



1. 2.271 million



3. 1.500 million



4. 1.300 million



6. **1.000** million





### Why you should be on social media

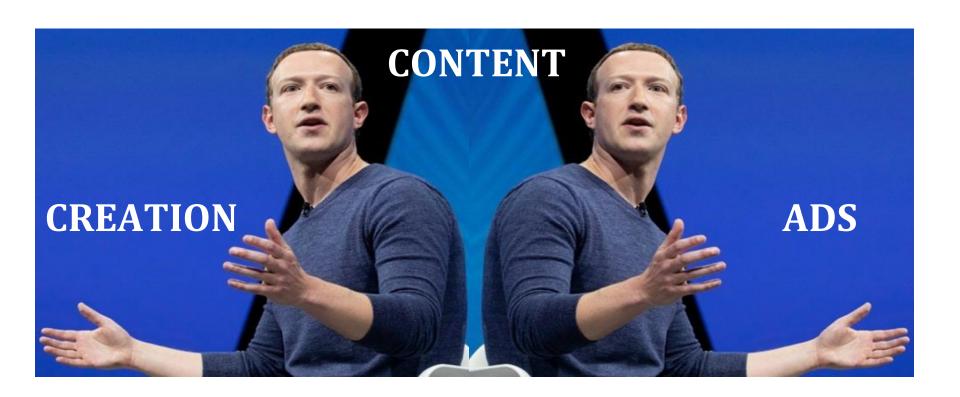
- Website traffic
- Customer care
- Brand building
- Community building
- Online Reputation Management
- Crisis communication





### Content







### **CONTENT CREATION**

"We don't have any content."

"We can't make posts every single week?!"

"Great idea! But how do I start?"



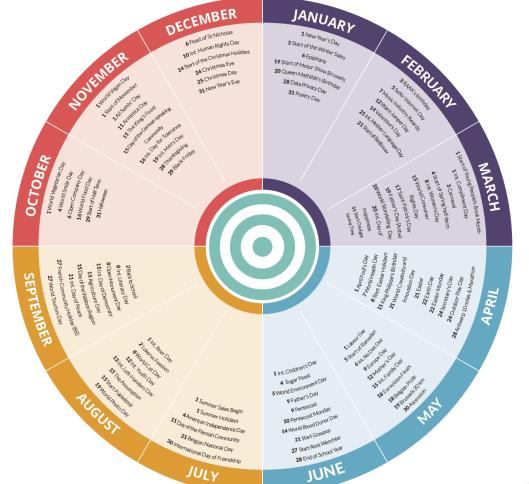
You're standing on a mountain of content.



### Content?

- TOP TOPICAL
- CONTENT PLAN
- VIDEO
- KISS











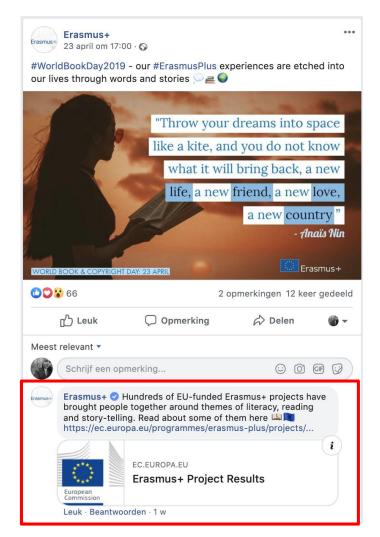


### May 4th - Star Wars Day









### April 23th - World Book Day



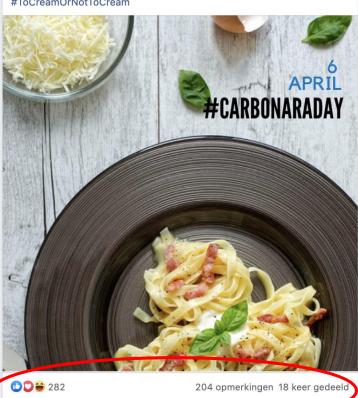


### April 22th - Earth Day









Opmerking

A Dela

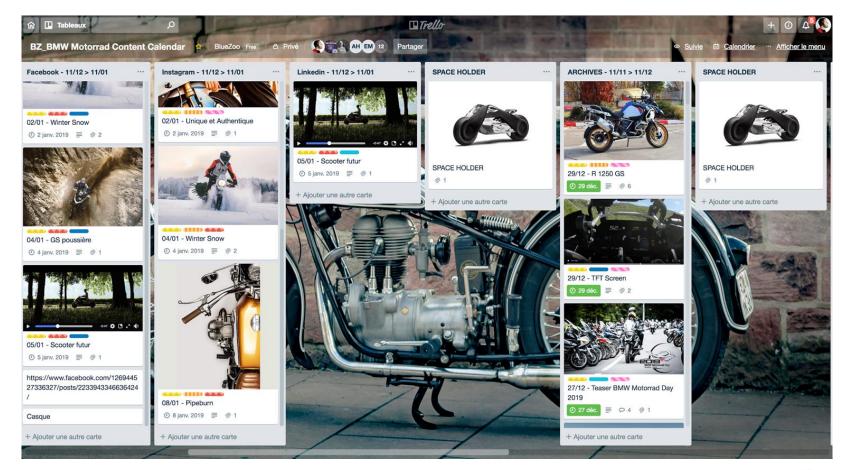
### April 6th - Carbonara Day

Silly?



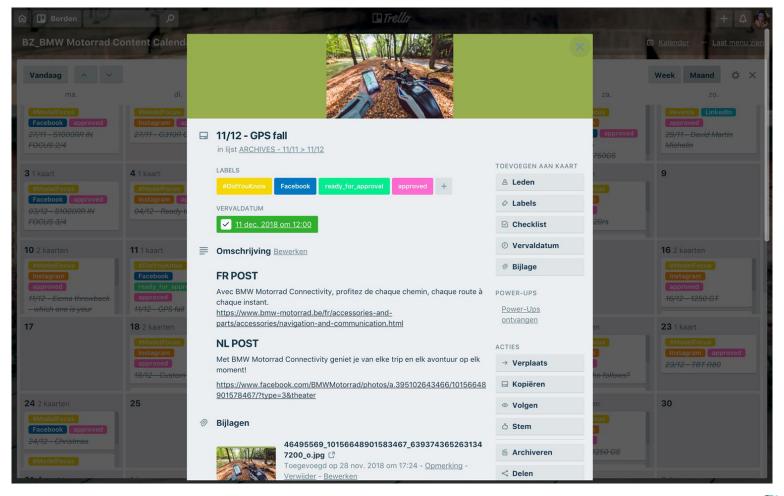


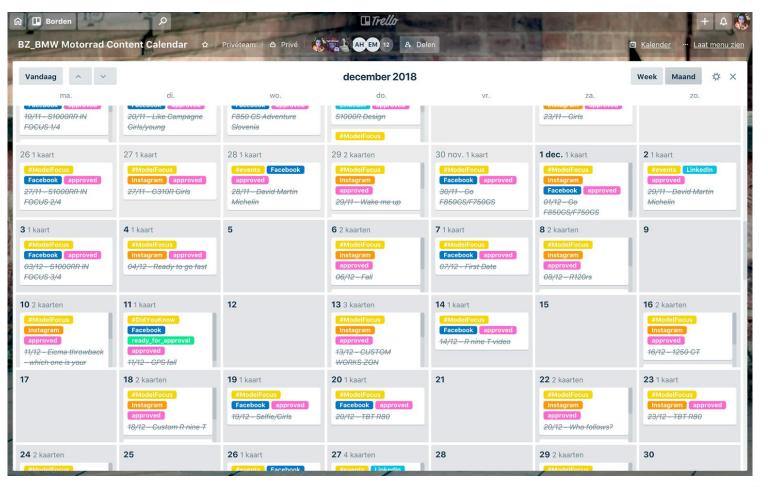
# 















#### The golden child: VIDEO

#### You remember:

- 80% of what you see
- 20% of what you read
- 10% of what you hear





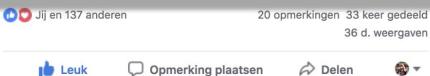
### Subtitles are your sweetheart.





Vanaf eind 2020 zullen er elektrische treinen kunnen rijden tussen Mol en Hamont! Tot dan kunnen de buurtbewoners hinder ondervinden van onze werken, maar daarna alleen maar voordelen:













## Squares are great.



## Rectangles are mind-blowing!





- What lives within the community?
- What road does your target audience follow?
- Create a tutorial or guide
- Lists always work:5 tips, 3 must-haves, 10 reasons to..., etc.
- Relevant and current events: "Our opinion on..."





- Interview participants, influencers, experts...
- Create an infographic, possibly an introduction to your company
- Invite a guest blogger
- Start a series: ex. a flower shop> Flower Friday, a flowerthemed video every Friday, introduce a type of flower...
- ...



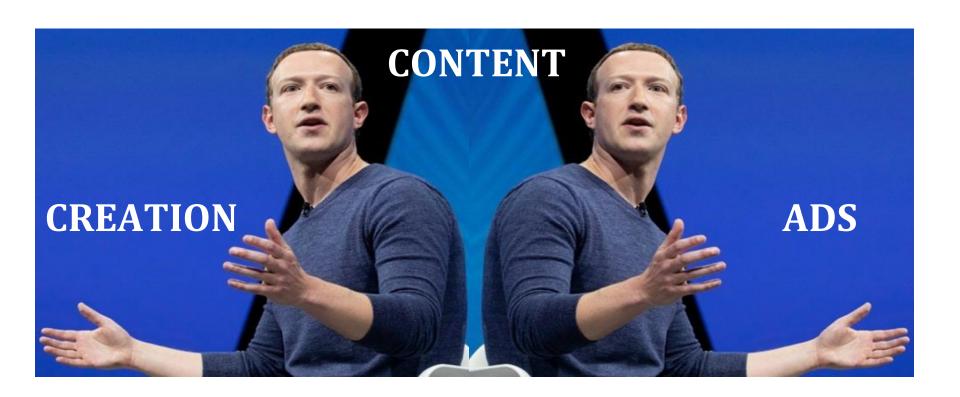
### Keep It Simple & Stupid





### Senator, we run ads.





### **CONTENT ADS**

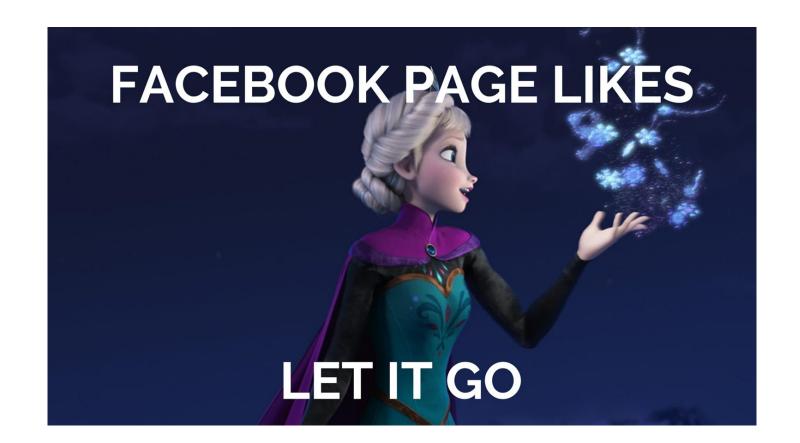
"We're already using ads, but they're not helping."

"There are no results."

"Ads are too expensive."









Reach **Impressions** Engagement Cost per click Cost per view Cost per lead



https://www.facebook.com/business/tools/ads-manager

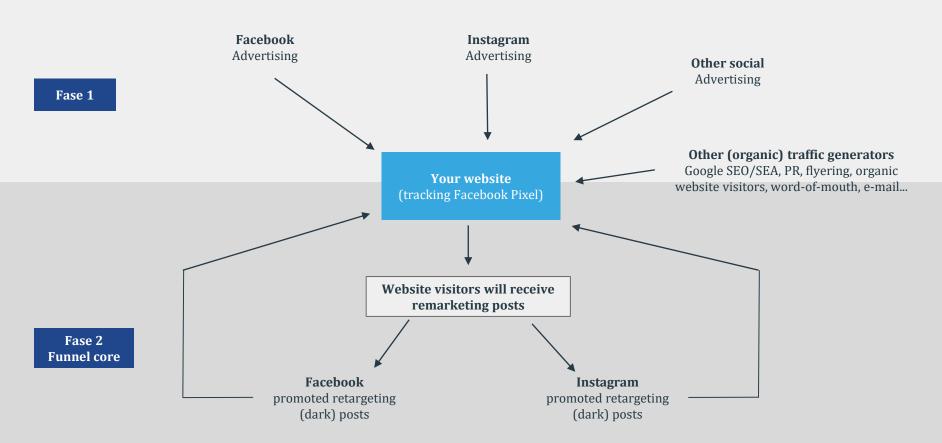




Facebook Pixel



### Retargeting



### The power of retargeting.

Advertentienaam	A	Budget Advertentieset	Besteed bedrag	Eindigt op	Relevant	Weergaven	CPM (kosten per 1000	Klikken op links	CPC (kosten per klik	CTR (doorklikratio voor klikken
05/03_Retargeting NL_Verkeer		€ 50,00 Looptijd	€ 13,64	31 Mrt 2019	9	1.984	€ 6,88	229	€ 0,06	11,54%

Spent budget €13,64

**Amount of clicks** 229

**CPC** €0,06

CTR 11,54%



### Community management





### Golden Rules

- NEVER delete a reaction. If necessary, hide the reaction
- React at least 1 time online
- Negativity  $\rightarrow$  take the conversation offline, asap
- "Haters" → stop the conversation after 2 responses
- $I don't know \rightarrow doesn't exist$
- Always be honest





### What do you remember?

- 1. You're standing on a mountain of content. You don't have to look too far.
- 2. Plan in advance. Trello #yolo.
- 3. Subtitles are your sweetheart.
- 4. Squares are great. Rectangles are mind-blowing.
- 5. Aimed advertising. Even more clever with Facebook Pixel.





### Thanks!

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