

### **Stephanie Beck** presents

# How to Create Social Media **Content to get more Clients in 30 days!**

By Best Selling Author Stephanie Beck

Social Alignments The Chiropractor's Guide to

Marketing Online

www.SRBSolutions.net

# What we are going to cover

- Using Social Media to get new clients
- Differences between Informational and promotional
- Answers to common questions about content
- Break into Small Groups to construct Posts
- Prizes for the winning team!

### "Social Media"













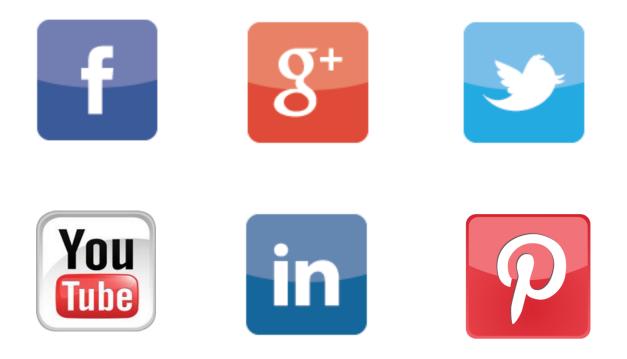




Hate it

#### Love it

# Most common Social Media sites



# Over 1 billion (yes billion) people use Facebook each month.

# facebooo,ooo,oook



# 170 million people use Google + each day!

Over **400** million tweets are sent a day on twitter!

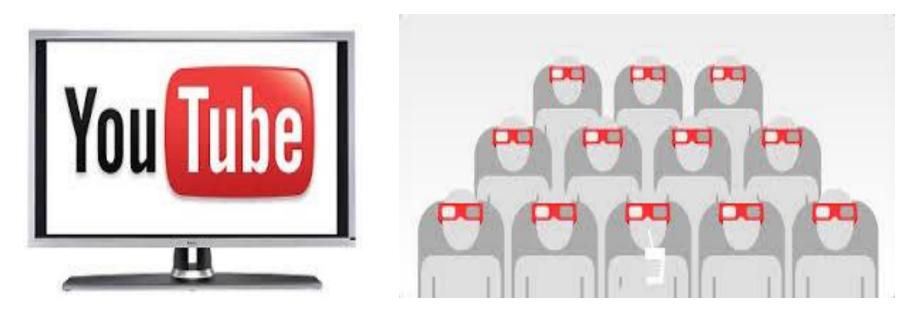
Twitter experience is coming: •

way to discove

# Let's look at twitter for a moment...

- > 33% of Twitter users are 45 and older
- 59% have some college education
- 37% have an income of \$50K to \$99K!

# Over 6 billion hours of video are watched each month on You Tube...



# Millions of married females age 35-55 use Pinterest daily





# Over 225 million users are on Linked In and two new users join every second!



# Fast facts about social media:

- People trust social media sites more than branded sites
- People will search for practices using social media
- According to Nielson survey 46% of online users count on social media when making a purchase decision.

# FACT: The world uses social media. So if you want new patients then you need a social media STRATEGY....

# Benefits of using social media effectively:



### Increase Brand Awareness

**Develop Customer Relations & Loyalty** 

#### **Build or Add to my Email List**

Sh,

### Have affordable PPC Advertising



- Test Headline
- Test Image
- Test Audience
- Right Message, Right Market, Right Time, Right Device

# Increase traffic to my website, other social media, blog, or other sources

#### **Increase** the foot traffic to my practice



### **Create Content**





#### Why You are there

# Why Consumers are there

### 6 Reasons Why People Use Social Media

- 1. They want or need to connect with others.
- 2. They need emotional support / validation or recognition
- 3. They want to have fun or be entertained.
- 4. They are bored and want to procrastinate.
- 5. They want to organize their personal or social life.
- 6. They want to connect with family or friends they've lost touch with.

# **Top 3 Psychological Reasons**

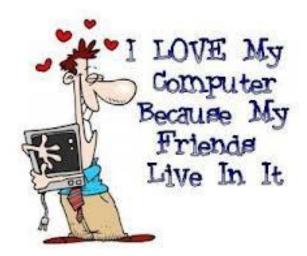
- Wanting or needing to connect with other people
- Needing emotional support, validation or recognition
- A way to organize their personal or social life

# Before you post anything, ask yourself:

- Does this make my potential patients feel more connected?
- Emotionally <u>supported</u> or <u>recognized</u>?
- Does this post give them an opportunity to socialize <u>or improve their personal life?</u>
- Go through the 3 reasons list...

### Which type is your IDEAL Clients?







# Do you know...

- How old they are?
- If they're male or female?
- What they love to do in their recreational time?
- What their relationship status is?
- Their disposable income?

# **Content Posting Ideas:**

- Run a contest
- Ask a question
- Post a question
- Offer to help
- Inspire them
- Encourage them
- Make them feel GOOD.

# So what's the best way to interact on social media?

# For example on Facebook you could...

- Like others comments.
- Respond to others comments.
- Share content with others.
- Private message users.



# Think of it like an ongoing conversation

### with your prospects...





#### "Content may be king, but engagement is queen and she rules the house."

Mari Smith Top Social Media Influencer Premier Facebook Marketing Expert

#### The know-like-trust cycle



# **Sales Funnel Creation**



# Shotgun approach marketing



# How do you do that? Craft your plan



described.

### Attainable & Realistic Goals





#### Set Measurable Marketing Objectives

- Increase Traffic to my \_\_\_\_\_ by this \_\_\_\_% within \_\_\_\_days.
- Grow my email list by \_\_\_\_\_amount of subscribers within \_\_\_\_days.
- Generate \_\_\_\_\_ amount of qualified leads by \_\_\_\_\_ days.

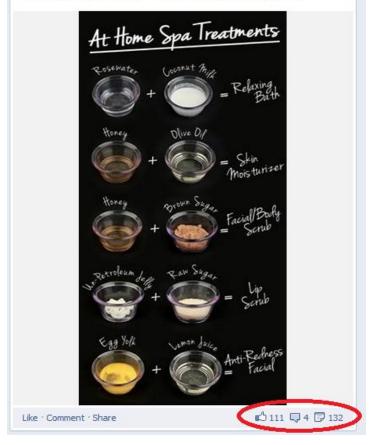
1<sup>st</sup> Strategy – Know the foundation for creating great content

Make it simple
Leave a lasting impression
Make it visually inviting
Have fun with it





DIY for your clients ~ At home spa treatments ~ Getting summer-ready skin couldn't get any easier than this and all it takes is two ingredients (in equal parts) per treatment to help get your skin feeling its best. — with Tara Marie and 3 others.





## **Ethics Using Images**

- Creative Commons Public Domain Dedication
  - image can be edited in any way you want. You can use it for commercial purposes and you do not need to give an attribution saying where you got the photo.

## My Favorites to use

- Picmonkey
- Easel.ly
- Canva
- > Infogr.am
- Paint
- Photoshop
- Youzign

www.SocialMisAlignments.com/Resources

#### 2<sup>nd</sup> Strategy - Use the 80/20 rule

**Promotional and Personal** 





Informational/ Educational Business /Professional

## Simple Social Media Math

- 3 posts a day x 7days = 21 posts
- 21 x 20% = 4 posts promotional

Wanna buy something? or Join my list

- 4 posts are personal
- 3 links to your blog
- 3 inspirational quotes or cartoons
- 7 article or video links
- Keeps you from being spammy

# Create a social media content agenda for the day, week or month

- Use various types of updates
- Select a topic or theme for week or month
- Use 80/20 Rule determine what kind of your promotion & what informational content will support them
- Re-Purpose your offline and email content

#### Ways to Find Content

- Ask customer for testimonials
- Word search on YouTube to find 2 videos on your topic (funny or educational)
- Google search for articles on the topic
  - produces 3-4 different articles sites that can be used throughout the month - 4 posts for the week
- Get directly from manufacturer regarding
- Staff or office bios, photos of massage rooms, reception room, etc...

#### Weekly Social Media Agenda

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Month:

Topic:

Keywords:

Hashtags:



Proven strategies as shared in

#### Social Media Weekly

Content Creation Cheat Sheet



If you have questions be sure to email sbeck@srbsolutions.net and visit SRB Solutions

 Social Media Tool:
 Plan your content. Use the 80/20 Rule:
 80% of the time keep it informational and Educational and 20%

 Promotional.
 Remember this is about being social and building relationships. You want to provide the most RELEVANT and

 VALUABLE updates to your IDEAL clients.
 You want to earn the right to do business with them and establish yourself and/or your

 practice as the expert.
 Use your insights tools to determine the BEST Days for promotion and engagement. Keep the message

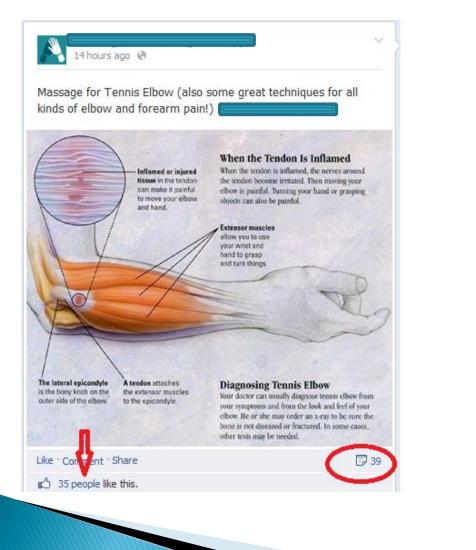
 simple.
 Make sure it is memorable.
 Inviting to look at. And Fun. Also remember to mix it up use various types of content like

 videos, article links, graphics, photos, cartoons, blog posts, and ask questions.
 Enter the type of content for each day and time

		slot in the boxes below to help you plan your month.						
Social Media Network	Recommended times to schedule updates	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Example	7-9am	health trend article		Blog post	coupon offer	healthy recipe	Q&A	blog post
	10am- 1pm	promo weekly contest	customer testinonial	photo wilquestion	stretching exercises	Photo contest	massage article	(10/80
	2рт-6рт	Inspirational Quote	delinition of terms	trends/Updates	Fraduct benefit	blog post	community event	cartoon
Facebook 0-500 fans = 3 posts per day 7days/wk. 501 - 2000 fans = 3 - 5 posts per day 7 days/wk. 2000+ fans= up to 6 posts per day	7-9am							
	10am- 1pm							
	2рт-брт							
g+ Google+	7-9am							
0-500 in circles = 3 posts per day 7days/wk								

#### www.SocialMisAlignments.com/SMATools

### Informational vs Promotional



Associated Bodywork & Massage Professionals (ABMP) March 24

Did you know #ABMP has two sister associations, Associated Skin Care Professionals (ASCP) and Associated Hair Professionals (AHP)?

If you know any estheticians, hairstylists, barbers, or nail professionals who should join, let them know and you can get \$20 off your next renewal.

Share this post, and make sure you tell them to mention your name when they join!





#### arch 22 🥡

Mending Hands Massage Therapy can help with your aches, pains, soreness, stiffness and recovery from injury!

E-mail

m to secure your session and start feeling better in your body!

#### Of the estimated 145 MILLION MASSAGES

received in 2012, the primary reason consumers turned to massage was for MEDICAL REASONS such as pain relief, soreness, stiffness and recovery from injury.

According the American Massage Therapy Association survey 87% of these clients believe massage can be effective in reducing pain!

mending hands massage therapy

Like · Comment · Share

17 people like this.



**Chiropractic Economics** August 15 @

Have a great weekend! #HappyFriday

#### Who wants to go to the chiropractor?



Like Comment Share

🗊 66 Shares

₫ 45 people like this.

15

# Your content can organically integrate into other social medias



# 3<sup>rd</sup> Strategy – Using #'s and @ in your updates

 Use keywords or phrases your patients are searching for

> Stephanie Beck @SRBSolutions - Aug 15 Are you attending the FCA next week? Message me @SRBSolutions so we can connect. #SocialMedia #chiropractor #FCAChiro

🛧 🛟 1 🗙 2 🧯 🚥

#### What are Hashtags

- a word or unspaced phrase preceded by a hash or pound sign (#) and used to identify messages on a specific topic
- allow you to create communities of people interested in the same topic by making it easier for them to find and share info related to it

## Why are they important

- People use the hashtag symbol # before a relevant keyword or phrase (no spaces) in to categorize updates and help them show more easily in the Search (Keywords)
- Clicking on a hashtagged word in any message shows you all other updates marked with that keyword

#### Where to use hashtags

- Twitter, Instagram, Pinterest, Tumblr, Vine, Google+, Flickr and Facebook
- Descriptions on photos
- Status updates
- Descriptions
- Blogs

#### How to use Hashtags

- a hashtag on a public account, anyone who does a search for that hashtag may find your update
- Don't #spam #with #hashtags. Don't over-tag a single update.
- Recommend using no more than 2 hashtags per update and description
- Use hashtags only that relevant to the topic

## **Research Hashtags**

- Hashtags.org
- Trendsmap.com
- Hashtagify.me
- Social media site
- Twitter Trends

#### Oops...

Kenneth Cole back in 2011 during the protests in Egypt, Kenneth Cole decided to make light of the situation with this tweet...



Millions are in uproar in #Cairo. Rumor is they heard our new spring collection is now available online at http://bit.ly /KCairo -KC

3 hours ago via Twitter for BlackBerry® 🖞 Favorite 🖽 Retweet 🖘 Reply

## How "@" symbol is used:

- @ symbol was used more frequently on Facebook before they modified the tagging feature.
- If you are friends or connected to the person when you start to type their name a list of people should pop up and you can "tag" or select them without using the @ symbol.
- Where it is used in your tweet will determine how it will be used
- At the beginning @thepersonshandle, this signifies a direct message to them.
- Used in the middle or end of the tweet, it tags the person to notify them that you want them to read, or recommends that person, product, or event shared.

#### Facebook

#### Twitter

#### Hashtag and @ symbol examples





Stephanie Beck @SRBSolutions · 19h

3 Strategies for Using Hashtags for Your Practice dld.bz/dvMRG via @SRBSolutions

....

#### Be careful using auto-responders



ACA @ACAtoday

Oh we think you are just great for following us. Thank you!

May !



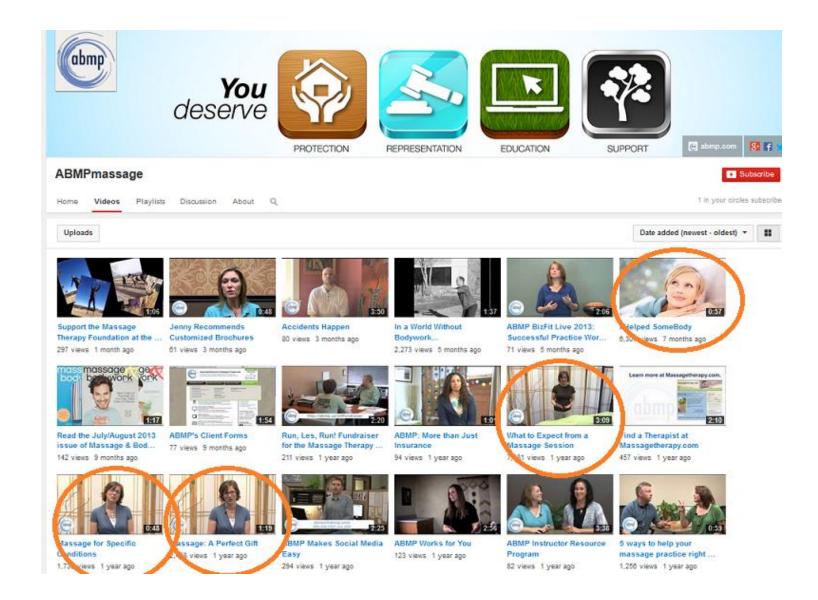
# 4th Strategy – Share from credible pages that your IDEAL patients like

- >Use the Graph search on Facebook
- Join or Start a groups on LinkedIN
- Follow them on Twitter & their Boards on Pinterest
- >List the favorites on your YouTube Channel



### Locate social influencers

- Find community page (noncompetitive)
- Leaders with high engagement and credibility
- Like as your page not as personal profile
- Post as your page
- Share from their page on yours
- Peers, colleagues, national organizations, and publications





Jennifer Adams LMT Shared publicly - Sep 6, 2013



#### The 181 Market's

#### **3rd Annual Fall Flea Market**

benefiting the EASTERN SHORE ART CENTER

September 20th, 21st & 22nd, 2013 Friday & Saturday • 9:00 am - 4:00 pm Sunday • 9:00 am - 2:00 pm

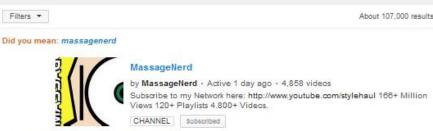
50+ Indoor Vendor Shops, Yard Sale Tents, Arts & Crafts, Plant Sale, Fresh Produce, Live Musical Performances, Small Business Booths, Face Painting, Food & Fun for the entire family! 10 x 20 participant space is \$75 (for 3-days) call 251-591-7340

Located in Highway 181 Mini Storage • www.181mini.com 16925 State Highway 181 • Fairhope, AL 36532

If

Here is an example of using a community event to share as content

We all know the Massagenerd! He has plenty of educational and informational videos you share as content to help educate your clients.





200+ Table Stretching Techniques (57 Minutes) by MassageNerd - 4 years ago - 355,722 views This is one of the first videos I made ......enjoy :) Here is a link to buy the newer version of this video: http://tinyurl.com/mubft8



"High Definition" Back Massage by MassageNerd · 5 years ago · 544,814 views http://www.MassageNerd.com http://www.MassageNerdShow.com http://www.YouTube.com/massagenerd ...



Neck Massage Techniques (Deep Tissue & Relaxing) by MassageNerd - 2 years ago - 73,280 views http://www.massagenerd.com http://www.massageproce.com I am the former owner of my own massage school, and I have also ...



100+ Rattan / Bamboo Massage Techniques (73 Minutes) by MassageNerd - 3 years ago - 48,408 views http://www.massagenerd.com http://bamboo-fusion.com.



100+ Chair Massage Techniques (59 Minutes) by MassageNerd - 4 years ago - 170,990 views MASSAGENERD: http://MassageNerd.com FACEBOOK: http://FaceBook.com /massagenerd TWITTER: ...



Back Massage Techniques (54 Minutes) by MassageNerd · 2 years ago · 147,457 views http://www.MassageNerd.com Learn some cool back massage techniques.

#### Fans of "Your Business Page Name"

- > Which of your fans have the most influence?
  - Who has the most mutual friends
  - Where do they work
- Pay attention to how many other pages besides yours they have liked
  - Good indication of how much time is spent on there

#### Favorite Interests of fans of "Your Business Page Name"

- Look for the interests that the majority of your fans have liked
- Look for the interests that you also like

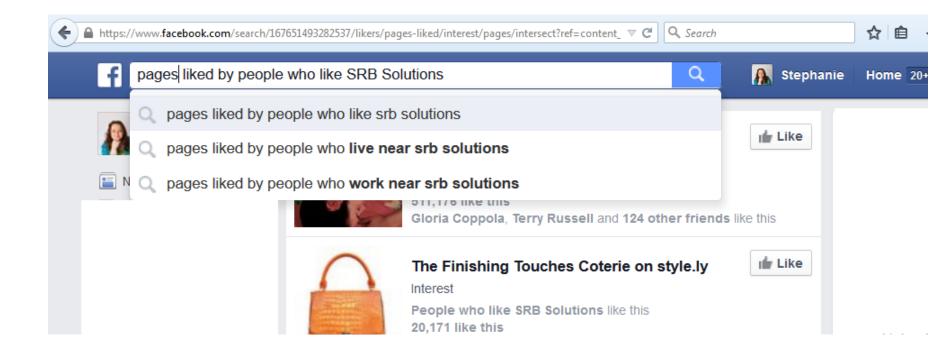
#### Favorite pages of fans of "Your Business page name"

- Provides a list of pages where your fans are "hanging" out
- Find local community as well as national pages
- Builds credibility, builds trust, creates a common bond

## Use Graph Search

Type: Interests liked by people who like "Your Page"





### Share from the experts



#### Share from the experts



Dynamic Chiropractic shared a link. August 14 @

http://www.dynamicchiropractic.com/mpacms/dc/article.php?id=57107 Things to consider when treating fibromyalgia patients...



Fibromyalgia: Put the Pain in Its Place www.dynamicchiropractic.com

3 Furthermore, the National Pain Foundation's large-scale 2014 survey of 1,339 fibromyalgia patients revealed that more than 60 percent of patients reported no improvements at all with these FDA-approved...

Like · Comment · Share

🗊 4 Shares

🖒 2 people like this.

#### Position yourself as an expert



## Set weekly achievable goal

- Choose 5 to watch, like, follow and share from each week on your page
- Choose 3 local and 2 national
- Select pages that relate to your page without competing
- Build a mutual support channel with the owner of that page
- 98% of the fans on these pages will be NEW potential fans for you

# 5<sup>th</sup> Strategy – Use keywords in your content

- Content is ranking in some of the largest search engines
- Consumers are using Social platforms as search engines to find information



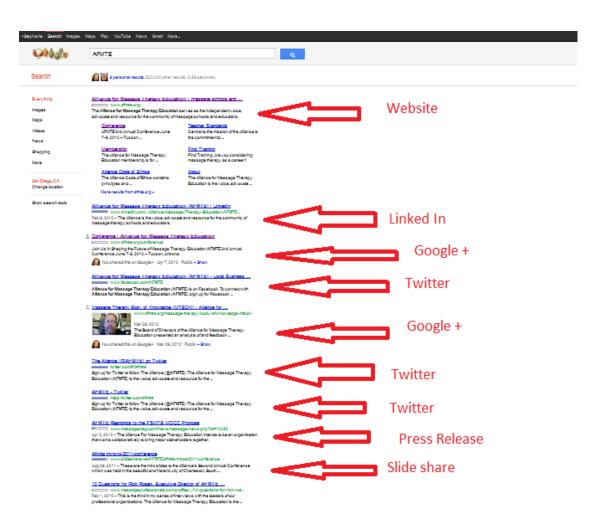
### What are Keywords

- are what consumers who are most likely to purchase your product entering into the search engines when they are searching for solutions to problems that your product solves
- A business owner always wants to use keywords that are converting keywords for their ideal target market whether or not they use paid traffic or use them organically (nonpaid traffic).

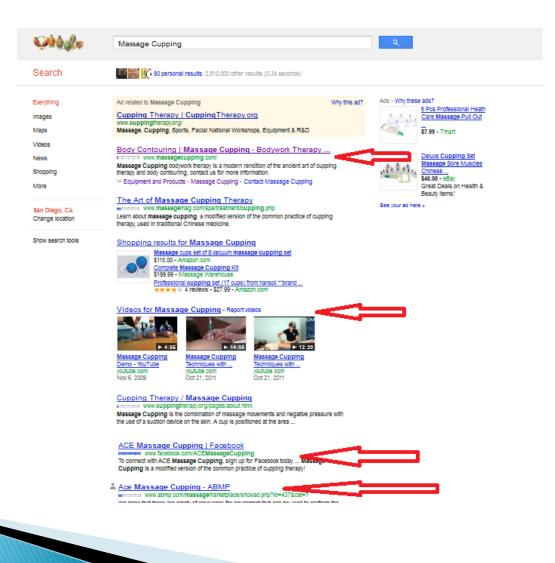
# Why you use keywords

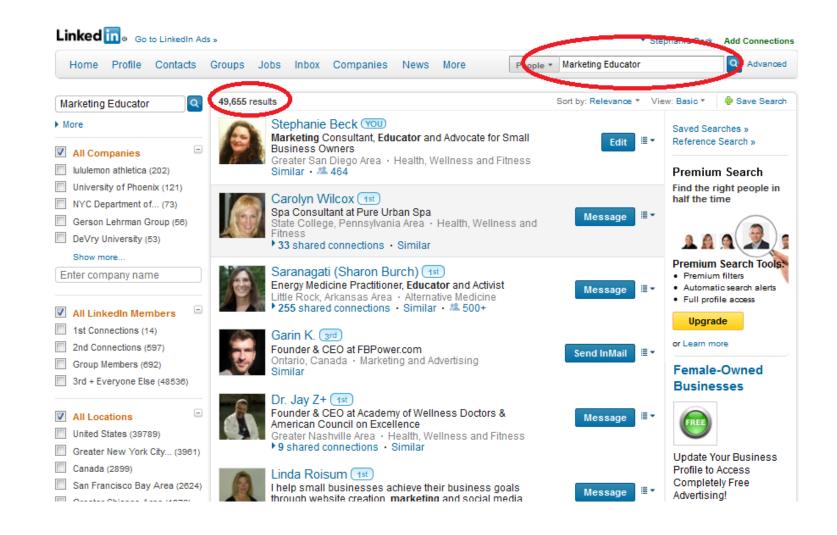
- Social Media pages are ranking in some of the largest search engines
- Consumers are using Social platforms as search engines to find information

### **Results when searching**



### You Tube, Facebook & Linked In





### What makes a good Keyword

- Make it specific to a "buyer"
- Avoid general terms or broad subjects
- Natural Organic Ingredients, natural body wonder, made with organic ingredients, all natural products
- Massage Therapy, Deep Tissue, chiropractic care
- Chronic back pain, low back pain

### Example

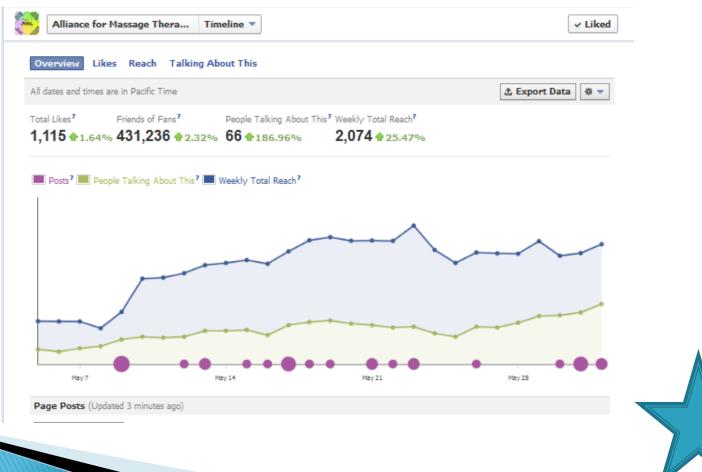
- Flat Screen TV
- Differences between brands
- Samsung 62" LED Flat Screen TV
- Reviews of Samsung 62" LED Flat Screen TV

### **Basic Keyword**

- Massage Therapist (City name or geotargeted location)
- Chiropractor (City name or geo-targeted location)
- Massage Therapy Education (City name or geo-targeted location)
- The Best Massage Therapist El Cajon

# 6th Strategy - Use insights tools

### > Review your insights weekly



### Find out what posts work best

book	🛓 💭 🤩 Search		٩		<u>í</u>
Alliar	nce for Massage Th Timeline	2 -			v Lil
Date 7	▼ Post?	Reach 7	Engaged Users ?	Talking About This ?	Virality ?
6/1/12	Very excited to have Benny Vaug	140	3	2	1.43%
6/1/12	AFMTE Attendees are ALL "Abov	188	18	7	3.72%
5/31/12	🐔 Alliance For Massage Therapy Ed	157	1	-	
5/31/12	Biotone will be featuring their ne	143	1	-	
5/31/12	WE have so many prizes for atte	187	11	4	2.14%
5/30/12	🛐 So glad that F A Davis is an Allie	197	7	3	1.52%
5/26/12	We will be introducing some GRE	359	37	24	6.69%
5/23/12	Some of our members have expr	288	14	1	0.35%
5/23/12	📳 Can you Earn CE's while at the A	200	24	5	2.5%
5/22/12	🕤 Massage Therapy Foundation is a	257	3	1	0.39%
5/21/12	🛱 I'm listening to Benny Vaughn an	262	7	2	0.76%
5/21/12	🛐 http://www.afmte.org/ Massage	214	6	2	0.93%
5/19/12	📟 What is one word you would use	423	14	6	1.42%
5/18/12	A tasty treat for all Conference	224	15	4	1.79%
5/17/12	Dver \$150 worth of Products in t	307	16	4	1.3%
5/17/12	🚺 Wall Photos	179	2	2	1.12%

### 7<sup>th</sup> Strategy – Use various types of posts

### Stephanie Beck @SRBSolutions - 12m

Want more Social Trigger Points Success? Register for the FREE Presentation and get 5 Steps to Grow your practice on...bitly.com /11110b

13 ★

**a** ...

•

SRB Solutions Posted by Stephanie Beck [?] - August 2 @

Would you agree with this statement? "Before the days of social media, our average attention span used to be 20 minutes. Now with social media, it's around 9 seconds. People can now form an opinion of you instantly on social media." — at SRB Solutions.

### Like · Comment · Share



### Stephanie Beck

Get the secrets to a thriving Chiropractic Practice



### The Secret to a Thriving Chiropractic Practice

Like - Comment - Share

Never stop learning, because life never stops teaching

Never stop Learning

Teaching

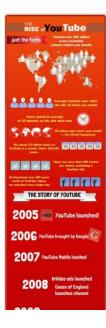
**Because life** 

www.SRBSolutions.net

26 Shares

Delete

youtube.com \* Stephanie Beck, Educator and Advocate for the online marketing success of chiropractors, massage therapists acupuncturist and spa owners uncovers the 3 secrets every chiropractor should know to have a thriving practice. If you...



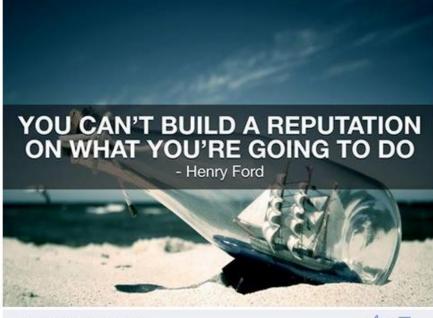


### Sharable quotes work!



SRB Solutions September 6, 2013 🛞

Can anyone else appreciate this besides me?



Unlike · Comment · Share

6 3



SRB Solutions Posted by Stephanie Beck 🖓 · March 18 🚷

How are you breaking out of your comfort zone this week?



Like ' Comment ' Share

### Use direct links to articles

**SRB Solutions** shared a link. Posted by Stephanie Beck [?] · March 6 🛞

Sharing an extra little cup of Awesomeness with you! Cause you are awesome and I am awesome. Have an awesome day! http://youtu.be/ehnl0cd-rcw



THE AWESOME ANTHEM VIDEO (FULL VERSION) by Sekou Andrews www.youtube.com

This is THE AWESOME ANTHEM (full version) -- a hilarious, inspirational spoken word video by Sekou Andrews,...



SRB Solutions shared a link. Posted by Stephanie Beck [?] · February 20 🛞

Are you using Press Releases to build your practice? If not, why not?

http://www.dcpracticeinsights.com/mpacms/dc/pi /article.php?id=56820



How and Why Press Releases Can Help Build Your Practice www.dcpracticeinsights.com

Author: Stephanie Beck. Title: How and Why Press Releases Can Help Build Your Practice. Summary: I'm going to share...

### **Social Media Explained**

foursquare

I'm at the donut shop – again!

facebook

I like donuts

You Tube

This is how you eat a donut

👅 Instagram

Here is a vintage picture of a donut

twitter

Hey! I am eating a donut

 Hotmail

Click for the secret to stop overeating donuts

Pinterest My donut recipe

lost.fm

Listening to 'Donuts'

Google+ I'm a Google employee and I like Donuts



Funny donut eating videos



The sounds of eating a Donut

flickr

My donut photo collection

Linked in

I want to work at a donut shop



Saw the donut? It's gone





### Is it Donut or Doughnut?



Who invented the donut?



Join us for Donut Tuesdays!

### **How Content Varies**

- Facebook Informational & Promotional content – Visual communication and storytelling
- Twitter Express brand personality real time communication
- LinkedIn share expertise and gain knowledge – leverage your strengths by answering questions

### **How Content Varies**

- Pinterest share products or highlight services – you become a resource
- Google+ Increase SEO organically, direct engagement with audiences
- YouTube put a face to your brand, increase
   SEO efforts, easily sharable

### Secret hints for social content

- No more than 120 characters on Twitter
- Unlimited on Facebook be strategic
- LinkedIn 500 characters
- Pinterest use rich pins
- YouTube add custom thumbnails

# Quick Posting Tips:

- Avoid posting during daily routine times otherwise your reach will be limited (e.g. 9am school drop off, evening meal at 6pm).
- Most interaction happens at the top of the hour
- Use services that can automate your social media posts
- The more social activity your post gets, the more viral it can go

### Frequently asked questions:

- >How often do I need to post an update?
- >What to do about negative comments?
- Can I use the same content multiple times?
- >Won't people get tired of me sharing ALL the time?

# **Questions?**

Twitter: @SRB Solutions Facebook: www.facebook.com/SRBSolutions

### www.SRBSolutions.net

### 888-476-9773

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