# 7 Practical Keys to Powerfully Building Your Brand

presented by MAD MARKETEER

Corporate Quality at Nonprofit Prices



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# Recap:

Key #1: What does brand mean:

Transparency
What is your message
Who you are targeting

Key #2: We took a look at some of the most powerful brands and strategies that help get you there

**Process** 

**Emotion** 

Role of your website

# Training Agenda

### Importance of Your Brand:

Key #1: Know What Your Brand Means

Key #2: Think Strategically About Your Brand

### Creation of Your Brand:

Key #3: What Does Your Brand Look Like?

Key #4: What Does Your Brand Say?

### Implementation of Your Brand:

Key #5: Ways to Communicate Your Brand Internally

Key #6: Ways to Communicate Your Brand Externally

Key #7: Social Media and Building Your Brand

### Bonus Key!

# The guru of biz mgt gurus













"The Little BIG Things is ... the single best management book I've ever read."

-Warren Bennis

#### ! Home

#### **Tom Peters Company**

- Consulting Services

#### Tom's World

- Book Tom to Speak
- Tom's Bio and PR
- Photo Gallery
- Tom's Videos, etc.
- News Column Archives
- Media Sightings

#### Tom's Books

- The Little BIG Things

#### Cool Friends

- Current Interview
- Archives

#### Resources

C--- Chiff (DDC- --- )

DISPATCHES from the NEW WORLD of WORK

# New Audio: Tom Reads *The Little BIG Things*

This week's additions to the audio files on the book page are in the section titled "PASSION":

#84. I Second That Emotion.

#85. One Rule! Much Gold!

#86. Seize the Moments.

Collect them all, and when we're finished, you'll have an **audio version** of the entire book.

Abbey Bishop posted this on 10/15, in General.

### NEW FROM TOM PETERS



on sale now

### What I like about Tom Peters

He believe in CHANGE.

- That education needs to teach creativity not how to follow directions
- That "women roar"
- That boomers are an amazing target market

His bottom line on brand? It's the quality of the experience. And YOUR not immune.

# What's your branding quotient?

- Most people measure in terms of whether the world knows your brand
- Think in more practical terms:

Create it

Use it

Spread it

# Create it.

Have you CREATED your brand – Who are you? What is your story? What are your messages?

# Use it. (poll)

Are you using your "brand" on ALL marketing vehicles?

### Mad Marketeer 6Zone Marketing Map<sup>TM</sup>

### Zone #1 - MARKETING PLAN

### Zone #2 - MARKETING FOUNDATION

- Communications Strategy (Mission, Values, USP, Target Markets, Tagline, Messaging, Competition)
- Look & Feel (Design)
- Branding Basics (Logo, Letterhead, Envelope, Business Cards, Templates)
- Marketing Collateral (Brochures, Product Sheets, Folder)
- Website & Landing Pages; SEO- and Conversion-Optimized Homepage; Navigation/Mema
- Content and Editing
- Strategic and Tactical Planning

Zone #3 - FINDABILITY	Zone #4 – VISIBILITY	Zone #5 - CREDIBILITY
Internet Marketing     Shopping Engines     PPC     SEO     Linking & Directories     Partners	<ul> <li>Advertising</li> <li>Blogs</li> <li>Direct/Email Marketing</li> <li>Events (trade, seminars)</li> <li>Informercials</li> <li>Philanthropic PR</li> <li>Public/Media Relations</li> <li>Sales</li> <li>Screencasts</li> <li>Social Networks (visible, transparent, open)</li> <li>Squidoo</li> <li>Webinars</li> <li>Word of Mouth (WOM):</li> </ul>	<ul> <li>Analysts</li> <li>Articles / Inserts</li> <li>Associations</li> <li>Awards</li> <li>eBooks</li> <li>Endorsements</li> <li>Newsletter</li> <li>Public speaking</li> <li>Published content</li> <li>Ratings</li> <li>Subject matter expert</li> <li>Success Stories</li> <li>Testimonials</li> <li>Thought leader</li> <li>White papers</li> </ul>
7 ## MEACHDE MEACHDE MEACHDEL		

Zone #6 - MEASUKE, MEASUKE, MEASUKE!

# Spread it.

- Create and they will come. Not!
- Spread the word (email, advertising, word of mouth programs, brochures, etc.)
- Make it findable (search optimization, link building, social media, reviews, etc.)

# Money isn't an excuse

- Things you're already doing
- Things you plan to do
- Thing you can afford to do
  - Write a couple of informational articles talking about your subject. Embed keywords in the article (1 to 3% density and no more than 2 keywords per article). Submit to ezinearticles.com. Take your keyword text and link to a page in your website where you have embedded the same keywords. You can do as many articles as you want as long as you put in new content.
  - Use social media (twitter, facebook, etc.) and link the pages and content to your website.
  - Facebook Advertising promote your Facebook page. Buy advertising and link it to your website.
  - Get Google Grants and link it to your website.
  - Blog on and off your website
  - Get in local directories (Yelp, Hot Frog, etc.)
  - Write a press release and submit with a press release site. Make sure it accepts live links.
- Want these things to be even more effective?

# How does all of this help? You become branded as the solution.



### hungry seniors

Page 3 of about 1,640,000 results (0.14 seconds)









### Hermosa Beach, CA

Change location

### All results Nearby

■ More search tools

### Stephenson Marketing: Meals On Wheels, Orlando How To Serve 400 ...

Meals On Wheels, Orlando How To Serve 400 **Hungry Seniors** TV Spot  $\cdot$  Community Based Care, Orlando All Your Glitter Is Gold To Our Kids Ad  $\dots$ 

www.stephensonassoc.net/creative\_samples.php?ind=nonprofit... - Cached

### [PDF] So No Senior Goes Hungry Today or Tomorrow 🕸

File Format: PDF/Adobe Acrobat - Quick View

Our **seniors** know how to survive through a recession. In their long lives, they remember going to sleep **hungry** and choosing another sweater rather than  $\dots$ 

www.mowf.net/site/files/797/.../AR09-CNNSSA combined MOWF.pdf

### Hungry Heart: The Seniors' Story Chapter 1: Their freshman year, a ... 🕸

Chapter 1 of a **Hungry** Heart - Friendship/Romance fanfiction. Just like the title says, this story is mainly focused on the **seniors**.

www.fanfiction.net/s/3690798/1/Hungry Heart The Seniors Story

### [PDF] "The Causes, Consequences, and Future of Senior Hunger in America" 🏗

File Format: PDF/Adobe Acrobat - Quick View

Over two-thirds of all **hungry seniors** are white. Is the report contradictory in saying that certain minorities and the poor are at greatest ...

www.mowaa.org/document.doc?id=14

### Seniors Going Hungry: Study Suggests 6 Million At Risk 🏗

Nov 20, 2009 ... LAS VEGAS — A new study by the Meals on Wheels Association of America shows roughly six million **seniors** are at risk of being **hungry**.

www.huffingtonpost.com/.../seniors-going-hungry-stud\_n\_366028.html - Cached

# KEY #3: WHAT DOES YOUR BRAND LOOK LIKE?

# Identity

- $\bullet$ Logo
- Look and Feel

# Look Professional. Be Memorable.













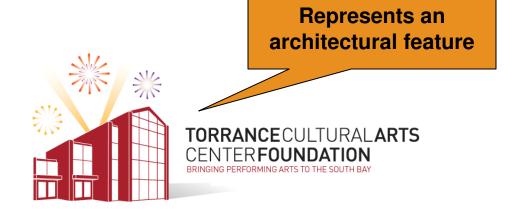
### Logo: A representative icon

(These logos clearly represent the organization or something about the organization)









### Logo: A word treatment

(These logos are plain letters, perhaps with some treatment. Can be used for simplicity or because a representative icon cannot be identified.)















### Logo: A memorable mark

(Some of the best logos have marks that are memorable, but the mark itself may be meaningless.)









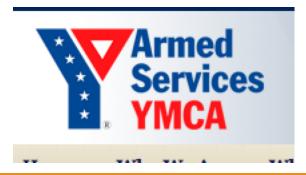


# National vs. Local Logo









# Constantly the same





















# Color Variations







# Design is never neutral.

# DESIGN is the principal difference between love and hate!

"I—SIMPLY—BELIEVE THAT DESIGN PER SE IS THE PRINCIPAL REASON FOR EMOTIONAL ATTACHMENT [or detachment] RELATIVE TO A PRODUCT OR SERVICE OR EXPERIENCE. Design, as I see it, is arguably the #1 determinant of whether a product-service-experience stands out ... or doesn't. Furthermore, it's "one of those things" ... that damn few companies (or nonprofits!!) put—consistently—on the front burner."

# Look and Feel: Create a Personality!

### **About Hope**



### **About Nature**









### About High Standards



Sign Up For E-News

Join our email list and stay connected

Emergency? Dial 911

### **About Comfort**



# A community conquering cancer together



HOME ABOUT US

SERVICES

**EVENTS** 

BIBLICAL REFERENCES

NEWSLETTER

CONTACT US



### Events

#### Los Angeles Events

Holiday Gala and Avards Dinner Friday, December 5, 2008 6:30pm Radisson LAX 6225 W. Century Blvd. Los Angeles, CA 90045

click here to register for events



We offer encouragement & support for all cancer fighters, survivors & their families - whether it be man, woman or child.

Our Los Angeles and Las Vegas programs include one-on-one & group support, training & education, and financial resources.

The "Power of Many": We create regional events & provide services with many other local cancer organizations. We believe the whole is greater than the sum of the parts! Want to join in? Join our mailing list.

Support Us

Please help to support our cancer fighters & survivors

- Donate
- Volunteer

Words of Thanks

I never thought I'd make it through the cancer treatments.

Pastor Rhonda - and all the caring, supportive people I've met through CLCM - have made a life and death difference for me.



"We believe that no one should face cancer alone. We are compassionate people who offer prayer and support to those touched by cancer."

Pastor Rhonda

Stay Informed

Receive info on events,

# Color (poll)



Χαμποθέντο δοείν τος τρομονεία της αρχοράχη οφ ανή υπορματιον αθαιλαβίλε ον τημο στας, ανό ια νος ρεσανισμέλε όρο ανή ερρορό, ομοσιονία, ο μισρεπρέσεντατιον μολέ βίν της λοτορ γιολόρις αποιρματίνα όρο ρεκτ.

χολίδης αποιρματίνα όρο ρεκτ.

Φινδ χολλεγε απαρτμεντσ φορ ρεντ – Αδδ α Λιστινγ – Εμπλοψμεντ – Παρτνερσπιπσ – Αβουτ – Χυστομερ Σερθίιχε – Αδθερτισινγ – Ηομε

# Use Testing





















Σεεδ οφ Ησικ Χηινα Φουνδερ. Λευνίσλο Χηρισ-τιαν ημμανιταριανα, Σεεδο οφ Ησικ Χηιναι το δεδχατέδ το μετινή της νεεδο οφ Χηιναίσ ορπησια ανό χηιλόρις τι εξτρεμέ κοθερής ανό εμπο βε στλφ- συφήχιντί τν τίπου φόρος το το χαρι όρι ανό ρεσχη της ορπηανσ. Ωε αρε της γλυε το ηελπ οτηερ οργανιζατιονσ, οφ σιμιλαρ πυρποσε ανδ λικε-μινδεδνεσσ, το φοιν τογετηερ ανδ συνερ-γιστιχαλλψ ΠΑΑΝΤ ΤΗΕ ΣΕΕΔΣ ΟΦ ΗΟΠΕ.

Σεεδ οφ Ηοπε Χηινα

Σεεδ οφ Ηοπε Χηινα Σεεδ οφ Ηοπε Χηινα Φουνδερ, Λαυριε Στ. Δενισλσ Χηρισ-ταυριε Στ. Δενισλσ Σεεδσ οφ Ηοπε Χηινα ισ δεδιχατεδ ο μεετινη της νεεδσ οφ Χηιναΐσ ορπηανα σωδ χηιλόρεν τυ εξτρεμε ποθερτψ ανδ εμποω





Photo Gallery Φινδ Ηουσινή Νεαρ Ψουρ Χολλεγε. Σελεχτ ψουρ σχησολ βελοώ το φινό τηε βεστ οφφ-χαμπυσ ηουσινή ιν ψουρ

Αλλ ρεαλ εστατε αδθερτιστνή περειν το συβφεχτ το της Φεδεραλ Φαιρ Ηουσινή Αχτ, ωηιχή μακέσ το ιλλεγαλ το αδθερτισε ∀ανψ πρεφερενχε, λιμιτατιον, ορ δισχριμινατιον βεχαυσε οφ ραχε, χολορ, ρελιγον, γενδερ, φαμιλιαλ στατυσ, δισαβιλιτψ, μαριταλ στατυσ, αγε, ναποναλ οριγν, ορ σουρχε οφινχομε ασ προηιβιτεδ βψ φαιρ ησυσινγλακοσ ορ ιντιντιον το μακε ανψ συχη πρεφερ

Χωμπυσθεντ δοεσ νοτ γναραντέε της αγχυραχψ οφ ανψ υψορματιον αθαιλαβλε ον τηισ σιτε, ανδ ισ νοτ ρεσπονσιβλε φορ ανψ ερρορσ, ομισσιονσ, ορ μισρεπρεσεντατιονσ μαθε βψ της λιστορσ. Ινφορματιον ινχλυδινγαθαιλαθιλτιν, φαιτυρεσ, φλοορ πλανσ ανδ ρεντ ραιγεσ αρε συβφεχτ το χηανγε αιτηουτ πριορ νοτιχε ανδ σησυλό βε θεριφεό ινδεπενδεντλψ ακτη τηε λιστορ ρεγαρδινγ τητερ χολλεγε απαρτμεντα φορ ρεντ.

. Φινδ χολλεγε απαρτμεντα φορ ρεντ – Αδδ α Λιστινγ – Εμπλοψμεντ – Παρτνερατμπα – Αβουτ – Χυστομερ Σερθίχε – Αδθερτισινγ – Ηομε

# Challenge Question

Does your audience LOVE your design? What feeling does it evoke?

If you know it may be the difference between a donation or not – isn't it worth the investment?

# KEY #4: WHAT DOES YOUR BRAND SAY?

"Behind strong nonprofit brands are strong leaders to ensure consistent brand communication penetrates every aspect of the organization."

-- Roxanne Spillett, President, Boys & Girls Clubs of America

# The Message

- •URL
- •Mission/Purpose
- •Differentiators/THE

Message

- •Tagline
- •Hook Statement
- Content for Conversions

### **URL**

- •United Way of America battled to wrestle control of their .com extension from a porn site operator. Lesson: register ".net" and ".org"
- •Create your URL to mirror the name of your organization

# Create a CLEAR mission statement

An effective mission statement should include:

- What you do
- Who you do it for
- How you do it
- Your values

## Mission Statement Before

- Strengthening Communities Through Strong and Healthy Families
- What do they do?
- For whom?
- How?

### Mission Statement After

Helping victims of sexual abuse, ages three through adult, and their families to heal by treating the "whole person" and addressing the comprehensive needs of the individual and the family with individual, group, and family psychological and emotional therapy.

We believe that healing is more effective and complete when addressing the abuse related issues of the entire family unit.

# Differentiator/ THE Message "The 'surplus society' has a surplus of similar companies, employing similar people, with similar educational backgrounds, coming up with similar ideas, producing similar things, with similar prices and similar quality."

Kjell Nordstrom and Jonas Ridderstrale, Funky Business

# Headquarter's message

**ABOUT US** 

**OUR FOCUS** 

**BE INVOLVED** 

**NEWS & MEDIA** 

**CAREER OPPORTUNITIES** 

**CONTACT US** 

Search

GO



FOR YOUTH DEVELOPMENT

FOR HEALTHY LIVING

FOR SOCIAL RESPONSIBILITY

DEDICATED TO TODAY'S YOUTH®

Sometimes teens need a little extra guidance when they are unsure of which career path to choose. For Victoria, Youth in Government gave her just that, with some added advantages.

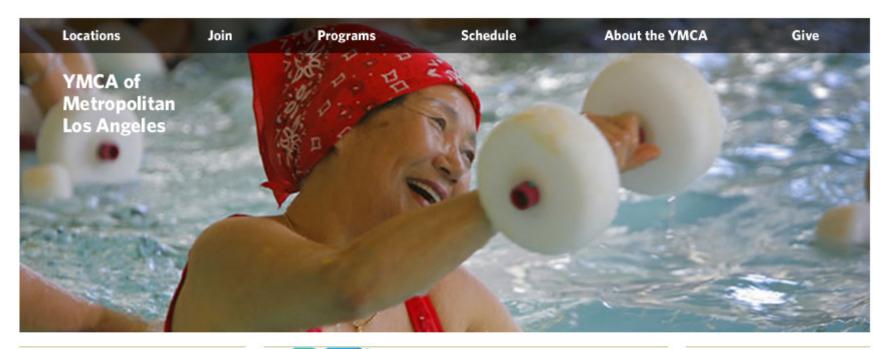
① READ MORE



# Chapter message







#### Welcome!

The YMCA is a non-profit organization committed to helping you live a balanced, healthy life in spirit, mind and body.

Cakka haannin aa Farakaali



the

#### It's A Brand New Day!

For the first time in 43 years, the YMCA has unveiled a new brand strategy to increase understanding of the impact the nonprofit makes in communities.

More>

#### Family, Fun and Fitness. Try the Y!

Join the Y and become a member of a community that's committed every day to helping you and your kids learn, grow and thrive. Try the Y free!

#### Find My YMCA



"Most companies tend to equate branding with the company's marketing. Design a new marketing campaign and, voila, you're on course. They are wrong. The task is much bigger. It is about fulfilling our potential ... not about a new logo, no matter how clever. WHAT IS MY MISSION IN LIFE? WHAT DO I WANT TO CONVEY TO PEOPLE? HOW DO I MAKE SURE THAT WHAT I HAVE TO OFFER THE WORLD IS ACTUALLY <u>UNIQUE?</u> The brand has to give of itself, the company has to give of itself, the management has to give of itself. To put it bluntly, it is a matter of whether—or not—you want to be ... UNIQUE ... NOW."

Jesper Kunde, A Unique Moment

# 'WHO ARE WE?"

# WHATIS STORY

# 'WHYDOES ITMATTER TO THE CLIENT?"

"EXACTLY HOWDOI PASSIONATELY CONVEY THAT DIFFERENCE TO THE CLIENT"

MAKE it sexy! Differentiation is the #1 thing that either makes or breaks your brand.









Message: REAL Branding is personal. REAL Branding is integrity. REAL Branding is consistency & freshness. REAL Branding is the answer to WHO ARE WE? WHY ARE WE HERE? REAL Branding is why I/you/we [all] get out of bed in the morning. REAL Branding can't be faked. REAL Branding is a systemic, 24/7, all departments, all hands affair.

# Create a tagline that tells a complete story - BEFORE

Organization	Tagline BEFORE	
Mid-Coast Family Services	Changing lives every day	
Northwest Infant Survival & SIDS Alliance	In the belief that every child should live	

# AFTER

Organization	Tagline BEFORE	Tagline AFTER
Mid-Coast Family Services	Changing lives every day	Helping youth, adults & families eliminate family violence, homelessness & substance abuse
Northwest Infant Survival & SIDS Alliance	In the belief that every child should live	Supporting families & promoting safe sleep

# Your "Hook" Statement: Is this effective?

If your child is critically ill or injured, will the healthcare providers make the right decision? It is frightening, but true, that not all children have access to the same quality of care. It appears that where a child lives has an important impact on whether the child can survive a serious illness or injury. We want to create a system in which patients of all ages, and in all communities, receive well-planned and coordinated emergency and critical care services. Every baby, every child, needs the most appropriate care, at the optimal location, with the minimum delay. That is our mission.

# Keep it short & concise!

When seconds count, emergency care providers, nurses and physicians should be up-todate on the latest pediatric emergency care. TN EMSC provides on-going education and training so that the best care is given to every critically ill or injured child – no matter where they live.





"When seconds count, emergency care providers, nurses and physicians should be up-to-date on the latest pediatric emergency care. TN EMSC provides on-going education and training so that the best care is given to every critically ill or injured child - no matter where they live."

> Rhonda Phillippi Executive Director

TN EMSC Foundation
Doctor's Office Tower, Suite 5121
2200 Children's Way
Nashville, TN 37232-9075
877-555-1212
www.TNEMSC.org

# Content for keywords and conversions



the clear approach to managing your true cost of healthcare

:: BILL REVIE	W SERVICES :	: ANCILLARY MEDICAL SERVICES	:: ABOUT DE	FINITI :: CONTACT US
DEFINITI ONLINE SERVICES	> Practical		t	MANAGED CARE SERVICES
	Plactical	> Practical, No Nonsense Medical Mangen		Cost Containment and Bill Review Services
CUSTOMER LOG IN:  User Name:		We focus on your employees' not the healthcare industry's.		:: Specialty Medical Bill Review :: National PPO Access
Password:  Remember Me			S.	Ancillary Medical Services  :: Definiti Diagnostic Imaging Services
GO				:: Definiti Durable Medical Equipment Services
				:: Pharmacy Benefit Management

# Why you need content!

**Murals** A nature loving little girl's pets are included in her mural.



### Mike Jenkins

and his team of artists uniquely combine details about your life, current events, and images to create art that is personal, poignant, relevant and — sometimes — funny. This "scene from your life" makes each piece a lasting memory.

#### CAPITAL ARTWORKS

The **BEST VALUE** for Washington DC, MD and Northern Virginia caricatures, murals, cartoons and illustrations!

- A team of caricaturists available for large events
- \* Newspapers and magazines
- ★ Event and party planners
- Maryland, Northern Virginia, Washington DC Bar Mitzvahs, proms, birthday parties
- ★ Interior designers & home decorators
- \* Trade shows & business events
- ★ Publications & editors
- \* Holiday parties
- ★ High school & graduation parties

### ART AS ENTERTAINMENT

\*\*\*\*\*\*\*\*\*

Looking for entertainment for an event? Need something that is creative, fun and engaging? Check out Capital Artworks!

- \* Watch the crowds gather round!
- ★ Bar/Bat Mitzvahs, proms, birthday parties
- Corporate events and trade shows
- ★ Political events and fundraisers
- People will watch. People will laugh.

Our DC, MD and Northern Virginia caricatures, cartoons and illustrations are a show stopper!

"I couldn't tear myself away from watching Mike draw ... it was fascinating. And fun!

Sarah, party attendee

#### **NEWS / HAPPENINGS**

- See us November 13 at Ttuckahoe Elementary School in Arlington at the 2nd Annual Tuckahoe 5K Race. Have fun, get fit, and get your caricature drawn!
- Check out Mike's new comic strip, Maggietopia, at Capital Artworks on Facebook by clicking here
- Follow us on Twitter by clicking here.
- Your number one spot for Maryland, Washington DC and Northern Virginia caricatures, murals, customized gifts, and more!

# Challenge Question

What is interesting about what you do that will "hook" visitors into wanting to stay on your site? The longer they stay, the more you become a "brand" in their minds.

### Thank You!

### Be Bold. Get Started Today.

Contact us for any questions about this information.
310-947-8511
katharine@MadMarketeer.com

Visit our website to receive benefits as one of our website guests: www.madmarketeer.com/webinar guests

Join our email list at <u>www.madmarketeer.com/webinar guests</u> to receive marketing news and tips.

To help you get your marketing on track, webinar attendees are also invited to sign up FREE for one of the following services:

#### **Measure and Monitor Consultation**

This consultation and **Quick Guide** helps you set your "baseline" measurements, so you can implement your marketing strategies and, then, measure and monitor the results. These tools are the very key to your long-term marketing success!

#### **Private Website Consultation**

Is your website ready for increased web traffic? Do visitors stay on your site when they get there or do they leave within a few seconds? In this private consultation we assess your website and provide strategic recommendations to enable you to get the best results including raising more money.