



What we're going to cover

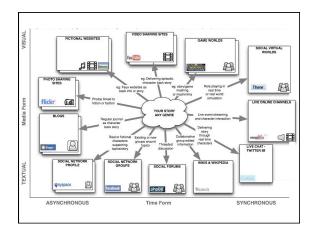
- •What is social media?
- •What matters & what's just noise?
- •The risks
- •What we absolutely have to do
- •What's possible





It is the Age of Conversation.

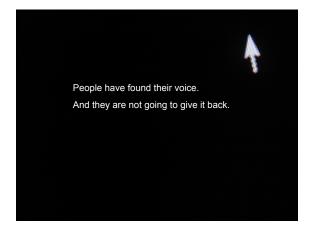












































Social marketing is nothing more than using web 2.0 tools, sites and services...

...to **promote** your organization's **products**, ideas, issues, agendas and services.



















Creative Think	"Come on man! I work at Kohl's and on our worse day we have never looked	No. of Concession, Name
Critical Fluff	anything near this disaster.	Built to Spill Caustic Puilt To Spill & Caustic
Drew's The Marketing Minute	It may not be your fault that the store gets trashed but it is your fault if you don't	
El Gaffney	clean it up!	G
exitomative	Yes customers can be awful ves they can mess up the departments ves it is	
	hard to keep up but the pictures here show a store that gave up or does not care.	Hey Hey My My Hey Hey My My
Experience Curve		Hey Hey My My
Experience Manifesto	The comments on this blog are pretty much justified. Remember: Expect Great	
expolió	Things.*	
	From Former Kohl's Employee in comments:	iTunes Make your own 🕣
Get Shouty	"Joe and Miriam (managers) need to start looking at the talent they already have	
Greg Verdino's Marketing Blog	within their district and stop hiring people from other companies that have no idea	Ben Yoskovitz
Instigator Blog	how to handle the volume of an average Kohl's. I worked for Kohl's here in Dallas	Al work on
laffe Juice	for several years and had a wonderful experience but was always amazed when	a Sunday morning.
	talented managers that already worked for the company were passed over for	When you're this
junior planner i am	store manager because the ditrict and regional managers wanted to hire	close to launch, it's
Living Light Bulbs	someone from the outside. Nine times out of ten, these managers that are hired	C-R-U-N-C- H TIMEL
Logic+Emotion	from the outside have failed miserably because they cannot handle the volume."	13 minutes
Make the logo bigger.	From Alejandra in comments:	
Maple Takedown	"I started working at Kohl's last summer and I learned very quickly that people	Autor I to
Marketing Hipster	suck. I don't mean that just the customers suck, but assolates suck too. Mainly	Bloomsbur
	because some of the ones I work with bicth and complain about stupid crap	bowling 36 minutes
Marketing NirvÄna — by Mario Sundar	and/or do nothing to help.*	ago
Marketing Profs Daily Fix Blog	From Emily in comments:	
Masi Guy	"I work at Kohl's. While we are understaffed, take into account the people that	Drew McLellan
	shop there. I have never seen such disgusting people in my entire life. I work	Okay, the pressure is
Media Orchard, by the Idea Grove	with people who have worked in retail for years and have never seen such	offI went hack a few
Home Wolfer	borrible customers.	soteens



ps News Shopping Gmail more V Google kohi's Search Advanced Search Preferences Web Kohl's™ Official Site www.kohls.com Great Savings and a Wide Selection for Your Family and Home at Kohl'sI Women's Clothing - Apparel & Accessories at Kohls.com ♥ail ♥ View women's clothing, apparel and accessories at Kohls.com - expect great things. Leading brands and styles of clothing, apparel and accessories for women ... www.kohls.com/kohlsStore/womens.jap - 29k - Cached - Similar pages Hee-Haw Marketing: HURRICANE KOHLS! Suil Ve got this Kohl's right next to my house, and with that proximity. Ill make a stop by every few weeks to check out the sale. It is always bad, but this ... heehawmarketing/toppad.com/hee_haw_marketing/2006/12/humicane_kohls.html - 155k - Canded Similar pages Kohl's Coupons, Kohl's Coupon Codes, Kohl's Discount Coupons, ... Sall Kohl's, Kohl's Coupons, Kohl's Onine Coupons, Kohl's Coupon and Kohl's Discount Coupons and Kohlis Discount Stopping, www.flamingowerld.com/coupons/Kohls - 207k - Cached - Similar pages

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The Geek Squad Incident - Epilo A few weeks ago, I had a series of posts about my experience with The Geek Squad at Best Buy. Robert Stephens and his gaggle of Geeks turned my frustrating customer experience into a classic example of service recovery and customer redemption. I was impressed at their responsiveness, and through the experience they've made me a lowed customer loyal customer.

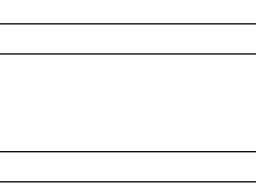


A few days after my repaired laptop had been promptly returned from City, I was surprised to return home to find another box from the Geek Squad on my door step. Inside I found frosting on the cake. There were a few small Geek Squad tsotchkes and my very own Geek Squad shirt. I'm an honorary Geek!...and a raving fan. Well done!

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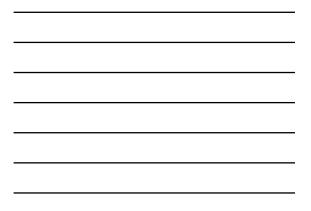
What kinds of issues will we be facing?

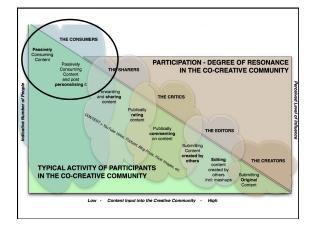
- Can an employer restrict/limit what you say and do?
 Is doing something embarrassing or dumb online any different than doing it at a dinner meeting?
 Can a company require that you "friend" them?
 Can we keep our personal and professional lives separate any more?
 If you have an individual blog does it reflect on your employer and can they influence content?













Google Alerts (BETA)		
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Welcome to Google Alerts	Create a Goo	gle Alert ; you wish to monitor.
Google Alerts are email updates of the latest relevant Google results (web, news, etc.) based on your choice of query or topic.		drew mclellan
Some handy uses of Google Alerts include:	Type: How often:	Comprehensive Comprehensive
 monitoring a developing news story 	Your email:	drew@mclellanmarketing.cc
 keeping current on a competitor or industry getting the latest on a celebrity or event keeping tabs on your favorite sports teams 		Create Alert
Create an alert with the form on the right.	Google will not sel	or share your email address.
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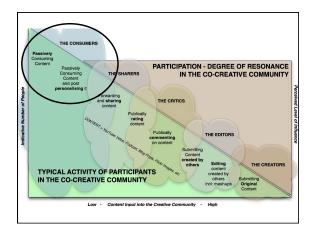
Servant of Chaos: Our Lives in Public By Gawin Heaton Take for instance, the recent examples where people have lost their jobs, been disciplined or otherwise penalised for their actions on social networking sites. As Drew McLellan points out in Who Really Owns Your Social Modia Persona? ... Servant of Chaos - http://www.servantofchaos.com/

Beth's Blog: How Nonprofits Can Use Social Media: Social Media in ... By Beth Drew McLellan puts it. "If you drop the f-bomb on Twitter, does your boss have a right to wince?" He goes on to ask these questions: Do you think employee manuals of the future will have "social media guidelines"... Beth's Blog: How Nonprofits Can... - http://beth.typepad.com/beths_blog/

Drew McLellan - 97 Bottles By Drew McLellan 97 Bottles is a cotally free service that lets you review, recommend and learn about beer with your friends 97 Trottles.com. Newest timeline items - http://97bottles.com/

IowaBiz: Dance with the one that brought you By Drew McLellan in Marketing & Branding April 15, 2009. 36840161 Sure, we all want new clients/customers. After all, that's why we are in business, right? Somehow in the hustle and bustle of marketing, a very important group often gets ... IowaBiz - http://www.iowabiz.com/

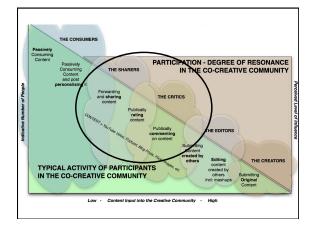






















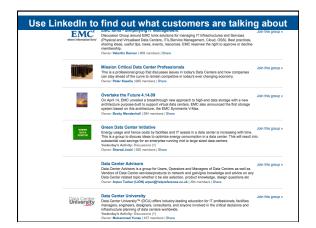






- Datacenter If you had the choice, would it be on prem, hostind, colo or a hybrid?
 Dynamic processor it is right here, but it is notify to do all the Gun bid, using the suppression of the work is supported for the hadron support.
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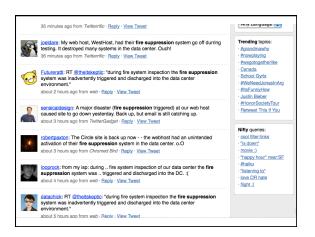
 - Cour principle, tips on views on warehouse design
 J Never tet engineers put downward tarring fine suppression pipes next to
 so that any second second
 - Q. What is the best router for a small IT business with about 5 people? Also, what is the best way to backup a Windows 2000 Server hosting a small database? Bains a Kentro constitution. I'm question you don't have a server data.





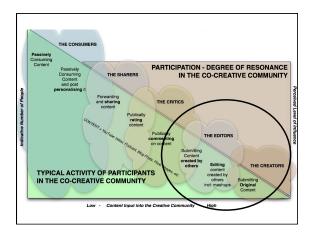
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Â	dogdollarstore: Doggie Dollar Store temporarily off line due to an accidental fire suppression system discharge at our ISP's server facility Back soon! 1 day ago from web - <u>Reply - View Tweet</u>	Show tweets written in Any Language
6	anthonysomerset: @citricsquid it wasnt actually a fire this time looks like fire suppression triggered in a routine test 1 day ago from Tweet/Deck - Raply - View Tweet - O Show Conversation	Trending topics: • #grandmawhy • #nowplaying • #wegotogetherlike
	ChophouseReet: New fire suppression system Fire Marshall approved, up and running. Finally! 2 days ago from web - <u>Repty</u> - <u>View Tweet</u>	Canada School Gyrls #WeNeedJonasinArg #ItsFunnyHow
	ChophouseRest: Back tomorrow about 7 am, big day. Fire Marshall is inspecting our new fire suppression system and I get to set it off. Can't wait. 2 days ago from web - <u>Repty - View Tweet</u>	Justin Bieber #HonorSocietyTour Betweet This If You
ß	MMcKone: Just compared 60s peacekeeping and such in Africa to US park system forest fire suppression 3 days ago from <i>OpenBeak</i> - Bepty - View Tweet	Nifty queries: • cool filter:links • "is down" • movie :)



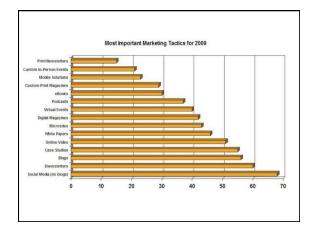




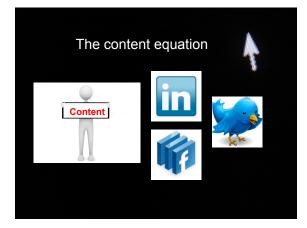












Improve the odds...



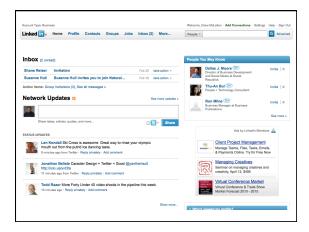
- Don't just jump in have a strategy
- Think/Act long-term
- When possible, practice behind the curtain for 30 days
- Get a 12-24 month commitment up front











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mbers today are searching for ways to express themselves and tinguish their styles in whatever format they can. Having a card Brian Scott

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Ask the Expert	January 5, 2008	Re NCMIC
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November 2007	route to your business which might disrupt your client base.	Speeches













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