# Social Media Strategy Proposal

Phyllis Tee | SEO Copywriter | 27 August 2020

# Overview

Background

Social media strategy proposal

**Content themes** 

**Appendix** 

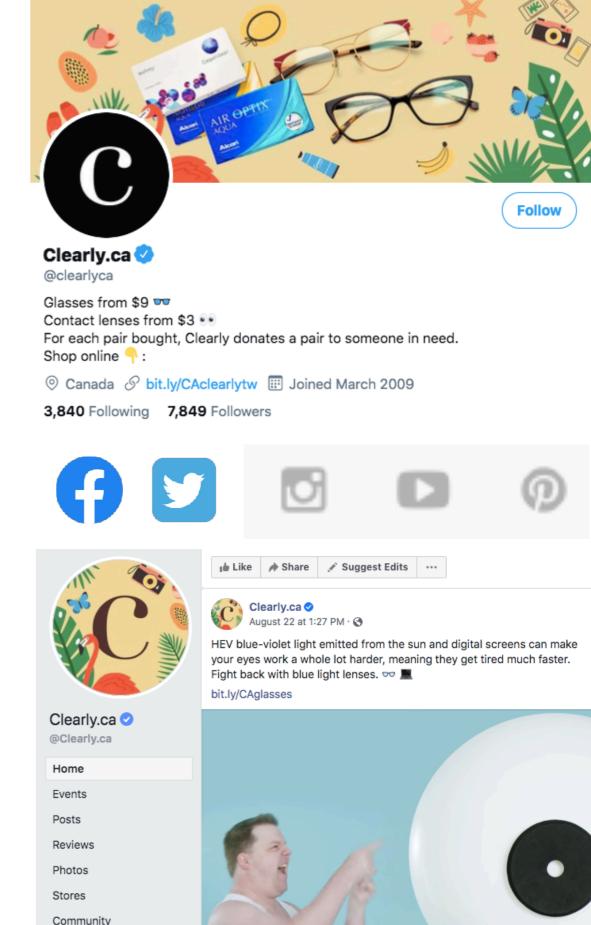
# Background

Social media - Facebook and Twitter - at Clearly have not had a content calendar planned ahead since July. Prior to that, the social team managed to plan it 1 to 2 weeks in advance.

There is risk of not having exciting content to socialize with FB and TW users, weakening our social presence in a competitive market.

Currently, there are many benchmarks and best-practices for social that you can take advantage of to grow the business, while also helping the team to maintain sanity.

We need to create a social media marketing strategy that keeps your actions focused, along with a process that enables you to consistently execute social content at Clearly.



Videos About

Create a Page

# Benefits of social calendar



#### Save time

Creating and scheduling multiple social posts simultaneously can help save hours of time on social.



#### Plan campaigns

Social media messages can spark conversations with fans and followers, building deeper relationships.



#### **Craft timely content**

Keep your social media marketing efforts wellorganized and on track. Plan content around important opportunities in your industry or company.



#### **Maintain sanity**

Make social media publishing less work in the long-run without sacrificing engagement.

# Needs of rich content on social



#### To increase following

Share content to boost your reach and increase the exposure you need to grow a bigger social following.



#### To boost engagement

Social content can spark conversations with fans and followers, giving you the chance to build deeper relationships.



#### To generate leads

Create social media posts sending fans and followers to your rich content in order to find quality leads to reach out to.



#### To establish leadership

Posting original, thought-provoking content will set your brand apart from others in your industry.

# Social media strategy proposal

#1 Plan for content variety

#2 Figure out what content resonates

#3 Source quality content at scale

# #1 Plan for content variety



#### High quality content

Focus your content to be practical, shareable, and original. Having a variety of content types help reach diverse audiences who may prefer one form of content over another.



#### **Tailor and repurpose**

Each channel is different, and your post should reflect that. One way of managing all that content is to re-purpose content across channels.



#### Trendjacking

Jump on conversations that are already trending. Capitalize on a trending moment so they can bring the conversation to the brand and connect with audiences in a new way.

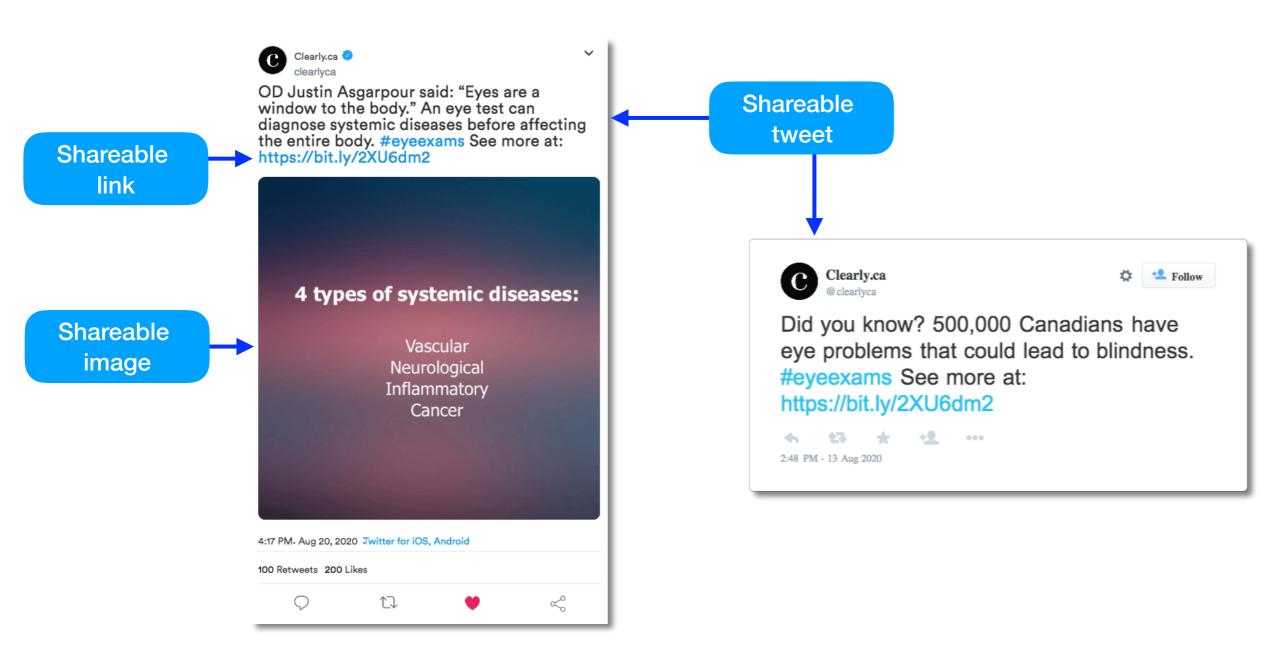


#### **Audience participation**

Increase audience engagement through fun posts such as Fill in the blanks, Caption This, Ask For Opinions, Polls, Questions etc.

### **EXAMPLE:** Repurpose blog to social posts

Same blog https://bit.ly/31NUUNs, different tweets



Blog to fun stats

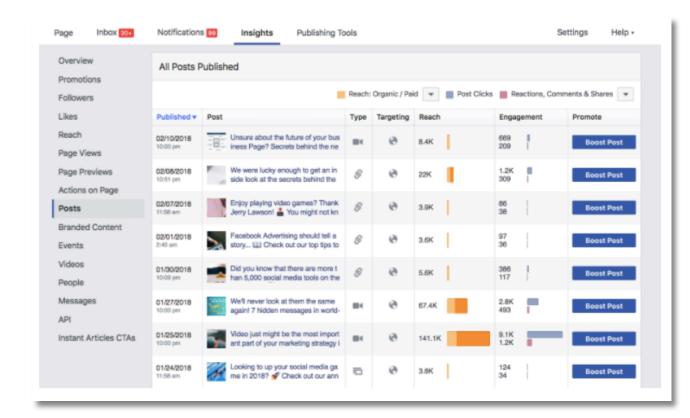
Blog to facts

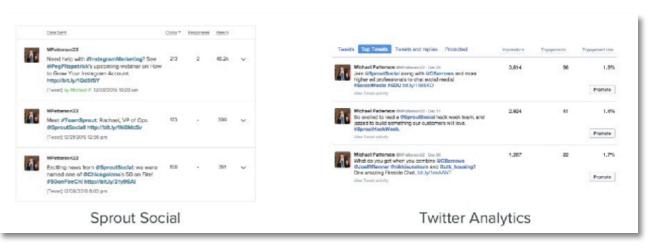
# Tip: Repurpose blog to social posts

- Write down 5-7 things that are interesting to you and you think the audience would be interested too.
- Create shareable content be it copies or images, videos
- Best practices: Tease and entice = Don't give away too much info all at once.
- Ask yourself: Would you share this pic/fact to people you know? Would the copies make you wanna know more?

# #2 Figure out what content resonates

- Use analytics to access post history
  - Facebook Page Insights
  - Twitter Analytics Page
  - Sprout's Social Media Reporting
- Study your past message performance





### Figure out what post types perform well

#### Links

Links to articles or blog posts created by your company or an adjacent source.

#### Photos

According to Twitter, photos receive an average 35% boost in Retweets.

#### Videos

The same study shows videos receive an average of 28% boost in Retweets.

#### **Text-Based Posts**

Your run-of-the-mill social media statuses comprised of only text.

#### Offers

Any sort of contest or giveaway offering your followers a chance to win.

#### Gifs

More networks are creating functionality to share gifs in your feed.

#### Quotes

Inspirational quotes from famous figures or those that you work with.

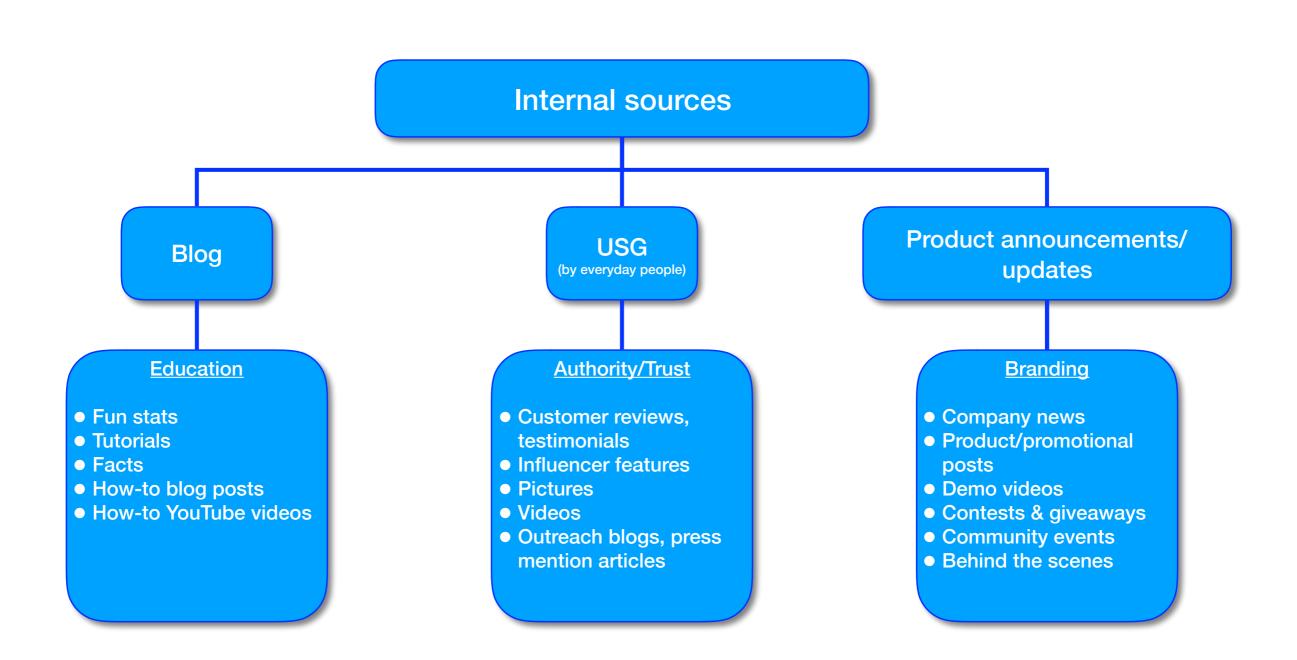
#### Hashtags

Whether they're trending hashtags or hashtags you've created in-house.

Source: https://www.slideshare.net/sproutsocial/how-to-build-a-social-media-content-calendar

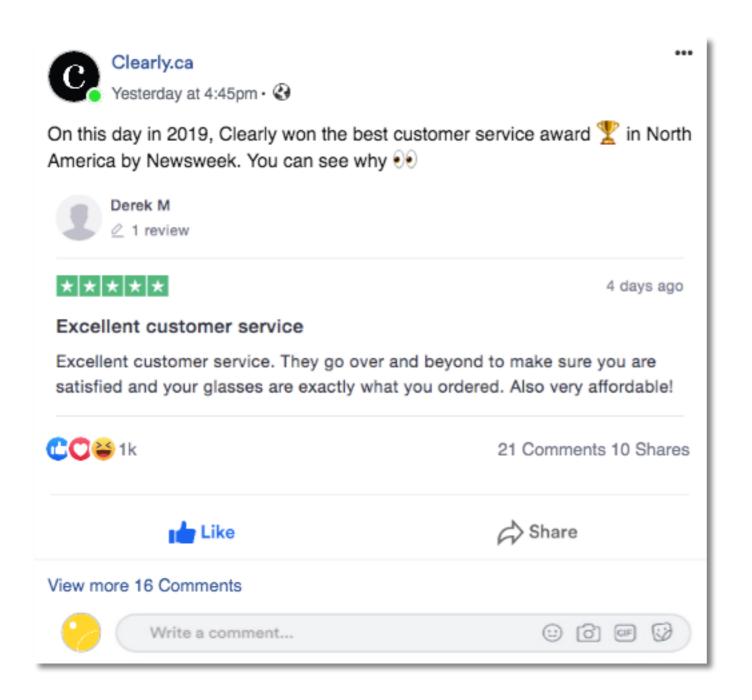
# #3 Source quality content at scale

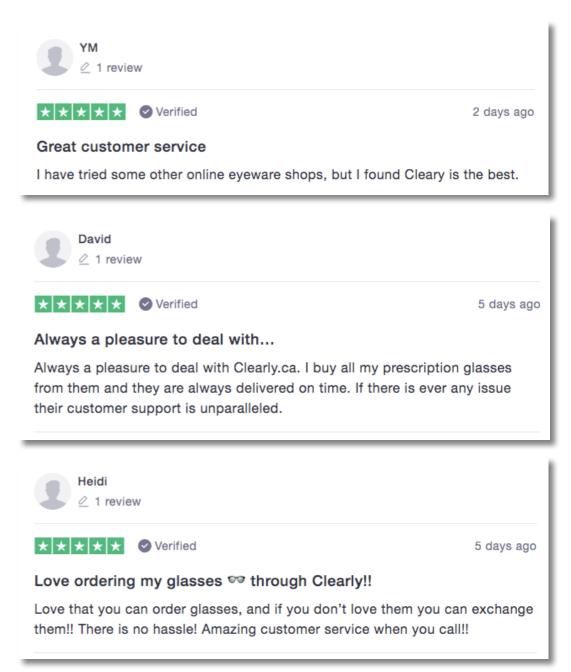
We have LOTS to take advantage of...



### **EXAMPLE:** Repurpose customer reviews to social

Trustpilot, Google reviews and other interesting customer comments







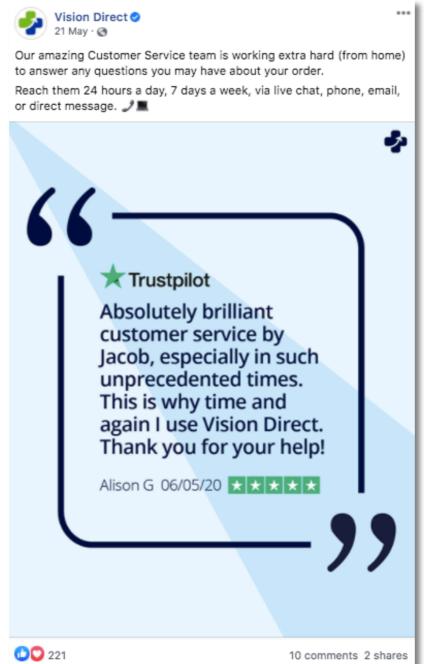
### Tip: Repurpose customer reviews to social

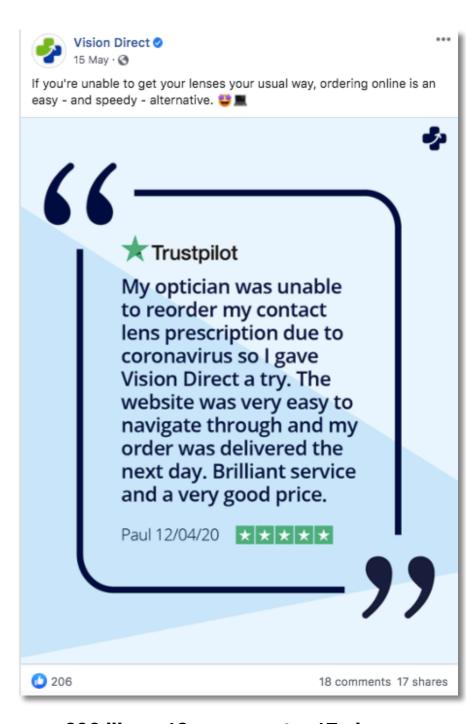
- 1. Document all the best reviews and comments in one place and set themes to categorize them.
  - Value props + offerings = these are the primary concerns for customers when buying online. We can minimize their concerns on social media with social proof.

Customer **VTO Prices Products Others** service There're lots of variety to choose, Something went Who has the best do they have what wrong, I need to prices online? Can't try on I'm looking for? ie. Online shopping talk to someone at Which online physically, how can glasses, contacts, experience, security Clearly to help me. I find a pair online eyewear store can sunglasses, lens etc. What's it like? Is their service provide me with the that suits me? type (e.g. good? best value? progressives, transitions. polarized etc)

**EXAMPLE:** Vision Direct repurpose interesting tweets and comments, and share it on FB page, with a slightly different introduction or write-up.





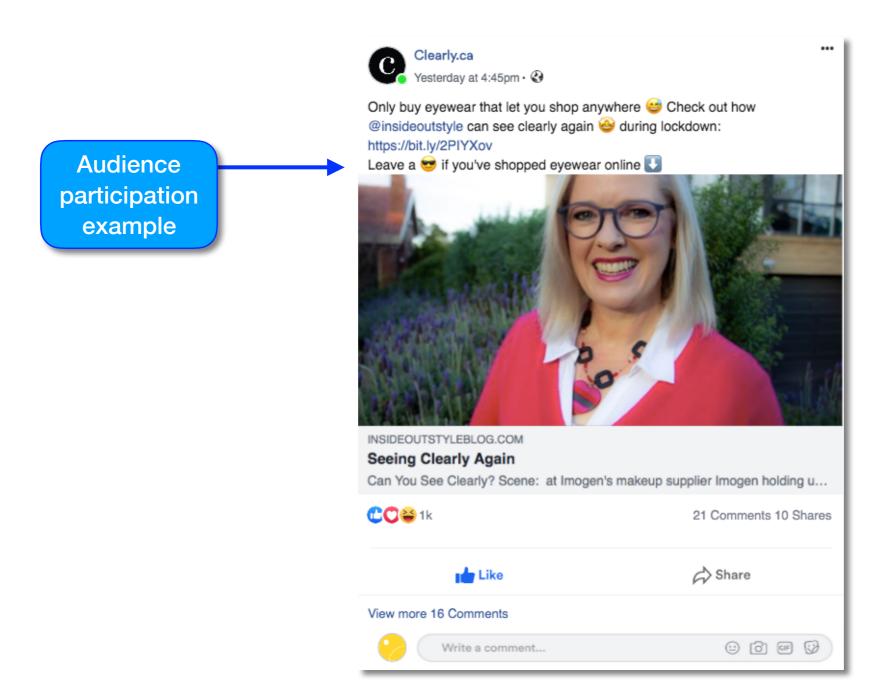


370 likes, 26 comments, 8 shares

221 likes, 10 comments, 2 shares

206 likes, 18 comments, 17 shares

### EXAMPLE: Repurpose outreach blog to social post



Tip: Document all outreach content (that links back to us or mentioned us) in order to repost. Once we have them all in one place, we can start defining which post to share according to the social strategy and calendar.

https://insideoutstyleblog.com/2020/07/seeing-clearly-again.html

# **External sources**

that spark engagement

- Share content you think your followers will enjoy.
  - E.g. video, news, articles, infographics etc
    - glasses/sunglasses entertainment
    - glasses/sunglasses funny
  - Put your own spin in caption
  - Free tools to curate content: reddit, google trends, forum posts, Q&A segments of Amazon pages
  - Test approach figure out which one works



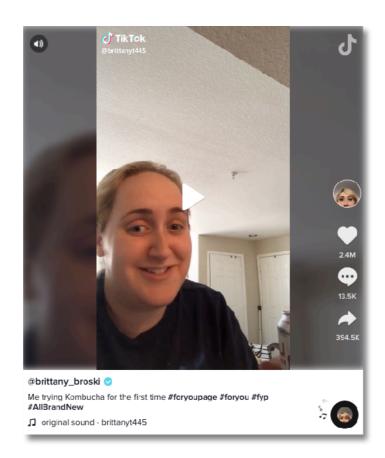
https://bit.ly/3jeXgf6

Tip: One way to get the comments flowing is to comment first. Use other geo profiles to comment first. See page 36.

2. This can include things like trending hashtags, sporting events, pop culture news, and holidays.



Maybelline - holiday-related



Originally posted on TikTok



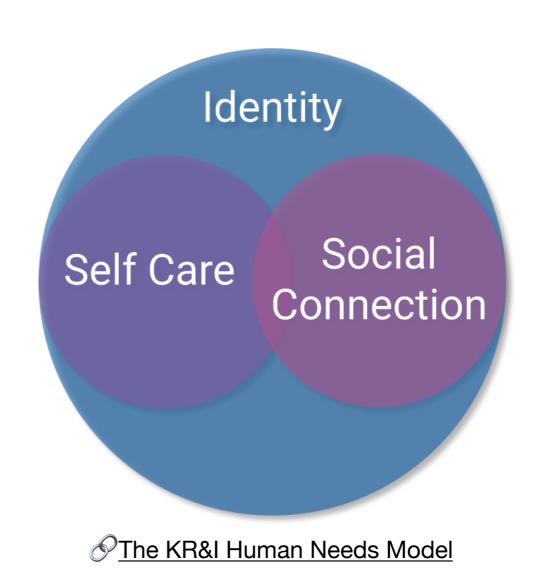
BarkBox jumped on the trend

"Content moments are everywhere; you just have to know to look for them. Sometimes that means being part of breaking news. But it also means tapping into broader trends [...] That means looking at the news cycle for opportunities to become part of developing trends and events. Timing is key here."

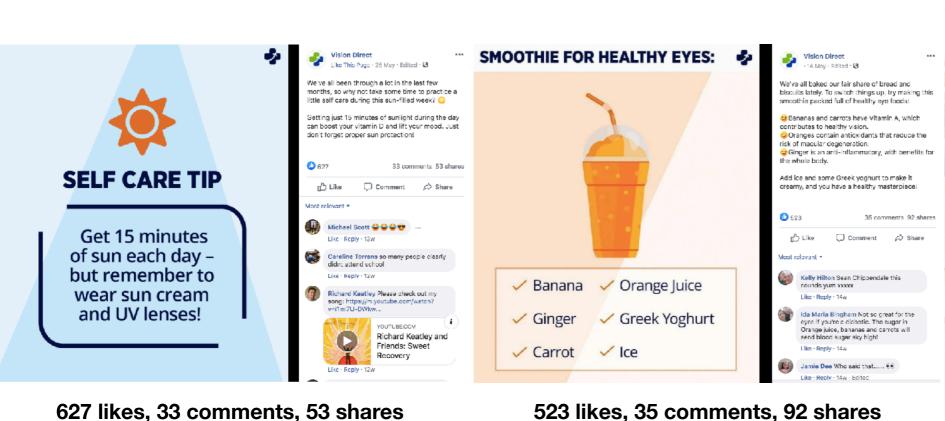
-Ann Handley, Everybody Writes

One way to get viral is to jump on the bandwagon of what's currently trending among the people, and find ways to be part of the conversation and own the conversation. Make it authentic with slight adaptation to the brand. That being said, not all trends are fitting. Staying on top of trending topics is one of the ways to creating content that your audience loves. Timing is key.

- Facebook culture and trends:
  - Shttps://bit.ly/3gMMIIK
  - Canada: plant parent, beekeeping
  - US: milk bath, bath salts
  - Australia: gut flora, gastrointestinal tract
- YouTube culture and trends: Watching the Pandemic
  - Phttps://bit.ly/2XMLKzu
  - Self-care: yoga, home workouts, restaurant style
  - Social connection: museum tours, sourdough bread, dalgona coffee
  - Identity: how to cut hair, gardening, cooking



**EXAMPLE:** Vision Direct leveraged the "self-care" human needs by creating a variety of self-care posts - including DIY food or beverage recipes.



523 likes, 35 comments, 92 shares



179 likes, 12 comments, 5 shares

# 70/20/10 Rule



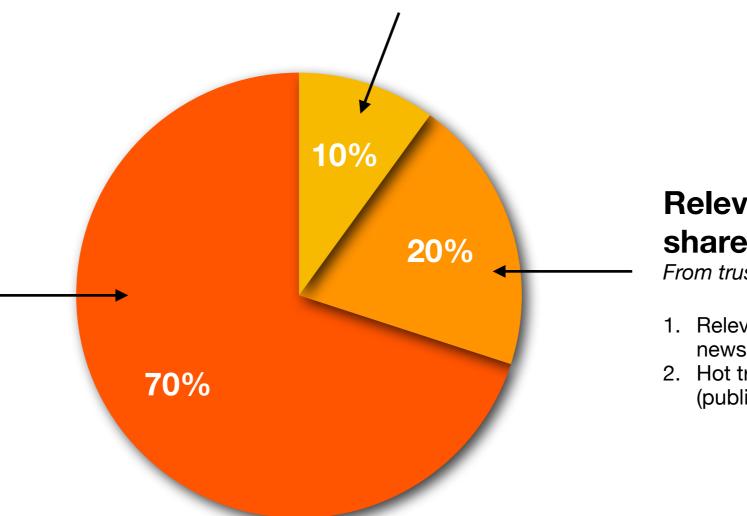
Your brand, events etc

- 1. Deals, new products
- 2. Contest, product giveaways
- 3. Customer feedback

#### **Build your brand**

Value, relevant content that appeals to a huge audience

- 1. Unique aspects of your brand.
- 2. Provide educational value & spur interest in your product/services.
- 3. Think about what makes your audience connect with you and your unique brand qualities. Tell your audience what makes you, you.



# Relevant shared content

From trusted sources

- 1. Relevant industry news.
- 2. Hot trending news (public interest)

# Content Themes

# Needs of having content themes

Coming up with content all the time is hard.

Having content themes help set a rhythm to post a variety of different content types.

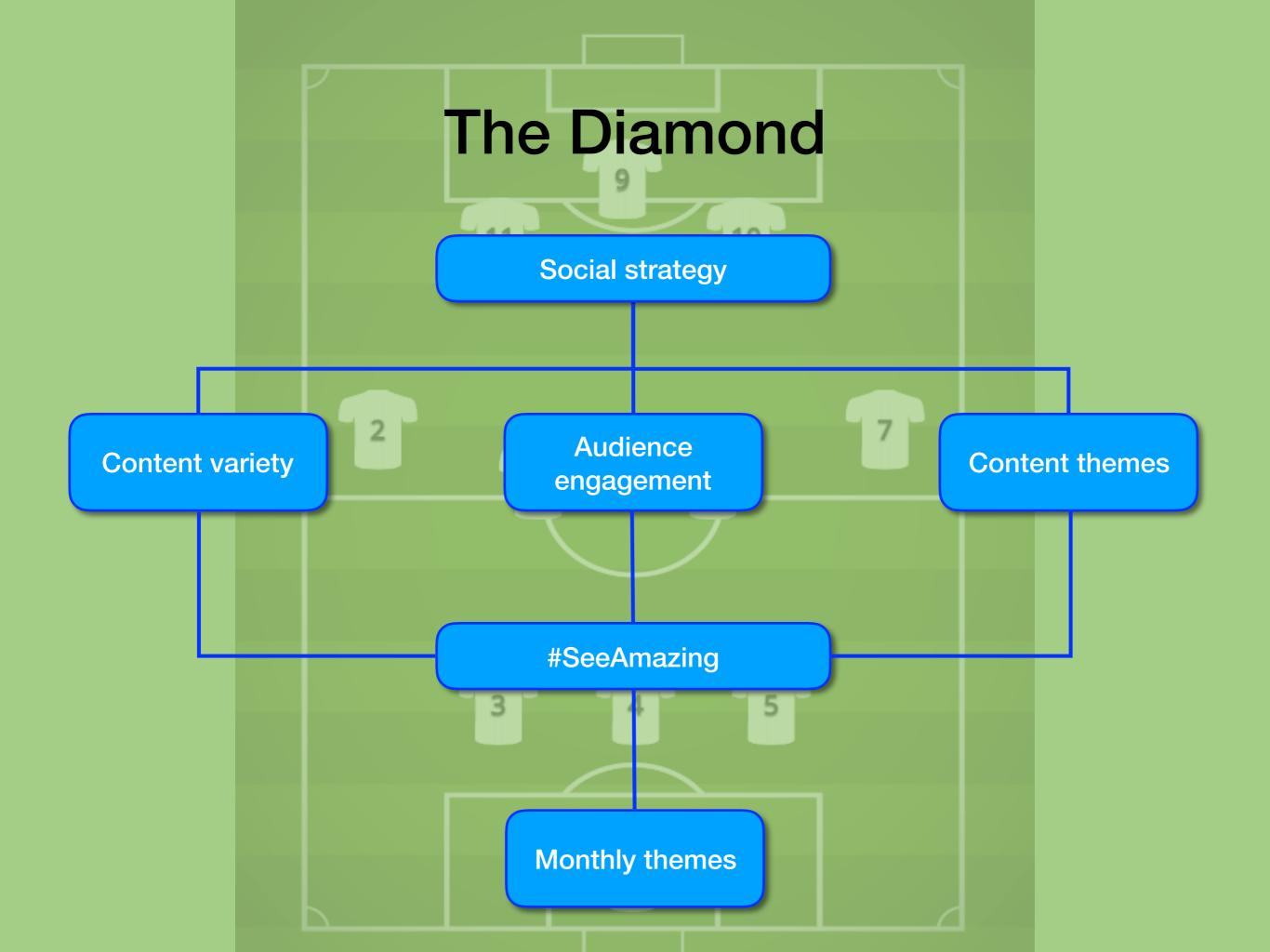
It's always good to have a mix of different types of content scheduled on your calendar to keep your social media pages engaging and interesting.

# **Content themes**

| WHAT TO POST - 24 DAYS OF CONTENT   |  |  |   |
|---|--|--|---|
| INSPIRATIONAL QUOTES  | YOUR BLOG POSTS  | QUICK TIP OF THE DAY                                       | TUTORIALS   |
| Create your own or post other popular ones  | Your own content is the best way to grow your following                                | Create themes around quick tips to get more done           | Show followers how to do something that will help them  |
| ASK QUESTIONS   | OLD POPULAR CONTENT  | TRENDJACK  | <u>ANNOUNCEMENTS</u>  |
| Ask your followers a closed question  | Re-post popular content with new images<br>Eg. Share a tip from one of your blog posts | Take a popular/trending topic and create a post on it      | Let followers know about upcoming events or specials  |
| SOCIAL-ONLY PROMOS  | CUSTOMER REVIEWS   | ANSWER FAQs  | SHORT VIDEOS  |
| Offer exclusive discounts only for your social followers  | Share the best customer reviews  | Answer common questions your followers have                | Share a short YouTube video with a quick tip  |
| BEHIND THE SCENES   | CONTESTS + GIVEAWAYS   | HOLIDAY SPECIALS   | ENCOURAGEMENT   |
| Show images of a featured employee.  Eg. Before/After share what you did for your first job - mcdonalds server to marketing manager | Give away prizes in exchange for emails, likes/follows                                 | Celebrate holidays with special themes, graphics and posts | Give positive words of encouragement for followers PS. Social users are humans and everybody has those days |
| FUN FACT ABOUT YOUR BIZ   | REMIND YOUR AUDIENCE   | ADVICE   | RESULTS   |
| Share a fun fact or myth and the truth about your industry  | Remind them about a monthly promo or contest   | Share the best piece of advice you've been given           | Close your giveaway + announce the winner   |
| GRATITUDE   | TEASER   | HUMOR  | MISSION   |
| Thank your followers for their support  | Sneak peak your upcoming promo of the  | Share a funny quote, meme, pic or video                    | Share causes that you care for  |

# Takeaway

- 1. Plan for content variety: shareable and original, tailor and repurpose, trendjack, audience participation (page 7).
- 2. Plan for audience engagement posts (page 32 and 35).
- 3. Include CTA in posts to invite audience participation (page 16 and 17).
- 4. Curate original and third-party content to facilitate scaling (page 12 and 17).
- 5. Develop content themes to help set a rhythm (page 25).
- 6. 70/20/10 rule (page 22).
- 7. Source and repurpose content, including USG content (page 12 to 15).
- 8. Keep track of social media platform's progress and performance.

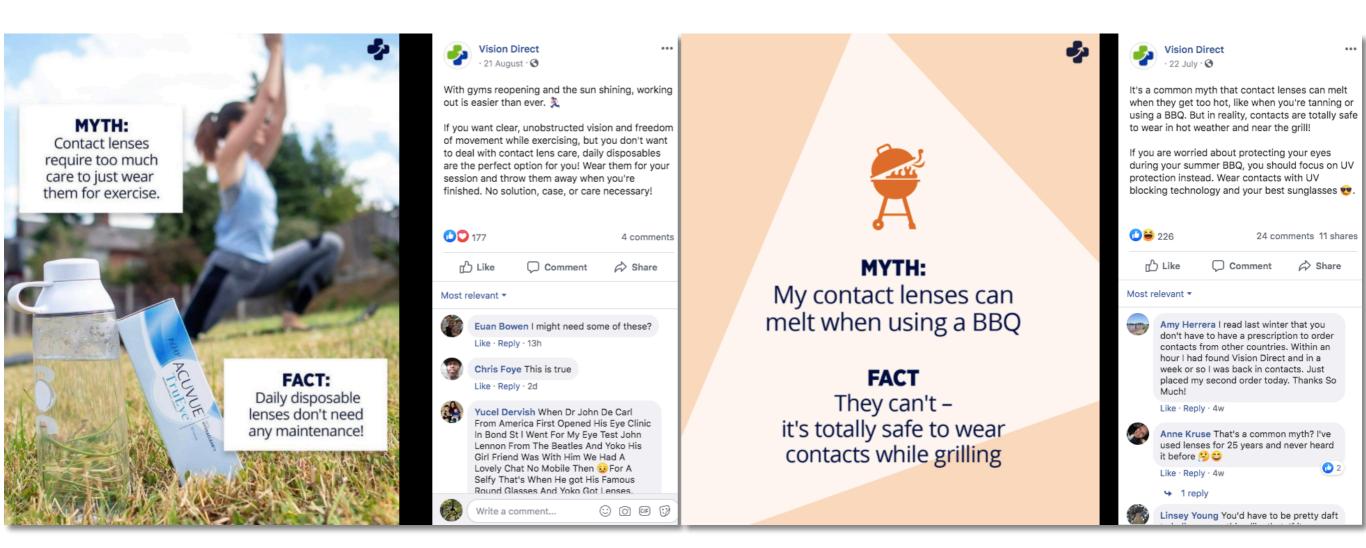


# **Useful links**

- 11 Genius Ways to Repurpose Content
- How To Repurpose Blog Content For Social Media
- How to Use Trending Topics in Your Social Media Strategy
- How Can You Repurpose Your Online Reviews?
- How to Use Instagram Customer Reviews for Maximum Impact
- How to Discover and Create Content That Your Audience Craves (and Grow Your Following)
- How to Use Trending Topics in Your Social Media Strategy
- How to Increase Social Media Engagement: A Guide for Marketers
- What are good ways of increasing social media engagement?
- Best Ways to Use User-Generated Content on Your eCommerce Site

# Appendix

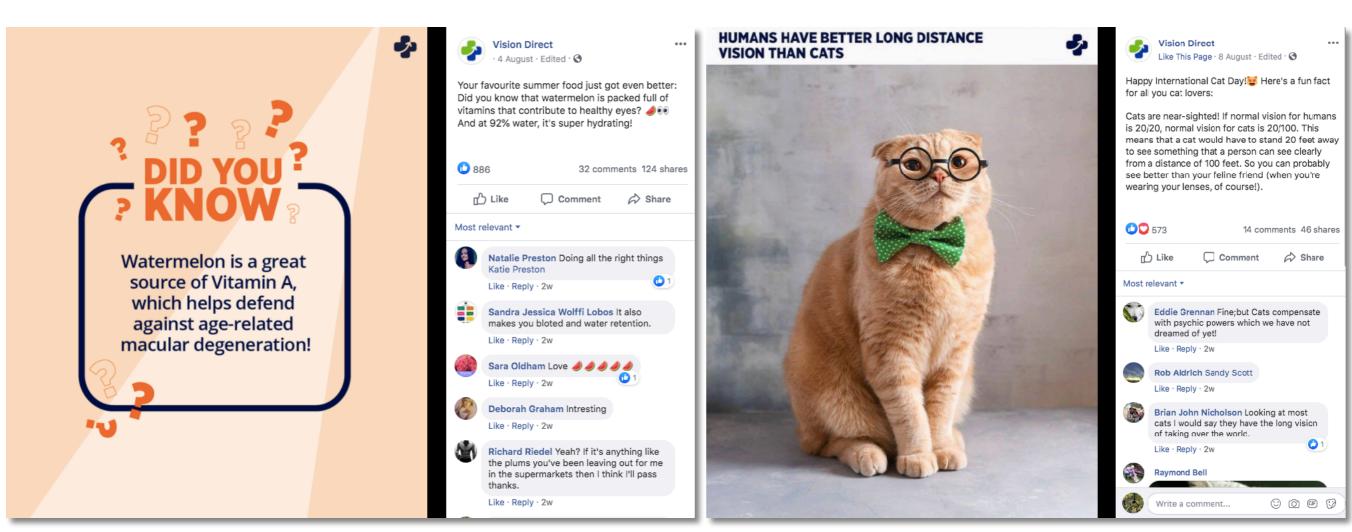
# Vision Direct: Brand building (70%) via educational posts gained lots of likes, shares, comments



177 likes, 4 comments

226 likes, 24 comments, 11 shares

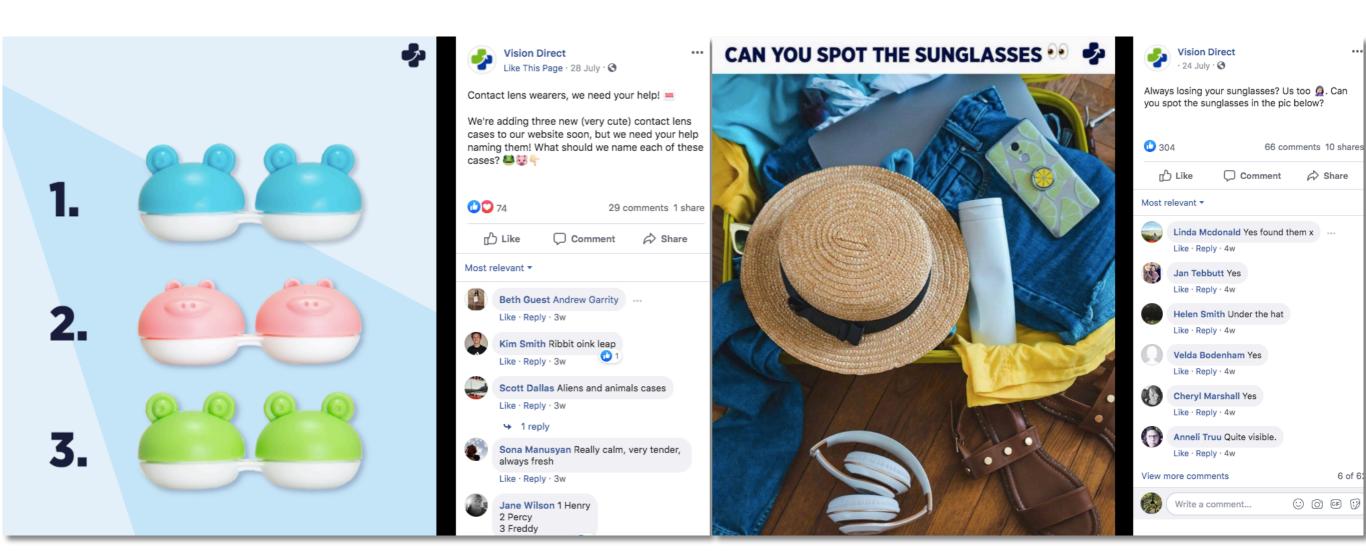
# Educational post variety: Lighthearted, within audience interest, spurs engagements and conversations



886 likes, 32 comments, 124 shares

573 likes, 14 comments, 46 shares

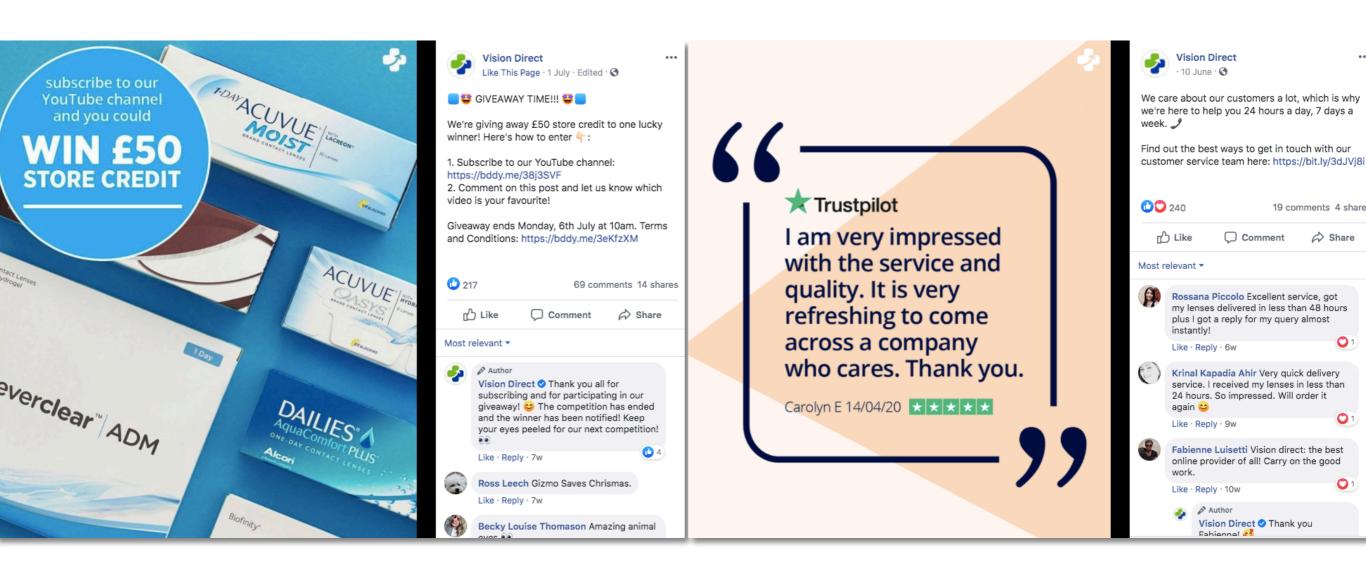
### Vision Direct: Engagement posts are fun



74 likes, 29 comments, 1 share

304 likes, 66 comments, 10 shares

## Vision Direct: Self-promo (10%)

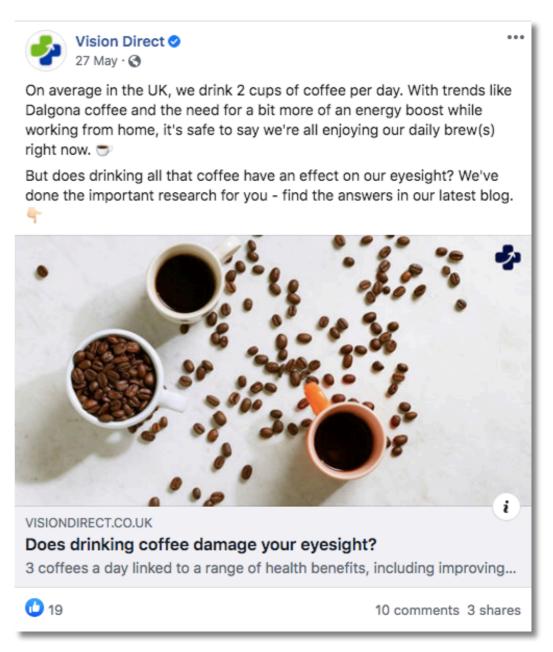


217 likes, 69 comments, 14 shares

240 likes, 19 comments, 4 shares

# Capitalize on trends during the pandemic (museum tours, dalgona coffee) via blog posts



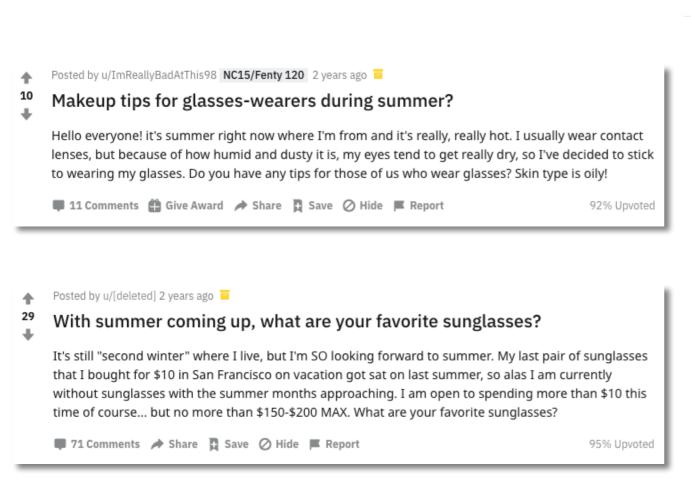


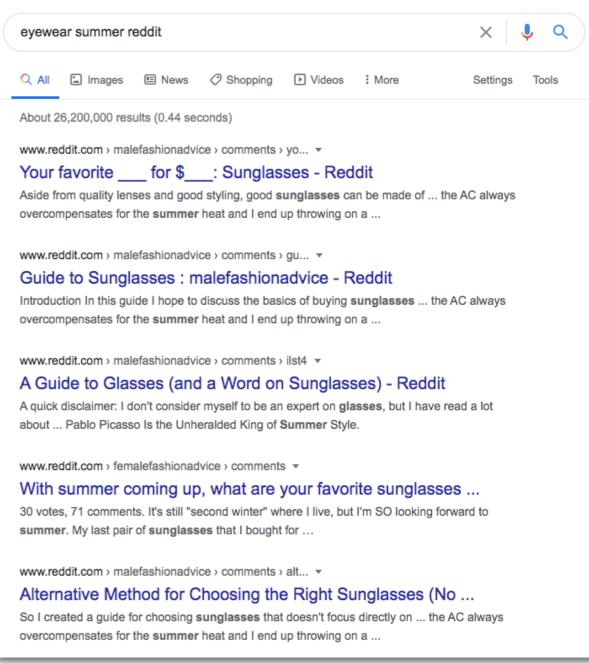
109 likes, 7 comments, 59 shares

19 likes, 10 comments, 3 shares

# Source content ideas to increase audience participation

Forums and the internet are a great place to start getting interesting topic ideas from people, which can be converted into various audience participation posts e.g. polls, questions, fill in the blanks, caption this, ask for opinions etc.





### Comment first via other geo profiles



