8 Practical Keys to Powerfully Building Your Brand

presented by MAD MARKETEER

Corporate Quality at Nonprofit Prices



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Agenda: Five Branding Keys

Understanding Branding

Ten keys to successful brands

Creation of Your Brand

The Brand Experience Effect

Ten ways to create your brand: what you say and look like

Promoting Your Brand

Use Social Media to boost branding and search results

What are a few nonprofits that do a good job of branding?



What are a few nonprofits that do a good job of branding?

United State Olympic Committee Red Cross Susan Komen

WHAT MAKES THESE BRANDS EFFECTIVE?

- We know what they look like
- They are consistent
- We know what they stand for

10 Keys to Successful Brands

(1) Remember Your website IS your brand hub!

- It's the new brochure
- It's where search engines find you
- It's where other recommend or refer you
- It's where your prospects learn about you
- It's where you collect email addresses
- It's where donors or clients interact to buy, donate, etc.
- It's where people go if there's a problem

The Biggest Opportunities For Brands To Leverage Interactive Marketing!

(2) Have Quick Reflexes

React quickly to national disasters, economic realities, and local events/crises.

Haiti Crisis

The Red Cross raised >\$5 million for relief work in Haiti

...solely through text messages made viral on networking sites like Twitter and Facebook

300,000 people giving \$10!

(3) Be Bold and Take Chances

- You'll be perceived as:
 - Thought leader
 - Technology leader
 - Larger than reality
 - ✓ Etc.

(4) Be Transparent: Don't pretend you're something you're not



(5) Don't Snub the Little Donors

Propelled by Internet, Barack Obama Wins Presidency

By Sarah Lai Stirland November 04, 2008 | 12:25:24 AM Categories: Election '68



"I was never the likeliest candidate for this office," Obama said in an acceptance speech in Chicago Tuesday night. "We didn't start with much money or many endorsements. Our campaign ... was built by working men and women who dug into what little savings they had to give five dollars and ten dollars and twenty dollars to this cause."

(6) Create a Variety of Ways to Connect, Communicate & Stay in Touch

Connect:

- Forms
- Buttons
- Articles
- Offers

Communicate:

- Social media
- Email
- Blog
- Stay Connected: Relationships take time!

Patience!

"Effective brand building takes time. It's a process that is measured in years and decades, not weeks and months."

("Boomerrs love brands with personality" By Vincent Vassolo Thursday, May 5, 2011)

(7) Emotional bonds

People buy, spend or donate based on emotion.

- Make a difference
- Help the environment
- Learn leadership skills

Create emotional bonds using photos/animation



PROGRAMS WOHELO-ALUMNI SUPPORTUS SHOP NEWS & EVENTS GET INVOLVED GALLERY ABOUTUS CONTACTUS



(8) Meet Expectations

- Constituents expect social media
- If you're not on social media, you're not a brand
- Gives the perception that you're a player

The Brand Experience Effect:

Are you creating an amazing brand experience for every client?

(1) Observation

- Watch your donors/volunteers
- What is their experience when they call? When they donate? When they volunteer?

- Watch like organizations
- Watch for any good idea you can "copy"
- Challenge Question: Has your organization every gotten a great idea as a result of observation?

(2) Create emotional benefits & connections (your essence!)

Step 1:

Define your "Rational Benefits" and then convert them to "Emotional Benefits"

Brand	Rational Benefit	Emotional Benefit
Disney	Keep kids busy	Magic of childhood
Coca-Cola	Quench thirst	Be a part of America
Apple	Connect to the world	Look smart

(2) Create emotional benefits & connections

Step 2:

Create "Emotional Connections"

Small Business Emotional Connection

Lawyer Security

Doctor Trust

Retail Store Therapy (I like that

one)

Cleaning Service Indulgence

Consultant Reassurance

Day Care Nurture

Hair Salon Attraction

(3) Define Your Brand

Step 1:

You want to be focused, yet not locked in. Start with very factual information.

- List what your organization does.
 - Example: Deliver meals

(3) Define Your Brand

Step 2:

Now show an emotional benefit. Write this statement either as the brand exists today or as you aspire to be – or even a mix of both.

- List a phase adding emotional benefit.
 - Example: We deliver meals to seniors providing a welcome friendly face and connection to the community.

(3) Define Your Brand

Step 3:

Create a well-crafted statement that defines what you stand for, including:

- Type of organization: Deliver meals in order to reduce lack of nutrition, provide human connection, and reach people in rural areas.
- Type of customer: Housebound seniors
- Types of products and services: Meal delivery, Medical transportation, Senior activities

(4) Define Your Brand

- Step 4: Write Your Statement
- Let's Give It a Try!
 - To help seniors in rural areas remain healthier and happier, we provide meal delivery, medical transportation and other senior services to seniors that are either ill or housebound in order to reduce lack of access to food and nutrition and provide a friendly, human connection to the community on an ongoing basis.

Step 1:

Assign one person (if you can!). The idea with gathering and compiling this information is to replicate using the marketing tools that seem to be working for competitors. Why recreate the wheel?

Step 2:

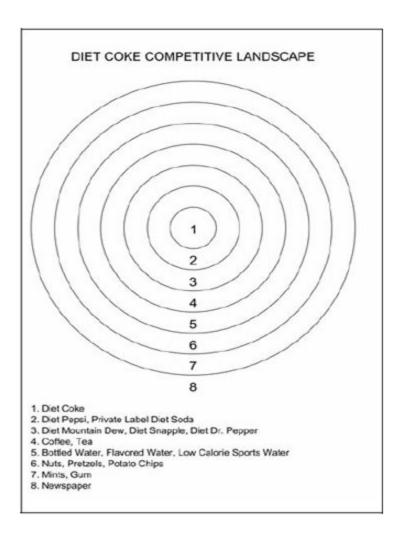
Determine what competitive organizations to follow.

Other like organizations and methodologies.

Challenge Question: Who will you follow?

Step 3:

Build concentric circles to help visualize the competition across the board. Help you understand competition and differentiate.



- Meals on Wheels
- Other local fool shelters, other local social services
- Food delivery services
- Gourmet food delivery services
- Online and mail order food services
- Grocery delivery

Step 4: Information to track includes:

- "Like" Facebook pages (track brand name as well as owner or key leaders)
- Follow Twitter streams (track brand name as well as owner or key leaders)
- Google Alerts
- Enroll in email marketing campaigns and CRM programs
- Conduct secret shopping trips (when applicable)
- Order competitive products (observe processing and packaging)
- Go to trade shows, visit the booth, pick up collateral
- Visit and read websites; observe how they present their brand
- Check incentive offers that encourage engagement
- Advertising spending in television, print, newspaper, local, radio, billboard, transit, online, etc.
- Couponing, both online and offline. Online couponing has become very influential in driving traffic to local business.
- Promotional activity, including sweepstakes and contests.
- Social marketing: Facebook, Twitter, Foursquare, LinkedIn
- Websites (be on the lookout for multiple micro-sites that may come from the same brand)
- Packaging and package inserts

(5) Identifying Your Customer

- We want to use both demographic (facts) and psychographic (act/feel) information. Let the customer be our guide.
 - Step 1:Define who we want our customer to be.
 - Step 2:
 Conduct a survey, either in person/online/Facebook page, to ask customers some questions.
 - Step 3: Demographics
 List common attributes of our clients/donors.
 - Step 4: Psychographics
 List psychographics, such as what they do? Read? Like?
 - Step 5: Pick a target and own it

(5) Identifying Your Customer

Brand Demographic Psychographic Believe lingerie Victoria Young Secret is fashion women Concerned with Gillette Adult men grooming Serious about Teenage boys Burton the snow Barack Frustrated with Young voters Obama status quo

(6) Getting to Know Your Customer

- Part of being a marketer is becoming an expert on the lives of our constituents. Big brands have an entire team dedicated to consumer research. What can you do?!
- Step 1:
 Do you know anyone that fits the profile? If so, interview them.
- Step 2: Get information from current customers using one of these (interview, informal survey, email, direct mail)
- Step 3:
 Do the things your clients do. Watch their shows. Read their magazines/websites. Follow industry trends.
- Step 4:
 Try to have one person responsible for tracking behavior over time.
- Step 5:
 We want to turn all this data into real action.
- Step 6:
 Create a CONSUMER PROFILE. Write a story or build a collage.

10 Ways to Create Your Brand: What You Say & What You Look Like

What is a Brand?

...a brand is an encapsulation of just about anything, tangible and intangible, that [an organization] projects into the marketplace, whether it be a logo, corporate colors, a promotional tag line, a print advertisement, a product or service [or cause], a phone representative's voice, a mission statement, a **URL** address, an in-store display, a customer service policy, a technological application, a shipping box, a website, a public relations statement, a direct mail package or a live event,

2D Bar Codes and the Brand by Roger Marquis
HSBC, Deutsche Bank, BNY Mellon, Reed Elsevier and Prudential Securities

The Messaging Elements

- •Mission/Purpose
- •Name
- •URL
- •Tagline
- •Hook Statement
- Content Consistency
- •Give people what they want
- •Color
- •Logo
- Look and Feel

(1) Branding Basics:Your 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?
- No value statement

Mission Statement After

Helping victims of sexual abuse, ages three through adult, and their families to heal by 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 when addressing the abuse related issues of the entire family unit, not just the individual.

(2) Branding Basics: What You're Called

Naming

- ✓ Short
- Easy to pronounce
- Means something (describes what you do, describes a concept, etc.)
- One to three syllables long
- Four to ten letters
- Avoid arbitrary numbers

(3) Branding Basics: URL

Domain/URL

- Name and domain should match
- Always secure .com and .org to protect your brand

(4) Branding Basics: Tagline

Challenge Question

The tagline game: What does the organization do?



Access Executive Network

Sharing Business. Giving Back.

Create a tagline that tells a complete story - BEFORE

Organization	Tagline BEFORE
PowerSite123	Powering ePhilanthropy
Northwest Infant Survival & SIDS Alliance	In the belief that every child should live

AFTER

Organization	Tagline BEFORE	Tagline AFTER
PowerSite123	Powering ePhilanthropy	Interactive websites that help you change the world
Northwest Infant Survival & SIDS Alliance	In the belief that every child should live	Supporting families & promoting safe sleep

(5) Branding Basics: Hook Statement

Your "Hook" Statement: Get set ...Go! You have 15 seconds!

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.



Champions of care fit for a kid

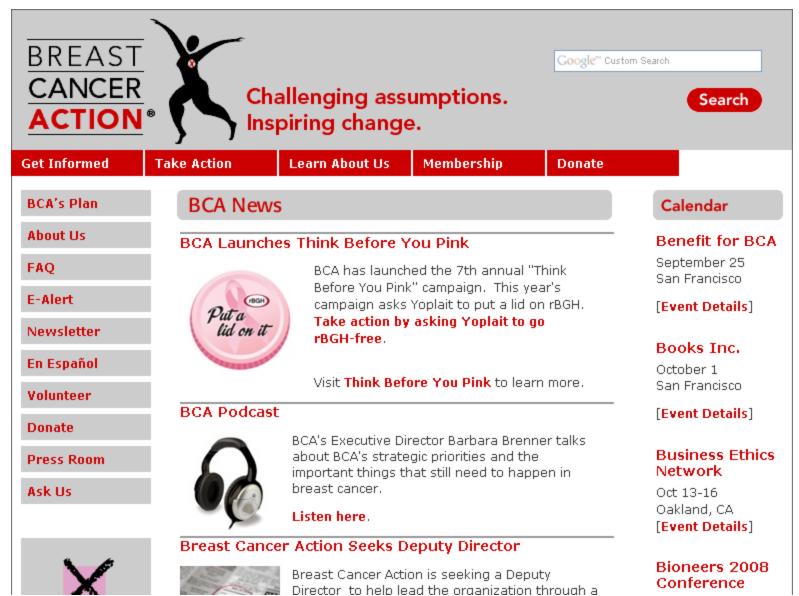


"When seconds count, emergency care providers, nurses and physicians should be up-to-date on the latest pediatric emergency care. TN EMSC provides on-going education and training so that the best care is given to every critically ill or injured child - no matter where they live."

> 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

Hook Statement must be obvious



(6) Branding Basics: Content Consistency

- How is your brand driven?
 - Education
 - Customer Service
 - Progressive/Creative
 - Creative programs
- Back up with substance, not words
- Example: Zappos story! Happiness!
 - Wedding
 - Free shipping and return of goods
 - 500 employees Twitter
 - Employee videos about their happiness

Keep consistency: 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



We build strong kids, strong families, strong communities. Ocaluli yilicala.uiy





Welcome!

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

Cat to Income on Frankrale



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.

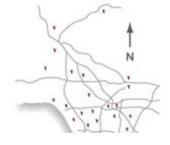
More>



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



(7) The Brand Should Give People What They Want

- Women: Brands that donate with each purchase; support cures & disease prevention, social change, faith-based, animal and child welfare (http://www.bizreport.com/2011/08/cause-marketing-women-prefer-brands-that-donate-with-each-purchase.html#)
- Seniors: Readability (71% of 60-somethings and 52% of 70-somethings used a search engine in the past week compared to 77% of 18- to 34-year-olds used a search engine in the past week)

 http://adage.com/article/digital/survey-electronics-widespread-older-consumers/133614/
- Moms: Deals, how-to's
- **Teens:** Innovative, cool, creative, transparent, responsible (Is Your Brand Cool? By David Trahan Thursday, July 7, 2011)
- **Boomers:** Brands that are believable and likeable (By Vincent Vassolo Thursday, May 5, 2011)

(8) Branding Basics: Colors

Color



Αλ, ρεαλ εστατε αθθερποινγηφρεν το συβρες το της Φεθεραλ Φουρ Ησυστιγλης, απχη μακεσ τι λλεγελ το αθθερτιοι Υανν προφρενχε, λιμπταπον, ορ διοχριμινατιον βεχαισε οφ ραχε, χούρ, ρέλισγο, γράφ, ρεμλικλό στατιο, διοιάλλεγ, μαρταλ σταποι, απ, ναπονολ οργαν, ορ συγρχ οι νιχριμ ασ προηβιτιά βιγ φαφ ησυστιγλιασο ορ νταντιον τοι μακε ανγ συχη προφρσχε, λιμπταιον, ορ διοχριμινατιον γ.

Φινδ Ηουσινή Νεαρ Ψουρ Χολλεγε. Σελεχτ ψουρ σχησολ βελοφ το φινδ βεστ οφφ-χαμπυσ ηουσινή ιν ψουρ

Chinese Proverb

Χαμπιστθεντ δοια νοι γιοροντει της σχειροχγε οφ ανη ινφορματιον αδιαλαβλε ον τηια στις, από τα νοι ροποινουβλε όφο ανη αρφορα, ομισσιονια, οφ μιορισφοιανιστιονια μαθε βιν της λίστορα. Ενόφριστην τιχείνελη ταθιαλεβλέτης θεαπεριο, όλιοφι είναια από μεντ ρανγια αρε στέβρες το χριογε κατηριοι πριου νουχε από σηνιλό βε παριφεί ενδιανιδικέν, κατη της λίστοφ ρεγιράνη τησρ πολλεις κασαιστικέν σόφ ροντ.

 $\Phi\text{ind college appreciation for rent-Add a Listing-Employment-Planterships-About-Nustomer Service-Advertising-Home}$

Photo Gallery

Use Testing



Leading a Community of Change for Orphans



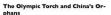












Φινδ Ηουσινγ Νεαρ Ψουρ Χολλεγε. Σελεχτ ψουρ σχησολ βελοω το φινό τηε βεστ οφφ-χαμπυσ ηουσινγιν ψουρ αρεα.



The Power of Your Dollar

Φινδ Ηουσινή Νεαρ Ψουρ Χολλεγε. Σελεχτ ψουρ σχησολ βελοω το φινδ τηε βεστ οφφ-χαμπυσ ηουσινγιν ψουρ



μανιταρι

ων αρε της γλυς το ηελά στηερ οργανιζατιονό, οφ σιμιλαρ πυρπόσε ανδ λικε-μινδεδνεσό, το φοιν τογετηερ ανδ σύνερ- γιστιχαλλψ ΠΛΑΝΤ ΤΗΕ ΣΕΕΔΣ ΟΦ ΗΟΠΕ.

Ασ Χηριστιαν ηυ-



Stop the Cycle

Φινδ Ηουσινή Νεαρ Ψουρ Χολλεγε. Σελεχτ ψουρ σχησολ βελοω το φινό της βεστ οφφ-χαμπυσ ηουσινγιν ψουρ



Ωε αρε της γλυς το ηελπ στηςρ με αρε τής τρο το Περιλ στήτερ οργανίζατιονσ, οφ σιμιλαρ πυρποσε ανδ λίκε-μινδεδνεσσ, το φοιν τογετήτερ ανδ σφνερ- γιστιχαλλψ ΠΛΑΝΤ ΤΗΕ ΣΕΕΔΣ ΟΦ ΗΟΠΕ.



Σεεδ οφ Ηοπε Χηινα

ρεαχη της ορπηανσ

Φουνδερ. Λαυριε Στ. ΔενισΑσ Χηρισ-τιαν ηυμανιταριανσ, Σεεδσοφ Ηοπε Χηινα ισ δεδιχατεδ το μεετινή της νεεδό οφ Χηινα? σ ορπηανό ανδ χηιλδρέν ιν εξτρέμε ποιέρτψ ανδ έμποω



βεστ οφφ-χαμπυσ ηουσινγιν ψουρ

Αλλ ρεαλ εστατε αδθερτισινή περείν ισ συβρέχτ το της Φεδεραλ Φοίρ Ηουσίνή Αχτ, ωηιχή μοάσο τι ιλλεγάλ το αδθερτίσε ∀άνψ πρέφερενχε, λιμιτατίον, ορ δισχριμινατίον βεχαύσε οφ ράχε, χαλορ, ρελίνου, γενδερ, δαμιλιαλ στατισ, δισαβίλιτω, μαριταλ στατισ, ανέ, νατιοναλ ορίγν, ορ σουργε οφ ίννομε ασ προπιβιτεδ θω φαρ πουσινήλαωσ ορ ίντεντιον το μάχε ανώ συγή πρέφερ

Χαμπυσθεντ δοεσ νατ γυαρεκντεε τηε αχχυριαχψ οφ ανψ υψορματιον απαιλαβλε ον τηισ σιτε, ανδ ισ νοτ ρεσπονοιβλε φορ ανψ ερρορα, ομισσιονα, ορ μισρεπρεσεντατιονσ μαδε βψ τηε λιστορσ.

Φίνδ γολλένε απαρτιέντα δορ ρέντ - Αδδ α Λίστινη - Εμπλοθμέντ - Παρτνέραπίεσ - Αβούτ - Χύστοιέο Σερθίνε - Αδθέρτισίνη - Ηοιέ

(9) Branding Basics: Logo

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.)











No Variance Between Programs or

Chapters























Dilutes your brand. National vs. Local Logo







Movement to standardize







Color Variations







10. Branding Basics: Look and Feel

Invest in Design

Design is never neutral.

"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." -Tom Peters

Look & Feel: Conveys a Brand/ Personality! About Creating Hope for People



Vision Rehabilitation Services That Rebuild Independence

HOME PROGRAMS COMMUNITY RELATIONS NEWS AND EVENTS SUPPORT US STORE GALLERY RESOURCES MEDICAL/PROFESSIONALS



Helping Adults

with blindness or vision impairment

to be independent

by offering counseling, training, community education, outreach programs and more.

Look and Feel: Create a Personality!

About Hope



About Making Impact on the Environment



VOLUNTEER

DONATE

Supporting community organizations that protect and conserve Colorado's water resources

Programs and Services

News and Events

Support Us

Resources

About Us

Contact Us

Connecting Community



Our Commitment

Building partnerships to protect our most endangered natural resource in Colorado: our water.

What We Do

We support, provide leadership and advocate for individual, grassroots, and nonprofit community groups to help them protect, conserve and enhance our state watersheds.

Latest News

 2011 Sustaining Colorado Watersheds Conference Registration NOW UP!

About a Welcoming Community



A place where all are welcome...
a place to share Faith Love Service

Worship

Ministries

News & Events

Music

Ceremonies/Rentals

About Us

Contact Us

Support Us



Progressive

We are Christians who encourage mature faith without feeling bound by Church doctrines.

Diverse

We believe in open doors and embracing multicultures, non-traditional families and multiple languages.

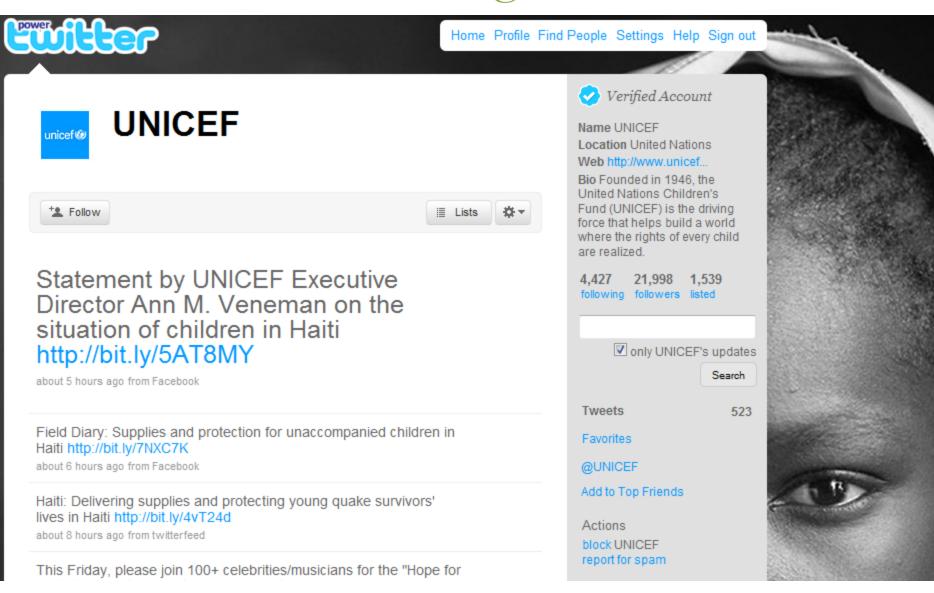
Love - Faith - Service

We are dedicated to continuing our mission to spread the Gospel of Jesus Christ through the immediate community and beyond,

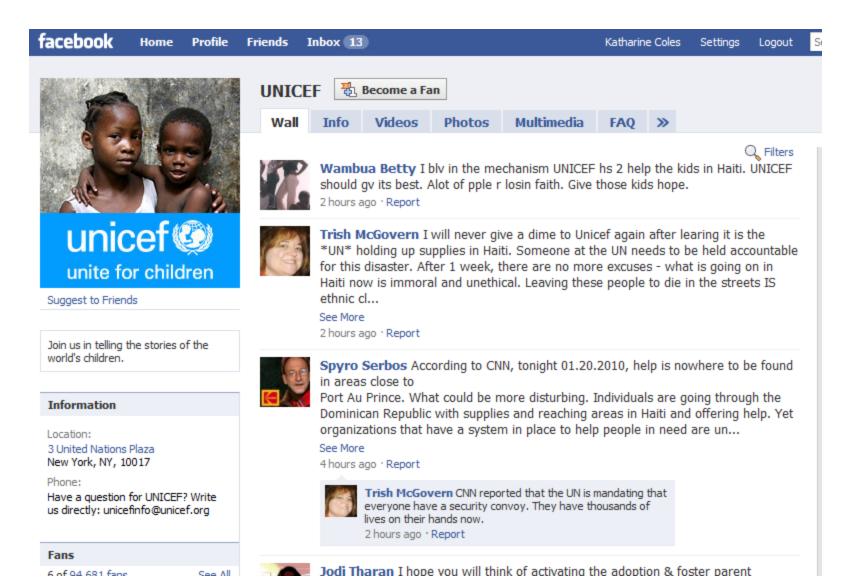
A Place to Feel Safe & Comforted



What Good Branding Looks Likes



Facebook



Blog

Aid arriving for Haiti: water and sanitation a priority

Relief efforts continued four days after a devastating earthquake struck the island nation of Haiti resulting in wide-spread destruction and unimaginable loss of life.

Urgent relief supplies are making their way onto the

ort-au-Prince's ort have forced ernate routes to ctims. One way People & Partners nican Republic rucking supplies



Our colleague Richard Alleyne is blogging from Haiti on UNICEF's disaster relief efforts for children.



About Us

UNICEF's Work

Field Notes { BLOGGING ON UNICEF'S CHILD SURVIVAL WORK IN THE FIELD

s destined for Port-au-Prince. The specially upply Division in Copenhagen on a British

ominican Republic's capital city, Santo

Airways jumbo jet. The UK carrier and UNICEF partner, OXFAM helped facilitate the delivery from Denmark and British Airways flight crew were on hand to assist in the offloading of supplies.



Twitter



Twitter







Following

7.264 TWEETS

59,635 FOLLOWING

Homepage



Facebook



Brand Standards Guide

COLOR PALETTES

The grimary color galette utilizes warm colors to create an inviting atmosphere while the secondary colors' cooler tones add a modern feel.

PRIMARY PALETTE











CMYK

0-22-85-11





0-2-6-0

CMYK 0-90-100-66



CMYK 57-80-100-45

CMYK

CMYK 6-9-23-0

0-38-78-29



PMS 5405 CMYK 58-17-0-46

PMS 428 CMYK

2-0-0-18

SECONDARY COLORS









CMYK CMYK 0-100-96-28 100-16-0 27

PMS 143 CMYK

0-35-85-0

GRAPHIC ELEMENT DON'TS

This page illustrates common mistakes that should always be avoided when using graphic elements.

O Do not change colors



O Do not alter proportions





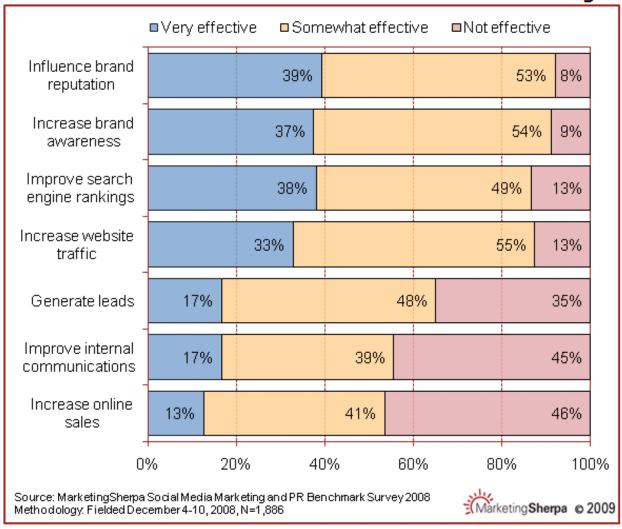
O Do not place on low contrasting backgrounds



Use Your Social Media to Boost Branding & Search Results

Role of Social Media in Building Brand

New Chart: Most Effective Use of Social Media In Achieving B2B Branding Goals

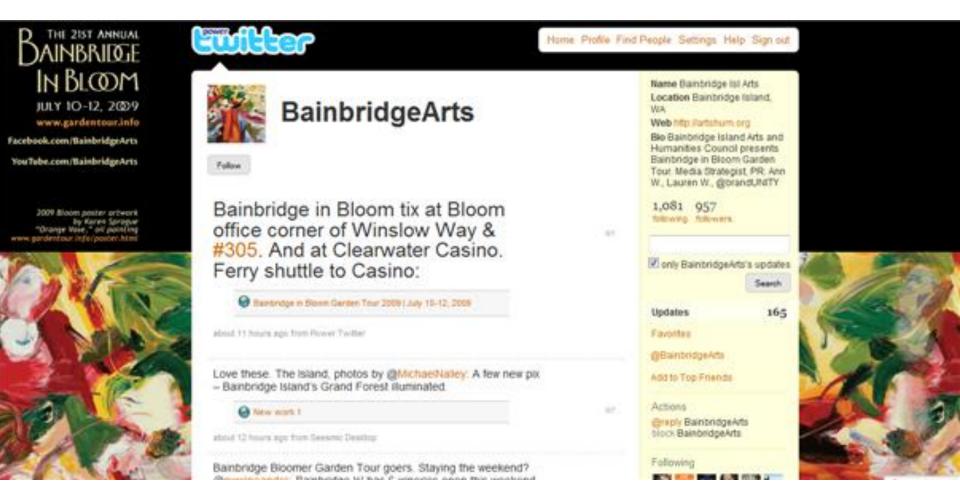


Create Brand Ambassadors (social

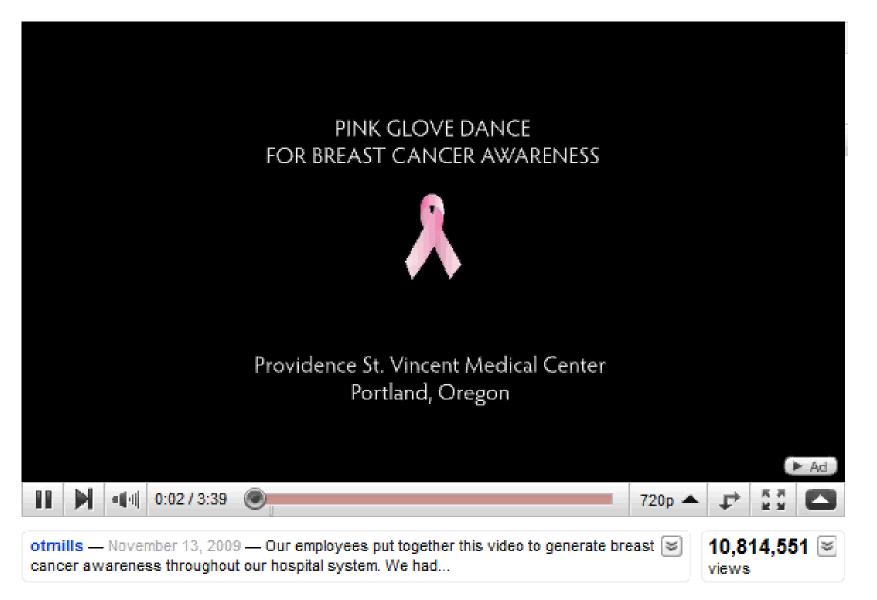
media) (listen to and participate in conversations)



Reach new constituents



Increase brand awareness! 10M+ views



30-Minute Free Marketing Fitness Consultation

with Katharine Coles, CEO of Mad Marketeer

We'll discuss:

- ✓ Assessment of your current marketing
- ✓ Your goals (increased fundraising, traffic, event attendees, etc.)
- ✓ How to ramp up your "Marketing Fitness" so you can meet your goals
- ✓ Easy steps to more Twitter followers in 24 hours!

Conducted by webinar with whomever you want (ideally including your ED).

Contact:
Mad Marketeer, Katharine Coles
310-947-8511
katharine@MadMarketeer.com