardens promo code prairie gardens wedding

corn maze lloydminster haunted corn maze alberta. Export to CSV

KEYWORD SHEETER

Generate Ideas

city centre farmers market edmonton city center farmers market edmonton century park farmers market edmonton castle downs farmers market edmonton miller crossing farmers market edmonton farmers market downtown edmonton hours indoor farmers market downtown edmonton downtown farmers market edmonton moving downtown farmers market edmonton parking downtown farmers market edmonton vendors dutch farmers market edmonton dog farmers market edmonton edmonton farmers market sunday downtown dog friendly farmers market edmonton edmonton downtown farmers market downtown edmonton farmers market 2019 edmonton downtown farmers market saturday

Negative Filter.

Sheet Keywords

Positive Filter.

Generate Ideas

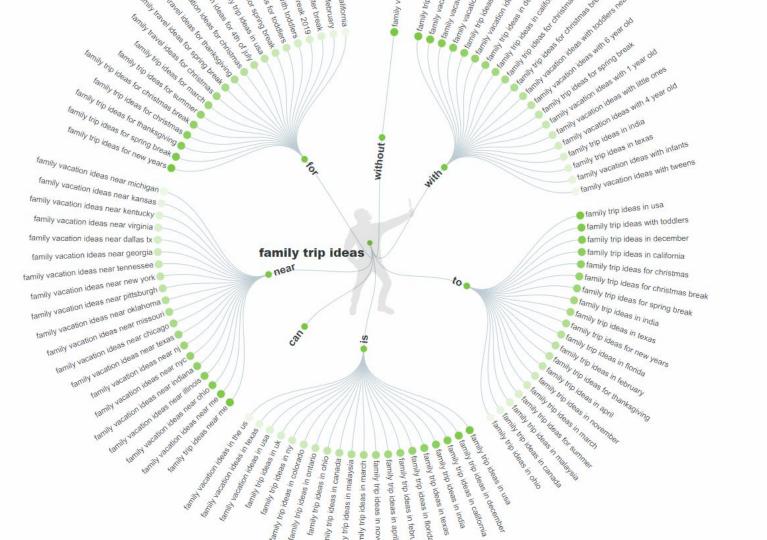
farmers market dog food dog farmers market edmonton dog friendly farmers market edmonton

Negative Filter.

Sheet Keywords

dog





alberta farmer's markets 30 alphabeticals

a Image · alberta farmers market association · alberta farmers market association membership · alberta farmers market application · alberta farmers market app alberta farmers market assoc

b Image · alberta farmers market bylaws

C

- · alberta farmers market certificate
- alberta farmers market course
- alberta farmers market.com
- · alberta farmers markets in calgary
- · alberta farmers market home study course
- · alberta farmers market food safety course
- · alberta farmers market food handling course
- alberta health services farmers market course
- central alberta farmers markets.
- central alberta farmers markets 2018
- · farmers markets in alberta canada

Image · alberta farmers markets directory

Image · farmers markets in edmonton alberta

- · alberta farmers market food regulations
- · alberta farmers market food safety course
- · alberta farmers market food safety
- · alberta farmers market food handling course
- · friday farmers markets alberta



Earned Traffic VS Paid

Referral sources

Demographics/Geographics

Conversion rates

Multi-Channel Conversion Visualizer

See the percentage of conversion paths that included combinations of the channels below. Select up to four channels

% of total

	Channel	conversions
1	O Direct	50.03%
•	Organic Search	37.15%
1	Paid Search	16.43%
•	Referral	14.69%
	Social Network	14.00%
	Display	0.62%
	© Email	0.51%



MCF Channel Grouping Path ?	Conversions ⑦ ↓
1. Organic Search Direct	399 (12.86%)
2. Direct × 2	355 (11.44%)
3. Organic Search Direct × 2	162 (5.22%)
4. Direct × 3	152 (4.90%)
5. Paid Search Direct	111 (3.58%)
6. Referral Direct	107 (3.45%)

SOCIAL AUDIENCES

TEST AGAINST AUDIENCE



DIGITAL ANALYTICS

Let's look at the importance of data.

Quality over quantity **Don't Measure Success by Follower Counts**

- Engagements
- Clicks
- Impressions and reach Conversion rates Etc...
- Subscribers

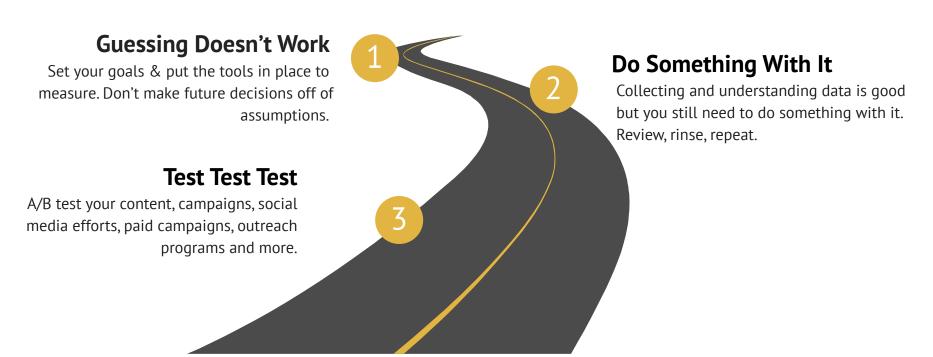
- Event signups
- Audience size
- Media value

- Relationship quality
- Sentiment



DIGITAL ANALYTICS

Let's look at the importance of data.

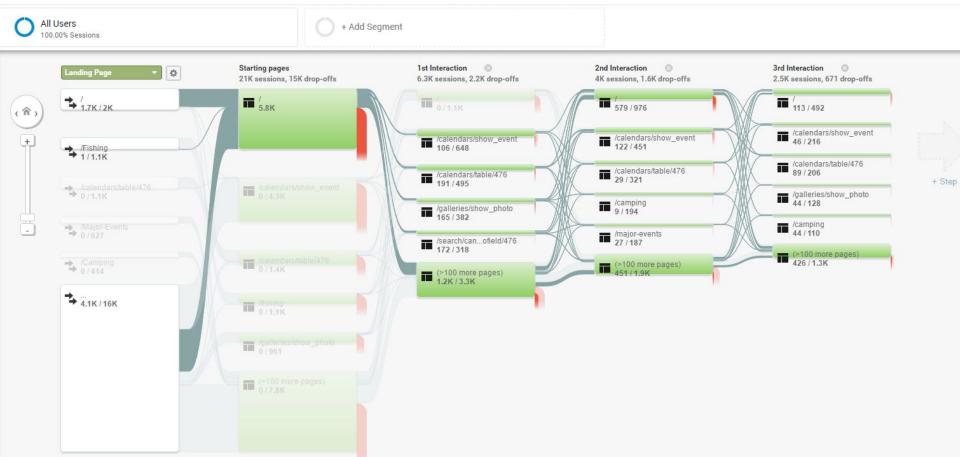


finity Category (reach)	69.86% of total session:
3.93%	Movie Lovers
3.30%	Travel Buffs
3.28%	Home Decor Enthusiasts
3.19%	TV Lovers
3.08%	News Junkies/Entertainment & Celebrity News Junkies
2.93%	Cooking Enthusiasts/Aspiring Chefs
2.92%	Outdoor Enthusiasts
2.75%	Health & Fitness Buffs
2.71%	News Junkies
2.66%	Technophiles

In-Market Segment	66.52% of total sessions
3.79%	Travel/Hotels & Accommodations
3.06%	Employment
2.89%	Autos & Vehicles/Motor Vehicles/Motor Vehicles (Used)
2.85%	Travel/Trips by Destination/Trips to North America
2.13%	Home & Garden/Home & Garden Services/Landscape Design
2.12%	Home & Garden/Home Furnishings
1.88%	Dating Services
1.68%	Autos & Vehicles/Vehicles (Other)/Campers & RVs
1.63%	Travel/Air Travel
1.53%	Real Estate/Residential Properties

her Category	69.71% of total sessions
3.92%	Arts & Entertainment/Celebrities & Entertainment News
3.29%	Arts & Entertainment/TV & Video/Online Video
3.15%	Shopping/Classifieds
3.14%	News/Weather
2.53%	Food & Drink/Cooking & Recipes
1.72%	Arts & Entertainment/Humor
1.64%	Food & Drink/Food/Baked Goods
1.37%	Travel/Hotels & Accommodations
1.34%	Real Estate/Real Estate Listings
1.26%	Arts & Entertainment/Music & Audio/Country Music







Set Goals, Measure

Decide what success means for each marketing activity and for each audience. Content marketing, advertising, SEO, social and more. Develop goals and KPI's. Set up tools to measure these.

Stop the Leaks

Know which pages are underperforming. Review key pages and their performance metrics and try to increase performance.

- Add calls to action, refresh content, a/b test and more

Rinse & Repeat

A/B test your content, campaigns, social media efforts, paid campaigns, outreach programs and more

PICKING TOOLS

Content Type

How-to tutorials

Success Factors

Leads generated from content.

content types

Role

Awareness of needs / inform

Awareness of needs

GOAL

(REACH)

Tool

Youtube

Audience

Audience 1, 2

Increase Business / Association		,	Active assessment	Problem identification videos	Increased mentions online.
Awareness	Instagram	Audience 2, 3	Awareness Active assessment	Sharable and engagement based content, FAQs, Weekly reviews Top x lists	Increased engagement and impressions on social posts,
GOAL	Tool	Audience	Role	Content Type	Success Factors
(RETENTION) Customer support,	Facebook	2,3	Obtain new content (UGC) Build brand loyalty	Sharable and engagement based content, FAQs, Weekly reviews, News Staff profiles	Engagement rates, sharing, new follows and leads from content
product use	Blog Youtube	1,2	Maintain new & existing audiences Expose audiences to uses of product	Keyword search - solutions based ads Tutorials, weekly Q&A round-ups Client Q&A's, Staff profiles	Increased return readership Increased leads from social Increased reviews / increased positive sentiment online
GOAL	Tool	Audience	Role	Content Type	Success Factors
(CONVERSION)	Facebook	2,3	Features and benefits of product - evaluation	Urgency based special offer, Lead gen & reciprocity content	Document downloads, More word of mouth referrals
Purchase/ Conversion	Youtube		Assessment of alternatives	Lifestyle tips, product use examples Brand and personnel connection videos	Conversion rates after a/b testing

REFERRAL SOURCES

WHAT CAN IT TELL YOU

- What drove traffic in the past?
- What provided quality traffic and is worth doing more of it?
- What can you drop?
- What role did the source play?

Don't rule things out without a bigger picture and don't rule it out because you see no data from it.



Thank you!

