

# GETTING STARTED WITH SOCIAL MEDIA

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### Introduction

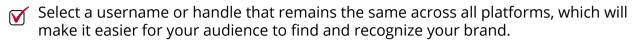
This guide will help sales experts set up their social profiles and maximize their content strategy to promote themselves on various social media platforms, such as LinkedIn, Facebook, and X (formerly Twitter). We will discuss the best days and times to post content, how to use and find trending keywords and hashtags, demographics for each platform, and the types of content to post.

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# **Profile Setup - All Platforms**

In terms of profile setup across all social media platforms, consistency is key.



- Use a recent, professional, and high-resolution photo as your profile picture where you are the sole subject, ensuring your personal brand is clearly identifiable.
- Include relevant contact information and links to your website to facilitate straightforward user access to more detailed information about you or your brand.

### Who's on these Platforms?

You don't have to be on every platform. Focus on creating engaging and relevant content for the platforms where your target audience is. This allows you to create a **stronger and more personalized connection** with your audience.

### LinkedIn

LinkedIn is a professional and business-oriented platform. The largest age group on this platform is 25 to 34-year-olds, making up 60% of its user base. LinkedIn is widely used by professionals for **networking**, **job searching**, **and industry-related content sharing**. It's an ideal platform for B2B marketing, professional services, and recruitment campaigns.

### Facebook

Facebook has a wide age range, catering to both **personal and professional interests.** As of 2023, the largest age demographic on Facebook is 25 to 34-year-olds, followed closely by ages 45 and older. Facebook is almost evenly split between male and female users, with men slightly leading at 56%. The platform supports various types of content, including text, images, videos, and live broadcasts, making it a versatile choice for marketers.

#### Χ

X (formerly Twitter) is a **news-focused**, **real-time updates**, **and conversation-driven platform.** The majority of X users are between 12 to 34 years old, followed by the 35 to 54 age group. X has a slightly higher percentage of male users, with men making up 62.9% of the platform's user base. This platform is ideal for brands looking to engage in real-time conversations, provide customer service, or share timely updates. LinkedIn Ages: 21 to 65 in

Business focused site for B2B

Professionals sharing content and networking

#### Facebook

Ages: **25 to 45**+

More weighted to male users

Personal, Business, and endorsing products



 $\mathbb{X}$ 

More weighted to male users

Ages: 12 to 54

News-focused platform with real-time updates

Setting up your LinkedIn profile effectively is crucial for promoting yourself as a sales. expert. Prior to reaching out to prospects, make sure your profile is **fully optimized**.



**NOTE:** Before making changes to your profile, deactivate the option to "share your profile changes with your network." You don't want your connections to receive notifications about every change you make.

Manage active status	Your Connections only	-
	the contraction only	_
Share profile updates with your network	Off	~
Notify connections when you're in the news	On	->
Mentions or Tags	On	->
Followers		->

**Choosing Your Profile Photo** 

**HOW TO:** In the top right corner, click on your profile image where it says, "*Me*" > *Settings & Privacy* > *Visibility* > *Visibility of your LinkedIn activity* > *Share profile updates with your network (Off)* on LinkedIn.



Upload a **recent, professional, color photo.** If you go meet a prospect, they should be able to pick you out of a crowd based on your profile photo.

Ensure you are the only person in the photo. A **solid background** will look best.

**TIP:** Try and look to your left when having the photo taken. Once in position, this will draw visitors into your profile page.

### Utilize Prime Real Estate

Start by showcasing your company, a specific campaign, or your unique skills by adding a banner. Make sure to use high-quality, compelling images to grab attention.

EXAMPLES

**TIP:** <u>Click here</u> for ways to create an eye catching LinkedIn Banner with tips and examples to get you started!

### **Crafting Your Headline**

Make your headline descriptive - convey who you are, what you do, and the value you provide. Think of this as your personal brand statement.

Strategic Sales Leader | Proven Record in Driving Revenue Growth Dynamic Sales Director | Client Acquisition & Market Expansion Expert Innovative Revenue Growth Architect | High-Performance Team Builder

Use **keywords** to make your profile stand out in search results.

**TIP:** Type **#(keyword)** in the search bar on LinkedIn and see if it is showing up in search results. If it is, go ahead and use it. This will also share more like-keywords to add in other sections.

Enhance your profile with a **link.** Consider adding your calendar link or other assets that further explain your services.

**HOW TO:** On your profile, click on the pencil icon and scroll all the way to the bottom > *Add Custom Button* > *select the most appropriate option* > *Enter URL* 

O None	Visit my store
O Premium custom button	View my portfolio View my blog
(Visit my website * )	Book an appointment
URL*	

### Help People Understand What You Can Do For Them

The "About" section is an opportunity to showcase what you can do for your clients or network. Rather than focusing on your past career achievements, highlight how you can help your clients achieve their goals. Use the template below for guidance on how to structure your content.

#### 🌟 About Me

Hello! I'm [Your Name], a passionate and results-driven Sales Leader with over [X] years of experience in leading high-performing sales teams across various industries, including [Industry 1], [Industry 2], and [Industry 3]. My expertise lies in developing and executing strategic sales plans, fostering strong client relationships, and driving revenue growth.

#### 🚀 What I Do

Throughout my career, I've had the privilege of transforming underperforming sales teams into top performers by implementing innovative sales strategies, coaching for excellence, and fostering a culture of accountability and continuous improvement. My leadership style is centered around empowering teams, encouraging open communication, and setting clear, attainable goals.

#### 💡 My Approach

I believe that at the heart of every successful sale is a deep understanding of customer needs and a commitment to delivering exceptional value. This customer-centric approach, combined with data-driven decision-making, has been the cornerstone of my success in exceeding sales targets and achieving sustainable growth.

#### **P** Accomplishments

- Led a team of [Number] sales professionals to achieve a [Percentage]% increase in annual revenue within [Timeframe].
- Designed and implemented a sales training program that reduced ramp-up time for new hires by [Percentage]%.
- Successfully negotiated and closed deals with key accounts, resulting in a [Dollar Amount] increase in revenue.
- Recognized as "[Award]" for outstanding leadership and contribution to [Company/Industry].

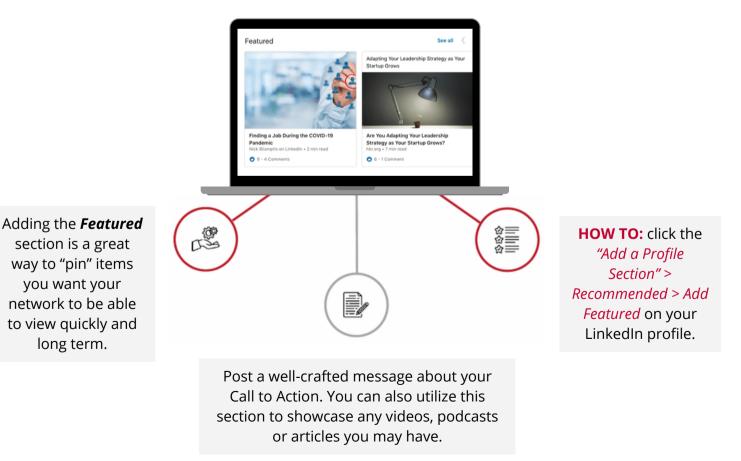
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#### **Profile Summary Tips & Best Practices**

- Make sure you are always writing in first person (as if you were speaking directly to your ideal clients).
- On't focus on past jobs or specific industry experience here, those belong in the experience section.
- Add keywords to help improve your ranking, but don't go overboard.
- Add a Call to Action.
- Focus on your knowledge and subject matter expertise, how you can add value, what unique insights you can offer.
- Add rich media content to further enhance your profile with dynamic content.



### Add a Featured Section



#### **Showcasing Your Experience**

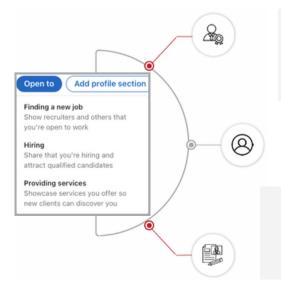
Your LinkedIn *Experience* section is an opportunity to display your career progression and the various roles you've held within the same company.

Provide a brief description for each role (less is more), include a short intro with no more than 3-4 bullets of accomplishments. Try to focus on numbers and stats, proof of performance in your bullets (i.e. Grew company revenue by X%).

Add rich media such as videos or website links to drive home what you do and how you support the business community.



#### **Utilizing LinkedIn's Open to feature**



This is a great place to add what type of work you are open to that supports the services you provide.
HOW TO: On your profile, click "Open to" > Select applicable option(s).

For example, if you choose **Providing Services**, we suggest: *Business Consulting, Consulting, or Coaching & Mentoring.* 

**TIP:** LinkedIn uses the additional information you provide to publish a dedicated landing page that showcases your services (at no cost). This page operates on a request-a-proposal model and can be found by your prospects under the **Services Marketplace**.

### **Skills/Endorsements and Recommendations**

List your most strategic skills and **pin the top 3. HOW TO:** On the Skills section, *click the pencil icon > click "…" at the top > Reorder* on LinkedIn.



**TIP:** Make sure to keep these current - continually evaluate and add new skills as you obtain them. Always have one or two from the current year.

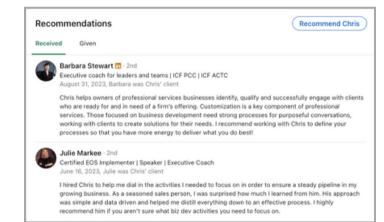
Listing the right skills will *aid in making you more visible* on both LinkedIn advanced and Google searches.

- Ask current and past colleagues, partners, suppliers, customers, etc. to write you a recommendation.
- Ask those who can speak highly about your abilities and contributions.

Don't forget to accumulate *Recommendations.* 

Ensure you have at least one recommendation from the current year.

If you receive multiple recommendations in a short time frame, consider spacing them out so they're not all posted in the same month, thus maintaining a steady flow of positive feedback over time.





### Volunteer Experience, Interests, and Accomplishments

**Volunteering:** Make sure to list and share what you are doing to support your community. If you are currently not doing anything, it might be a good time to start. A great website to find organizations that need volunteers is – <u>www.volunteermatch.org</u>

**Interests:** Based on who you are following, select any additional interests you have from the following categories:

- Influencers
- Companies
- Groups & Schools

**Accomplishments:** Listing your accomplishments is a great way to help your network understand more about your expertise. The categories are:

- Publication
- Honor and Award

• Patent

- Test ScoreLanguage
- CourseProject
- Organization (member)

#### LinkedIn Groups

Joining relevant LinkedIn groups can be a game-changer when it comes to building professional connections. Individuals with shared interests or professions can connect, share content, view and post jobs, and establish themselves as thought leaders in their respective fields.

#### Picking a good group entails confirming:

- The members match your target audience,
- Checking out the conversations, and
- Deciding if you believe participating in the group would be worthwhile.

To scan a group's members, you are required to become a member yourself. However, if you decide the group is not a match, you can leave at any time.

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**TIP:** When you join a group, do not try to sell your services. Instead, add value in your comments and/or provide resources/tools for them to utilize.

#### Using Groups to Your Advantage

- Search and join LinkedIn groups appropriate to your area of focus.
- Meet and engage in discussions, demonstrate your subject matter expertise.
- Message group members even if you're not connected.

#### Sample Message:

My name is *[your name]*, *[your title @ your company]*. We're both members of *[LinkedIn Group]* and I noticed your impressive background in *[fill in the blank]*.

I thought it would be nice for us to connect since we have similar interests. I would love to learn more about what you do to see if we can create a mutually beneficial partnership.

- Engaging in group discussions can expose you to fresh perspectives and insights from professionals across the globe.
- Sharing your own expertise can also help establish your credibility and authority in your field. Regularly contributing to group discussions increases your visibility, making it more likely for other members to view your profile and connect with you.
- Remember, your posts and comments reflect on your professional brand, so make sure they add value.

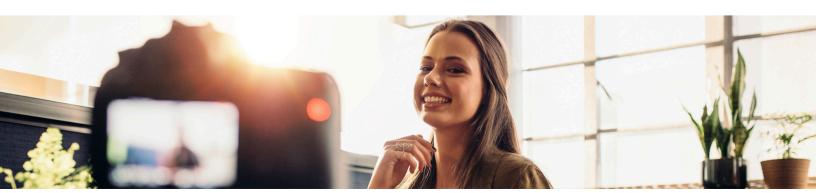
#### **Rich Media Suggestions**

Adding videos to your page is a great way to keep people engaged.

- •• Go to the section where you wish to add the rich media.
- <sup>02</sup> Click on the "pencil" icon to edit > *Media* > *Link*.
- <sup>03</sup> Paste the link to the video in the box; click *Add*.
- •4 You can then edit the **Title and Description boxes**.
- os Click *Apply* and then *Save*.



**TIP:** A good place to put rich media is within the *Experience* section or in the *Featured* section.



#### **Utilize Prime Real Estate**

For Facebook, start with a high-resolution profile picture that represents you or your brand adequately. Your cover photo should be engaging, and it can highlight your products, services, or any ongoing campaigns.





#### Help People Get to Know You

The **About** section is the perfect place to provide a succinct overview of your business or brand. Make sure to include your website link and contact details to facilitate easy communication. Regularly update your page to keep it fresh and interesting and encourage interaction by responding to comments and messages promptly.

#### **Creating a Company Page for Your Brand**

To create a company page on Facebook for your brand,



Begin by clicking on the 'Create' button on the top right corner of your Facebook homepage and select 'Page'.



You'll then select '*Business or Brand'* and click '*Get Started*'.



Enter your brand name in the **'Page Name'** field and choose a category that best represents your business.



It's essential to fill out all the necessary additional information, including your address and contact details.

os Select a visually appealing, high-resolution profile picture and cover photo that best represent your brand. Make sure they are visually consistent with your other online profiles to maintain brand consistency.

The **About** section is critical for providing potential clients or customers with the necessary information about your expertise.

This section should include a brief description of you/your company, your mission, and the services or products you offer.

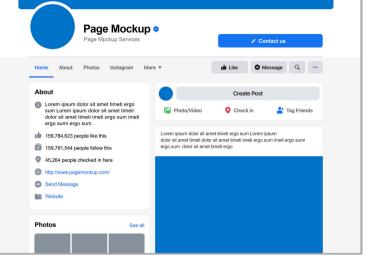
Be sure to include links to your website and social channels, and your working hours if applicable.

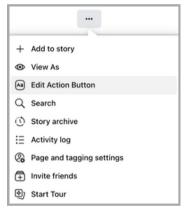
To enhance your page's credibility, utilize the *Action Button* by clicking the three dots located below your cover photo (see photo on right).

The button can be customized to direct users to schedule a call, sign up for a newsletter, or learn more about your business.

#### **Tips for the Pros**

- Invite your existing contacts to like and follow your page to grow your audience base.
- Monitor your page insights regularly to understand what works well with your audience and tweak your strategy accordingly.
- Remember, your company's Facebook page is an extension of your business, so keep it professional, informative, and engaging.





### **Reaching Out to Your Target Market**

Prospecting on Facebook presents a unique opportunity for sales leaders and small business owners to connect directly with their target audience, leveraging the power of social media to build relationships and drive sales. With **over 2.8 billion monthly active users**, Facebook remains a vital platform for businesses looking to expand their reach and engage with potential customers.

By understanding your target audience, building a strong presence, engaging effectively, and leveraging the tools available, sales leaders and small business owners can make Facebook a powerful platform for prospecting and driving business growth.

#### Leverage Facebook Tools

Facebook offers a range of tools and features designed to aid in prospecting. **Facebook Ads** can be targeted very precisely, reaching specific demographics, interests, and even behaviors. Additionally, using features like **Facebook Groups** can help you engage with niche communities where your target audience is likely to be active.



#### **Facebook Groups**

Joining Facebook groups tailored for small business owners and sales leaders can significantly amplify your networking and prospecting efforts. These groups serve as communal spaces for **sharing experiences**, **discussing challenges**, **and offering solutions relevant to the business and sales industry**. Leveraging such platforms effectively can lead to new opportunities, insights, and growth for your business.

#### Picking a good group entails confirming:

- The members match your target audience,
- Checking out the conversations, and
- Deciding if you believe participating in the group would be worthwhile.

To scan a group's members, you are required to become a member yourself. However, if you decide the group is not a match, you can leave at any time. While networking is a key benefit of these groups, it's important to do so thoughtfully. **Build genuine relationships** rather than approaching every interaction as a sales opportunity.

#### **Effective Engagement Strategy**

An effective strategy involves dedicating a specific amount of time each week to engage with these groups. **Start by:** 

- commenting on posts where you can add value,
- sharing articles or resources relevant to recent discussions, and
- occasionally posting thoughtful questions or insights to stimulate conversation

Over time, this consistent engagement builds your reputation, **making others more receptive to exploring business opportunities with you.** When reaching out to potential leads on Facebook, personalization is crucial.

#### Sample Message:

#### Hello [Name],

I came across your profile, and I was impressed by your dedication to [specific aspect about their business or role]. At [Your Company], we specialize in helping businesses like yours achieve [specific goal] through [your product/service]. I believe there's a great alignment between our solutions and the challenges you're facing.

I'd love to share some insights on how we've helped other businesses in your industry overcome similar challenges. Would you be open to a brief chat this week to explore this further?

Looking forward to connecting with you.

Remember, the goal of joining these groups is not just to find immediate business opportunities, but to **build long-term relationships and establish yourself as a trusted figure within the community.** By doing so, you'll create a network that supports not just your current goals but your ongoing growth and success in the sales and business world.

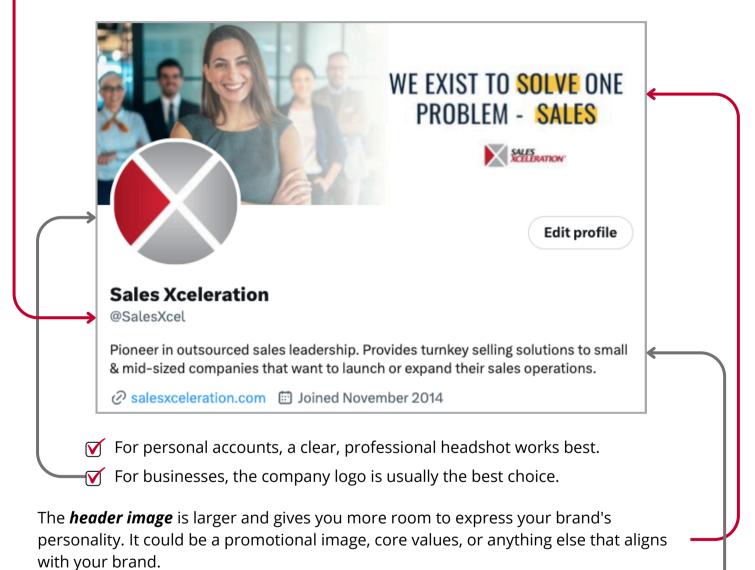


# Profile Setup - X 🛛 🕅

Your X *handle* should be consistent with your brand name to enhance your visibility in search results. It should be short, unique, and without any complicated characters.

#### **Utilize Prime Real Estate**

The profile and header images should align with your brand's visual identity. Your profile picture should be recognizable and high-quality.



# Help People Get to Know You

The **Bio** section, though limited to 160 characters, should effectively convey your brand's personality and mission. It can also include hashtags related to your industry, and a link to your website or a specific landing page. Make sure to include your website link in your profile; this will drive traffic from X to your site.

# **Content Strategy - All Platforms** Demographics and Target Audience

- Understand the user demographics for each platform and ensure your content caters to those specific audiences.
- Stay focused on your target audience pick topics that will interest them while enhancing your credibility. It's important to determine your objectives for each platform - this could be increasing brand awareness, generating leads, boosting sales, or a combination of these.
- Once you've determined your goals, developing a clear and consistent brand voice is vital as this will help to boost your brand recognition and build trust with your audience.

You should carefully **plan your content for each platform,** bearing in mind the specific best practices for each one. For example, the type of content that performs well on LinkedIn may differ from what performs well on Facebook.

# Content Strategy - LinkedIn in

Establish your current marketing goals such as introducing your business to potential clients or sharing resources to improve your brand. **Engage with your audience, be genuine, and avoid being overly salesy.** Using hashtags and maintaining consistency in posting can enhance your content's visibility.

When it comes to your first post, focus on offering value. This could be in the form of an **insightful article, industry news, or useful tips related to your field.** Make sure to incorporate relevant hashtags to increase reach. Most importantly, be authentic and engage with any comments or reactions to your post. This helps build a sense of community and encourages further engagement.

# Content Strategy - Facebook 📑

Your first post should ideally welcome your audience to your page, introduce your brand, and inform them about what type of content they can expect. After this, maintain regular postings following your preplanned content strategy, focusing on engagement and value addition. Post a mix of **informative articles, promotional content, and engaging posts that encourage interaction.** 

# Content Strategy - X 🛛 🕅

Consider **pinning a post that you wish to highlight;** this could be about a new product launch, an ongoing campaign, or anything that you would like your visitors to notice first. Proactively engage with your followers and post regularly to keep your profile active and interesting.

# **Content Creation Best Practices Brand Personality**

It's crucial to inject your brand's personality into your social media content. This makes your brand more approachable and personable. According to Sprout Social, focusing on creating engaging content helps build your presence. Whether it's humor, inspiration, or expertise, let your brand's persona shine through your posts. This not only differentiates you from competitors but also fosters a stronger connection with your audience.

# **Sharing Useful Content**

Sharing insightful and valuable content from trusted third-party sources can help position your brand as an **industry leader.** It demonstrates that you're well-informed about industry trends and willing to share useful information with your followers even if it doesn't directly promote your products or services.

# Sharing Free Resources

Providing free resources is an excellent way to attract prospects and show your existing audience that you're invested in their success. These resources could be anything from eBooks and checklists to tools and guides relevant to your industry.

# The 4-1-1 Rule

When creating your content, a good rule to follow is the 4-1-1 rule. This rule suggests that for every six posts you create,



**4** should either be entertaining or educational,



**1** should be a 'soft sell' (subtly promoting your product or service),



Ensure that your content is **easy to scan** and always includes an interesting **image or** video to grab your audience's attention.



# Your Stories and Thoughts - All Platforms

Create new content based on lessons you have learned, a unique experience, a personal learning, and more. This allows you to bring more of yourself to the platform.

### Blogs

Blogs are a great way to share informative and educational articles. You can also share your own thought leadership on a specific subject.

### Infographics

Create visual and engaging content to break down complex ideas. Infographics are another great way to get people to stop scrolling!

### Videos

Utilize tutorials, Q&As, and live streaming to build audience engagement. Many find the most engagement when sharing videos.

### Polls (use them sparingly)

### Images

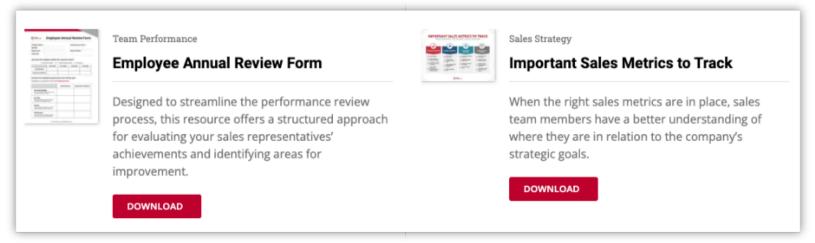
Share high-quality branded images, graphics, and quotes.

### **Case Studies**

Case studies are a great way to show your network the type of services you provide and the ROI they can expect.

### **Free Resources**

Providing free tools and resources for your network to download is an important way to build relationships. Sales Xceleration has developed free checklists and "do it yourself" resources on our website to aid sales leaders and business owners.



# **Optimal Posting Times**

Below are the optimal days and times to post on each platform to maximize reach and engagement.

# LinkedIn in

**Tuesday - Thursday** 7:00 AM - 9:00 AM and 12:00 PM - 2:00 PM

### Facebook

Wednesday - Friday 9:00 AM - 1:00 PM



#### Tuesday - Thursday

7:00 AM - 9:00 AM and 5:00 PM - 6:00 PM

### **Social Media Scheduling Tools**

Social media scheduling tools are essential for managing and optimizing your online presence. These tools allow you to schedule posts in advance, monitor engagement, and analyze performance across multiple platforms, saving you time and helping you stay organized.

- Hootsuite is a widely popular tool that supports scheduling and posting to various platforms including Instagram, Facebook, Twitter, LinkedIn, Pinterest, TikTok, and YouTube. Its social media calendar helps you plan and visualize your content strategy effectively.
- Sprout Social is another robust tool that not only allows scheduling and publishing but also focuses on enhancing audience engagement. It offers comprehensive analytics to provide insights into your social media performance, helping you refine your strategies based on data.
- HubSpot, while being more than a scheduling tool, also offers features to schedule, edit, preview, and publish your social media posts. It provides a unified dashboard where you can manage all your social media activities, making it a one-stop solution for many businesses.

These tools, and others like them, are transforming the way businesses manage their social media, offering a range of features to streamline processes, enhance engagement, and drive results.

# **Trending Keywords and Hashtags - All Platforms**

One effective strategy to raise the visibility of your profile is to research and use trending keywords and hashtags that are relevant to your industry or niche. For instance, if you're working with specific companies or individuals, consider tagging them in your posts.

### **Social Listening**

To stay ahead in the social media game, utilizing social listening tools and analytics to find ongoing conversations and emerging trends is pivotal. Tools such as <u>Hootsuite</u>, <u>Brandwatch</u>, and <u>Sprout Social</u> can help you monitor and engage with these conversations.

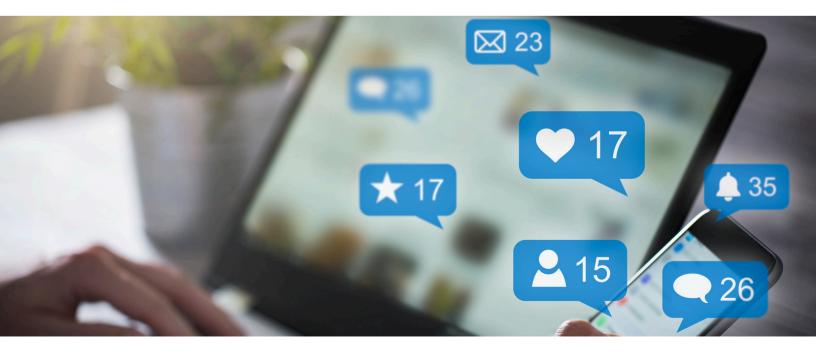
Another key to success is to analyze the top-performing content from your competitors. This can help you find popular hashtags and keywords to incorporate into your own strategy.

### Hashtags

Creating a unique set of brand-specific hashtags for your followers to use is also an effective way to foster community and increase visibility. Tools like <u>Hashtagify</u> or <u>RiteTag</u> can help you generate and track the performance of these hashtags.

Be sure to follow relevant hashtags yourself to stay updated on what's trending. This will notify you when topics related to these hashtags are gaining traction, allowing you to join in on the conversation promptly.

Most social media platforms have a function that allows you to follow hashtags directly, ensuring you never miss a trending topic in your industry.



# **Community Engagement - All Platforms**

Engaging with your community forms the backbone of a successful social media strategy.

- It is essential to promptly respond to comments and messages from your followers.
- Don't be a liker. Rather than just liking posts, engage more by commenting. This not only gives you visibility on the individual's posts, but should also be considered a crucial aspect of your social media interaction.
- Create an open dialogue and encourage interaction with your content through well-placed questions and compelling calls-to-action.
- Proactive participation in industry-relevant conversations and collaboration with influencers and partners within your sector can significantly expand your reach.

Additionally, joining and becoming an **active member of relevant groups** can further enhance your brand presence.

- Share posts from others and add your unique perspective not only provides value to your network but also fosters a sense of community.
- $\checkmark$  If a post strikes a chord or provides insight, consider reaching out directly to the poster.

Both of these techniques will help you forge new connections or deepen existing relationships.

# **Measuring Success**

### **Engagement Metrics**

Track performance metrics such as likes, shares, comments, and clicks on your posts. They indicate how much interaction your content is generating you're your audience. High engagement means your content resonates with your audience and encourages them to interact with it. Continue to share those posts that perform well. People have to see things multiple times for them to resonate, don't be afraid to re-post content that is performing.

### **Platform-Specific Analytic Tools**

Different social media platforms offer built-in analytics tools, such as Facebook Insights, X Analytics, LinkedIn Analytics, etc. These tools provide valuable metrics like post reach, impressions, page views, follower growth, and more. They can help you understand how your content is performing on specific platforms.

### **Content Strategy Adjustment**

Adjust your content strategy based on data and insights to improve results. If certain types of posts are performing better than others, focus on creating more of that content. Similarly, if some posts are not performing as expected, find out why and make necessary adjustments.

### **Conversion Rate**

The conversion rate is a percentage of social media users who take the desired action after interacting with your post, like making a purchase or filling out a form. High conversion rates indicate that your social media marketing efforts are successful in driving business.

Remember, **the success of social media marketing** isn't just about accumulating likes and shares. It's about creating **meaningful engagement** with your audience, driving them to your website, and ultimately, converting them into clients. By tracking these metrics and adjusting your strategy accordingly, you can optimize your social media efforts for maximum impact.

# The Bottom Line

Social media can be a powerful tool for sales leaders and business owners looking to build brand awareness, connect with their audience, and drive sales. By following the tips and strategies outlined in this guide, you can effectively establish a strong presence on social media and achieve your business goals. Remember to regularly **review your strategy, stay up to date with platform changes, and engage with your audience consistently** to continue growing your social media presence.

**Looking for more sales best practices?** Visit our **<u>library of resources</u>** for everything from tips on meeting sales goals to onboarding new hires.

