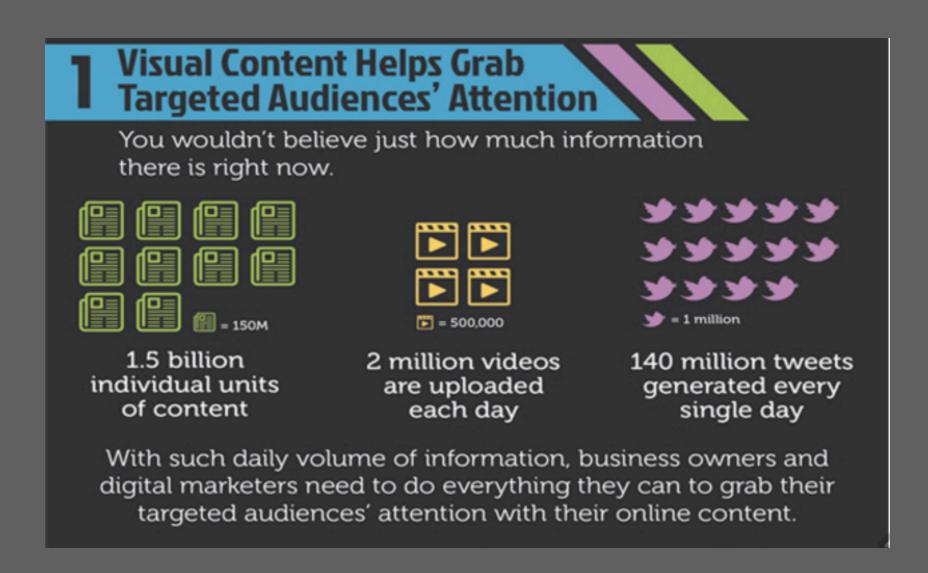
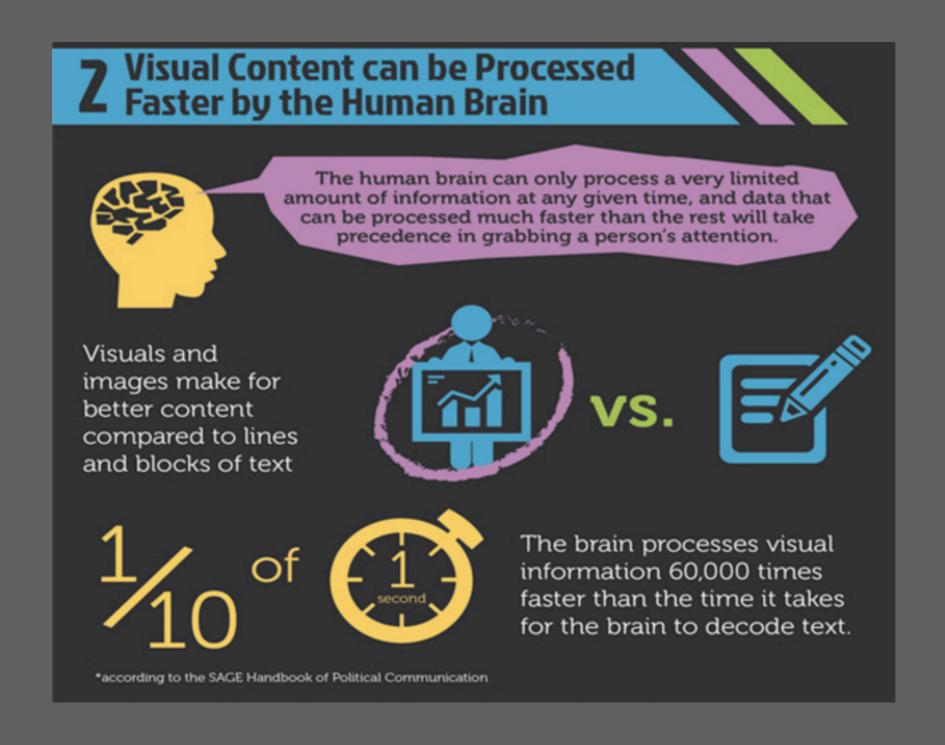
SOCIAL MEDIA STRATEGY

Profs Alfred Hermida and Meena Sandhu March 2, 2016

Lesson

Psychological triggers and user experience.





3 Visual Content Makes Up 93% of All Human Communication



of all human communication is practically non-verbal



of all sensory receptors humans have are all concentrated inside a person's eye 90% of information that enters

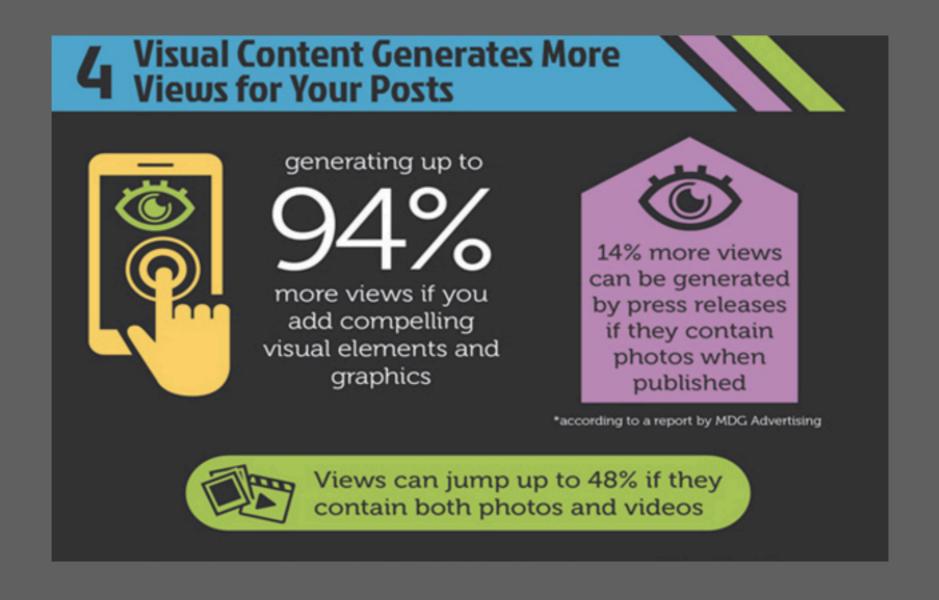
the brain is practically non-verbal

*according to research performed by Psychologist Albert Mehrabian, which was confirmed by 3M Corporation



The brain will then process up to 50% of information received by these visual receptors

Text and graphics if used alone may be imperfect forms of communications so combining visual elements with well-written text can be your ticket for capturing the imagination and attention of your targeted audiences.



Visual Content that Go Viral Can Bring Tons of Inbound Links



Tools for visual content marketing like infographics, memes, posters, and the like can go viral if people will like the content well enough to share it within their own online communities and social networks.

However should contain your logos, page or website information so recipients will know where the material originally came from.





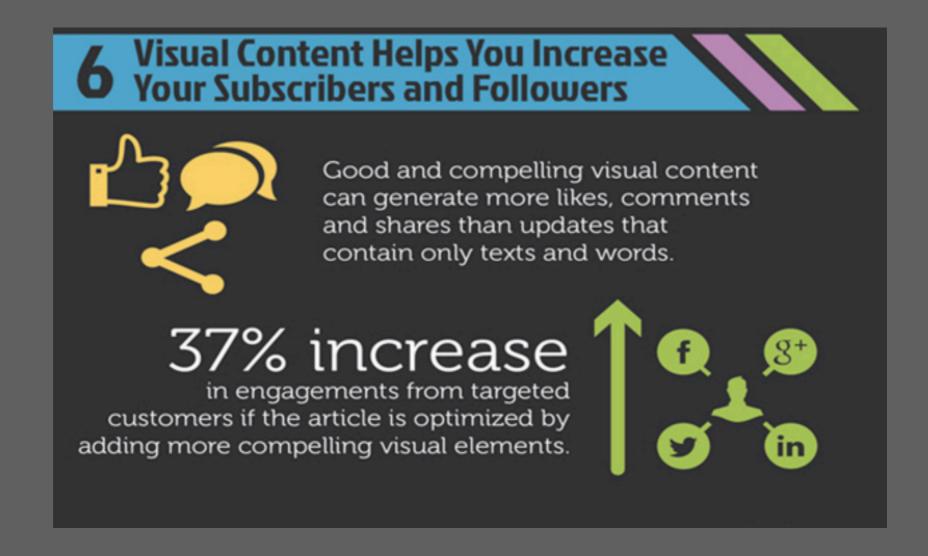
Visual content must be syndicated in a form that is clickable – which will bring tons of inbound links back to you.

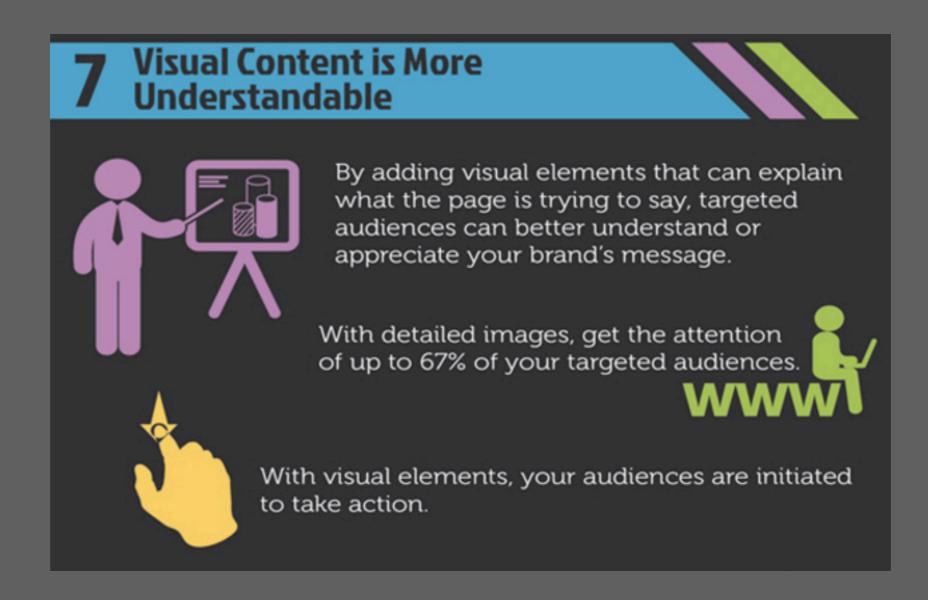


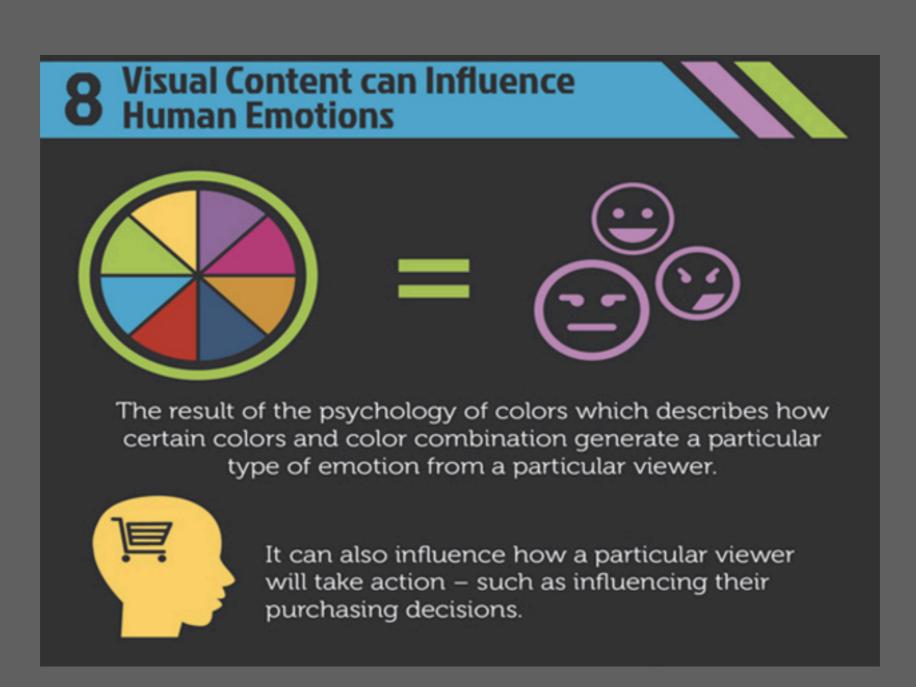
High-quality and relevant inbound links can boost your rankings in search results so make sure content is tagged with appropriate meta information and text descriptions.

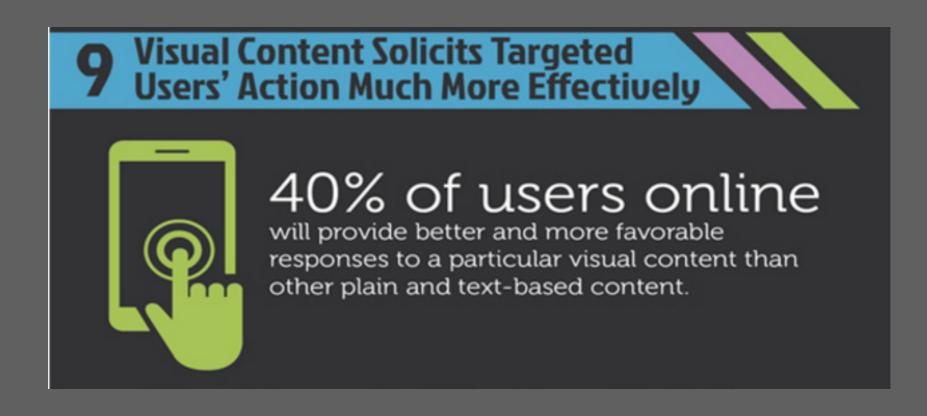


Visuals that go viral can boost your branding, giving you more probability of being contacted for business by up to 60% of targeted audiences









10 Visual Content in Video Form is More Preferred



85% of Internet users

in the United States watch online video



0

average of 4 hours of mobile video from their devices



25 million smartphone users around the world



26% of these smartphone users watch online video at least once per day

Psychology of Words: 5 Ws

- Who
- What
- When
- Where
- Why

Psychological Triggers

- Want:
 - trigger desire
- Need:
 - trigger necessity

Activity

In groups find posts with each of the 5 ws

Psychology: Headlines

- 1. Positive content trumps negativity
- Superlatives can be very effective in headlines
- 2.Evoke high-arousal emotions
- awe, anger, anxiety, fear, sadness, humor, or wonder
- 3.Practical and useful information

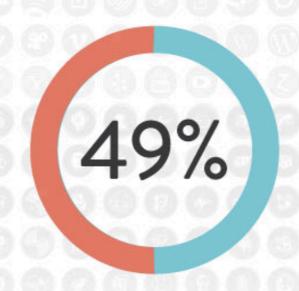
Ask questions when you can that people don't know the answer to and are personal

Coschedule Headline analyzer

Advanced Marketing institute headline analyzer

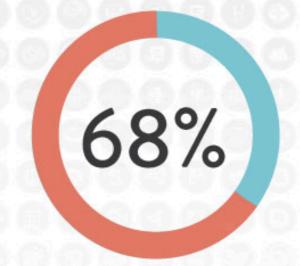


The Psychology of Social Sharing



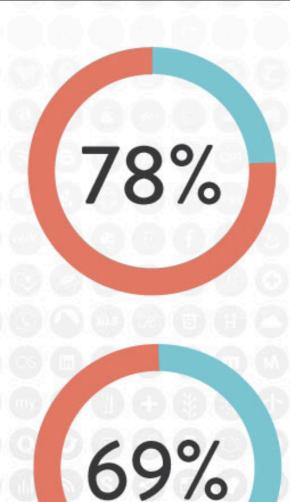
Entertainment

49% say sharing allows them to inform others of products they care about and potentially change opinions or encourage action.



Define Ourselves

68% share to give people a better sense of who they are and what they care about.



Relationships

78% share information online because it lets them stay connected to people they may not otherwise stay in touch with.

Gelf-Fulfillment

69% share information because it allows them to feel more involved in the world.

84%

Support A Cause

84% share because it is a way to support causes or issues they care about.

Source: The New York Times Customer Insight Group



1. Your Image is Visually Appealing

We are wired to process visuals 60,000x faster and more effectively than words.

TIP: Use the Rule of Thirds - psychologically it creates more visual interest.

2. Use a High Quality Photo

Blurry, pixelated, and crappy photos are a huge turn off and make you look unprofessional.

TIP: Make your resolution 2x the recommended size to be sure it's crisp.

Instagram Size: 640px by 640px Your Image Size: 1280px by 1280px

3. Bright Lighting Highlights Your Product

There's no need for dramatic shadows in your product photos. The way to show off your product is to literally spot-light it.

TIP: If you don't have a fancy lighting studio, midday outdoor sunlight is your best bet. Or if you're inside, shoot near a sunny window!

Ultimate Instagrammer Etiquette for Engagement

8. Respond to Comments & Answer Questions

People buy from who they trust. To build your brand trust, use a consistent brand voice and respond to comments and questions on your posts.

TIP: A simple "Thank you" is really powerful and will go a long way.





4. Grab Attention and Be Persuasive!

TIP: The 5 Most Persuasive Words in the English Language Are:

You - Free - Because - Instantly - New

5. Ask a Direct Question for More Engagement

Good: "Would you buy the blue or the black?"

٧s

Bad: "What's your favorite color?"

TIP: The answer should be IN the question. Psychologically it makes answering easier (and more likely!)

6. Gotta Have a Call-to-Action if You Want Any Action

Even if you think it's super obvious, tell your peeps exactly what to do.

EX: "Click the link in bio to read the post!"

7. Use Relevant Hashtags So Your Content Can Go Viral

Instagram posts with 11+ hashtags get the most interaction.

TIP: Write 4-5 hashtags in a comment below your description. In 30 mins delete that comment and write a new one with 4-5 new hashtags. This way you'll get all the reach of 11 hashtags, without looking spammy.

Activity

In groups build the ideal instagram post

The Perfect Facebook Post

- is a link
- is brief—40 characters or fewer, if you can swing it or 60 to 80 characters.
- gets published at non-peak times
- •follows other posts on a regular schedule
- timely and newsworthy

Activity

In groups build the ideal Facebook post

The Perfect Tweet

- 100 to 120 tweets
- Contains a link
- Contains an image
- Contains hashtags, but not too many
- Mentions
- Ask questions when you can

Activity

In groups compose the ideal Tweet

Image Size Cheat Sheet