

# CREATING ENGAGING CONTENT THAT SELLS

Version 1.1 22 October 2012



# **Agenda**

- Introduction
- Content Marketing

#### **BREAK**

- Introduction to Pictures/Videos
- Editing Videos on YouTube

#### LUNCH

- Optimising your Content for Google
- Blogging

#### **BREAK**

- Pinterest
- Wrap-up / Q&A



# **Objectives**

At the end of this workshop you will know how to create content that drives additional traffic, creates attention and increases sales.



#### **Download Todays Presentation & Notes**

Click the following link

www.razorcoast.com/FailteIrelandTraining/Creating EngagingContentThatSells.zip

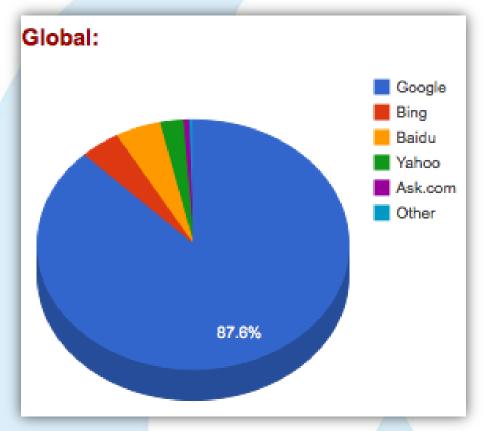


# **INTRODUCTION**



#### Search...

Searching the web is an important part to content discovery and Google plays a significant role in this...





#### **Social Media...**

Social Media is also playing an increasing role so it's hard to ignore.





#### Advertising still has its uses....

Web

Images

Videos

News

More

Dublin

Change location

The web

Pages from Ireland

More search tools

Ads related to hotel ireland

Why these ads?

1750 Hotels in Ireland - Lowest price guarantee | booking.com

www.booking.com/Ireland-Hotels

Book your Hotel in Ireland online

101 people in Dublin +1'd Booking.com

Most Popular Hotels Best Reviewed Hotels

Luxury Hotels

Hotel in Ireland - Find a Great Value Hotel | Discoverireland.ie

www.discoverireland.ie/Hotel\_Ireland Visit Discover Ireland Online Now!

Hotels in Ireland - Official Site of Hotels Federation

www.irelandhotels.com/HotelsIreland

700+ Hotels & Gueshouses, Buy Irish

Hotels Ireland.com

www.hotelsireland.com/

Hotels Ireland is a guide to accommodation and places to stay in Dublin and throughout Ireland. Hotels Ireland features accommodation and lodgings in hotels, ...

Search By County - Hotels - Hotels - Hotels in - Kerry Hotels - Galway Hotels

Hotels Ireland, Hotel Breaks Ireland, Hotel Deals Ireland ...

www.irelandhotels.com/

Welcome to the official website of the Irish Hotels Federation where you can book over 600 hotels and guesthouses with great value hotel breaks and deals.

Dublin Hotels - Gift Vouchers - Galway Hotels - Hotels Kildare

Hotels in Ireland from Hotel-Ireland.Com: Based in Dublin, Ireland

www.hotel-ireland.com/

Hotels in Ireland from Hotel-Ireland.Com. One of the first & best online reservations services for hotels in Ireland. Based in Dublin, Ireland.

Cork Hotels - Galway Hotels - Belfast Hotels - Shannon Hotels

Ads - Why these ads?

Ireland Hotels

www.hotels.com/ireland

Browse Hotels in Ireland Cities. Read Guest Reviews, Book online!

Hotel Ireland, Up To -78%

www.trivago.ie/Hotel-Ireland

trivago™ Save Up To 78% on Hotels. Compare over 110 Booking Sites!

Hotels in Ireland

www.travelrepublic.ie/Ireland

Book a great value hotel. Lowest prices guaranteed, ABTA

Cheap Dublin Hotels

www.laterooms.com/Dublin-Hotels

179 Cheap Hotels in Dublin. Up to 75% off if you book online!

Low Rate Dublin Hotels

www.jurysinns.com/DublinHotels

Jurys Inn 3\* City Centre Hotels

3 Great Locations. Rooms From €49!

Hotels & Hostels Ireland

www.lateroomsireland.com/

Compare Hostels&Hotels, Book Online Great Value Hotel Breaks

Hotels Ireland

www.goireland.com/IrelandHotels

Ireland Hotels - 1,000s Of Rooms! Instant Bookings And No Booking Fee



# Google is penalising for bad content and rewarding good content...

- Search Plus your world
- Penguin
- Panda





# What's really happening...

- Businesses are becoming Publishers of content
- If you're not producing content you won't get much traffic without paying for it
- Content Variety is important, how do your customers want to consume content
  - Podcasts, Webinars, Blog Posts, Videos etc.



### **Copyright Issues**

copyright all rights reserved



#### Summary...

- If you find an image or video on the web assume it's protected by Copyright.
- If you are taking pictures on your business premises make sure you display a sign saying that pictures may be used for promotion.
- If you are taking pictures in a private place outside of your business then assume you don't have rights to display them unless you get written permission.
- If you are taking pictures in a public place use your judgment.



#### **Creative Commons Licensing...**

Allows you to assign particular rights over to images e.g.
 Attribution rights means other people can use the images
 but they must link back to you.

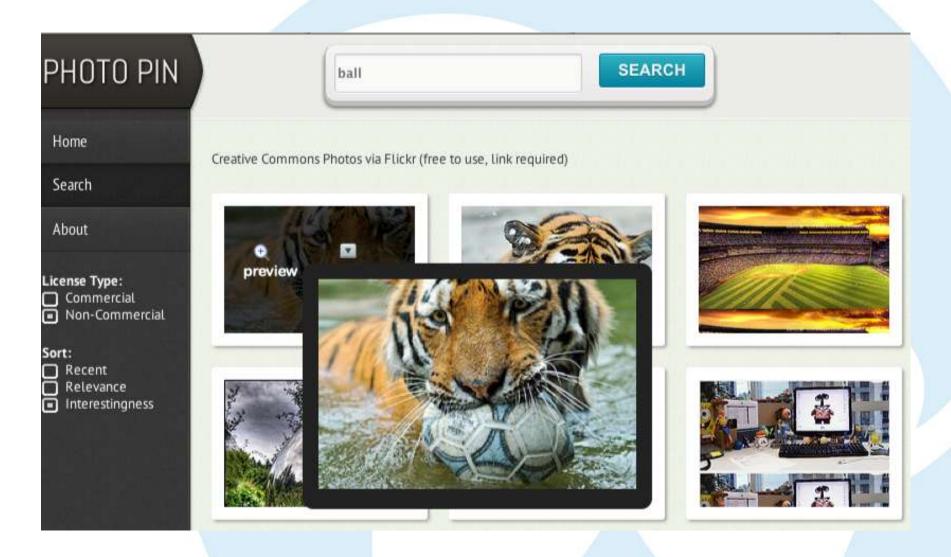


Tip: Find content with a Creative Commons license. Learn more...

- Only search within Creative Commons-licensed content
  - Find content to use commercially
  - Find content to modify, adapt, or build upon



# Photopin.com...Good for finding images





# **CONTENT MARKETING..**





#### Why Content Marketing?

- Google loves content and will send you traffic
- Good content shared and linked to helps get your name out there
- You need content to sell your services picture, videos, content from your visitors, etc.
- Content for customer service FAQ's etc.



# **Content Marketing Cycle**





#### **Your Content Strategy**

- Develop Personas (Who are your customers)
  - Name, Age, Language, where are they from
- Develop content that supports their needs. What are the different stages of the buying/booking process and what information do they require at each stage e.g.
  - Reassurance What did other people say about you?
  - Answer questions they will have e.g. how much, where, what do do etc
  - I want to keep in contact with you, what content is interesting to them?



#### **Exercise - Personas**

#### Develop Personas for your business

- Name, Age, Language
- Where are they from?
- Are they single or with families?
- How often do they travel?
- What do they want from their holidays?



"Peter is 40 years old, is married with 2 young kids and lives in Galway. Both him and his wife work hard and love getting a way at least 3 times a year on weekend breaks as well as a 2 week holiday in the summer. They love getting out and about and doing fun activities to keep their kids entertained."



#### **Content Grid**

#### Customer/content segmentation grid

 What information could you provide each persona at each stage of the buying/booking process to convince them to buy/book with you?

#### For example

- Videos of guests taking part in outdoor activities
- Provide them with access to a list of FAQs when they are in the process of booking to answer any niggling questions they may have.



#### **Content Grid...**

	Trigger	Ideas	Planning	Booking	Post-Visit
Persona 1					
Persona 2					
Persona 3					
Persona 4					



#### **Exercise – Create a Content Grid**

Outline the content they need at each stage. Think about the following:

- What are they searching for when they research?
- What do they want when they find you on the website?
- What do they want to see when they become a fan on Facebook or a follower on Twitter?
- How do they like to consume the content? Read, listen, watch?



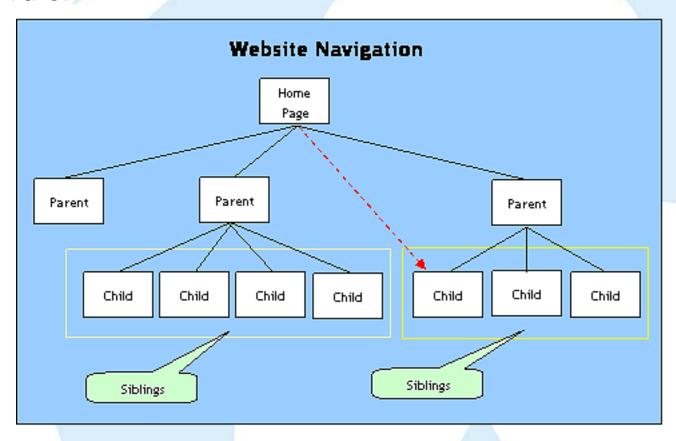
# **WEBSITE CONTENT**





# **Navigation....**

### 3 Click rule!



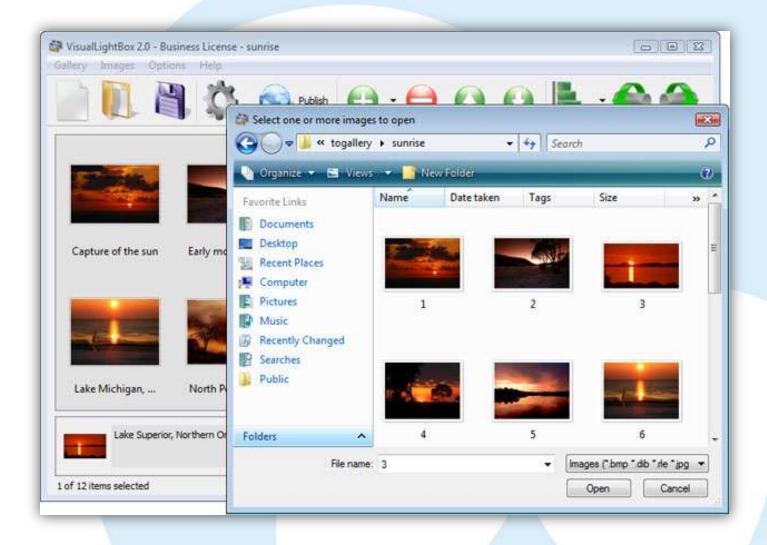


#### Website content..

- Skimmable
- Search Engine Friendly
- Headings
- Bullets
- Images
- Video



#### **Working with images**





### Buying a Camera or use a phone (video and pics)

- Check the Megapixel rating
  - 8 Megapixel means 8 million dots make up your picture
  - 10 Megapixels means 10 million dots which means the quality can be better.
- Zoom
  - Digital Zoom -> Pointless, image is blown up to increase size and looses quality
  - Optical Zoom -> Very useful. 3x is good 10x is great.
- Video Footage
  - Hi-Def Higher quality than normal.
- Memory Cards
  - The bigger the memory the more you can store, try for 8 Gig and above.



#### Buying a Camera or use a phone (video and pics)

- Battery
  - How long is the battery life
  - Buy a spare battery
  - Are they rechargeable
- Copying it to your PC
  - Is there USB transfer? Do you have a USB port?



### **Types of Images**

- Common Gif, Jpeg, PNG, BMP
- Other Tiff, Raw, PSD



### **Type of Compression**

#### Lossless

Files size reduced with no change in image quality

#### Lossy

Image is different after compression because loss of quality



#### **JPEG**

#### Advantages

- High Quality
- Great for banner images, photographs
- Supports 16.7 million colours

#### Disadvantages

- It's a lossy compression.
- Once it's compressed info lost can be restored.



#### **Gif**

# Advantages

- Lossless compression
- Supports Transparency

#### Disadvantages

Only supports 256 colours



#### **PNG**

# Advantages

- Lossless compression
- Supports Transparency

#### Disadvantages

Only supports 256 colours



#### **BMP**

# Advantages

- Widely used
- Compression is lossless

### Disadvantages

Large file size



# **Uploading it to your PC**

- Connect your camera to your PC
- Copy pictures locally
- Upload directly to your website

# **Images: Close Ups / Welcoming**





# **Images: Character / People**



# **Images: People / Details**







### **Exercise Discuss – Which one would you buy?**

- Camera 1 8 Megapixels, 10x Optical Zoom, Normal video, 8 gig flash card
- Camera 2 10 Megapixels, 5x Optical Zoom, Normal Video, 4 gig flash card
- Camera 3 10 Megapixels, 10x Digital Zoom, Hi-Def Video, 8 meg flash card
- Camera 4 10 Megapixels, 10x Optical Zoom, Hi-Def Video, 8 gig flash card
- Camera 5 5 Megapixels, 10x Digital Zoom, Hi-Def Video, 16 gig flash card



# **Working with Video**









### Why use video on the web?

- Much more engaging than text
- Does better in search results
- Can use it on your website and on YouTube
- Your competitors probably don't have video.

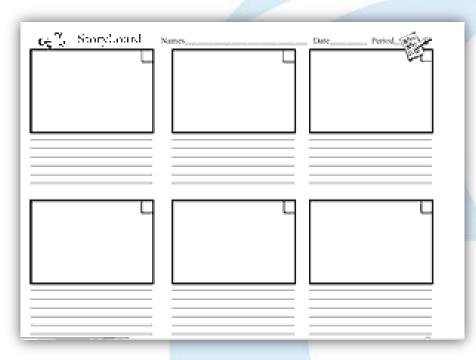


### **Video Tips**

- Funny videos do better
- Creative videos do better
- Short videos do better
- Name videos appropriately with relevant keywords.



### Planning a movie using a storyboard



- Good planning speeds up the entire filming process
- Plan each scene how it looks
- Include notes for location, props, actors, equipment, etc.



#### YouTube....





#### The Process....

- Record using Hi-Def Video (if possible)
- Connect to your PC (generally through USB)
- Copy files to PC
- Upload to YouTube Channel
- Edit Videos



# **Creating a YouTube Channel...**

- Go to YouTube.com and create a Google Account
- Update this account with relevant information
- The username will become your YouTube channel



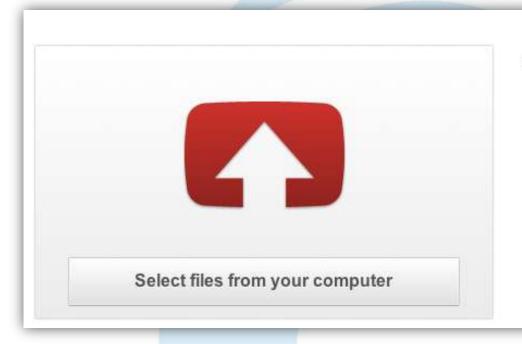
### **Uploading Videos to Your Channel**

- Login go you account
- Go to your Channel e.g. www.youtube.com/<ChannelName>
- Click upload...





### **Select Files from Your Computer**



More ways to upload and create



#### Upload multiple files

Choose more than one file by pressing the "Command" key while selecting files.

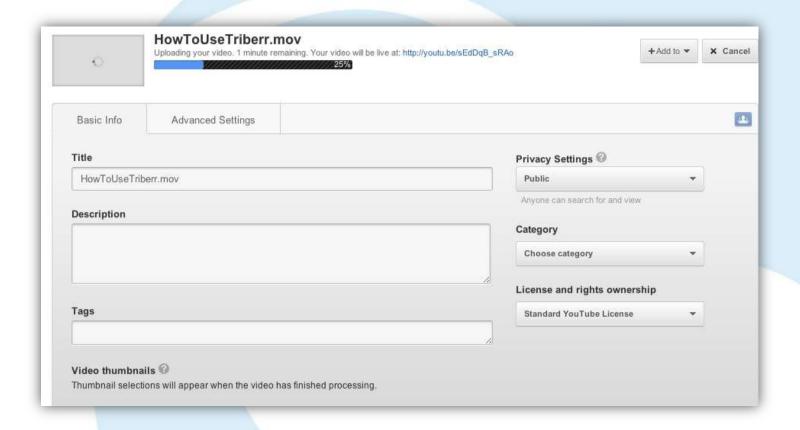


#### Record from webcam

Share your thoughts. Record a video and publish to YouTube right now.

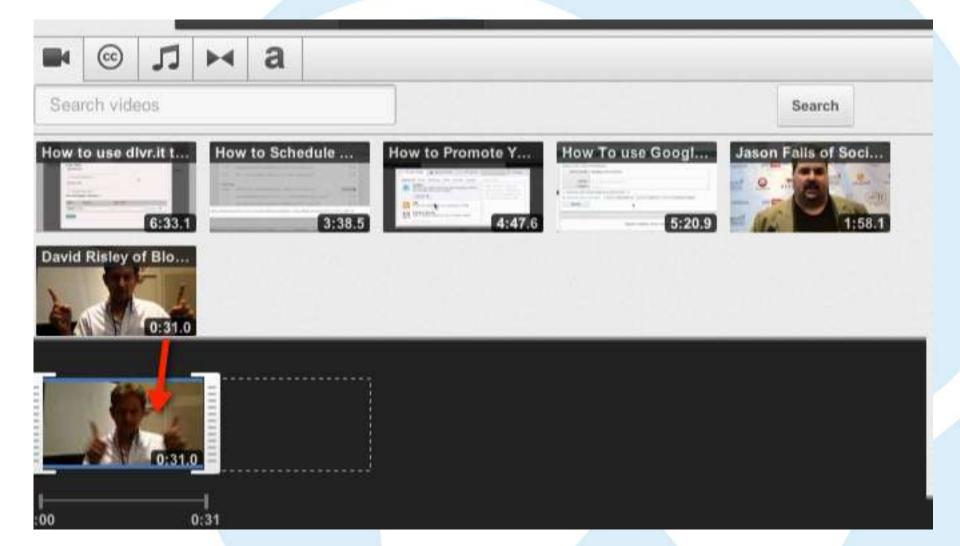


### **Configure Settings...**





# Editing a video -> www.youtube.com/editor Drag the video you want to edit down..





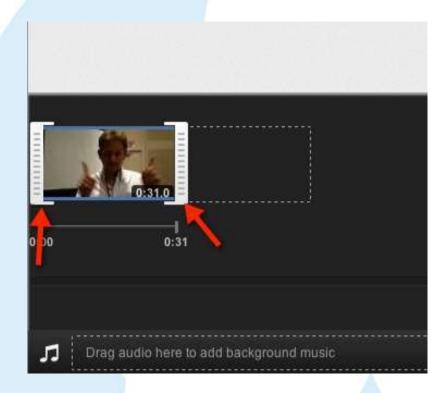
### **Adding Audio for Background Music**





### **Shortening a clip**

 Select the images on the left or right to cut a bit off the start of the video or the end of the video...





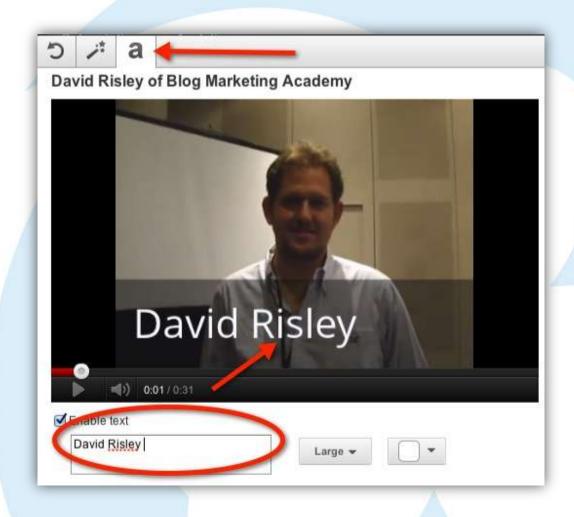
### **Changing Settings...**

 Update various settings e.g. make it black and white, stabilise...





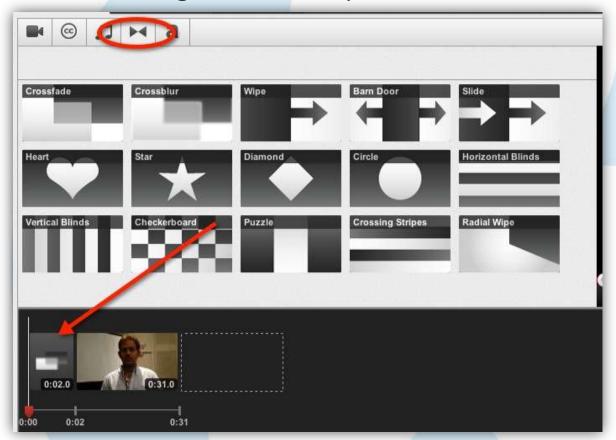
### **Adding a Title**





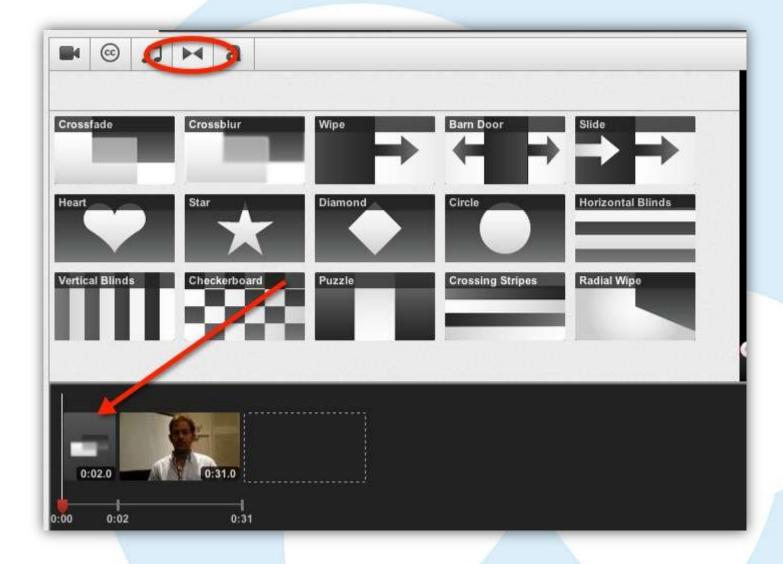
### **Changing Effects**

 Select the effects option, select the appropriate effect and drag it to the clip..



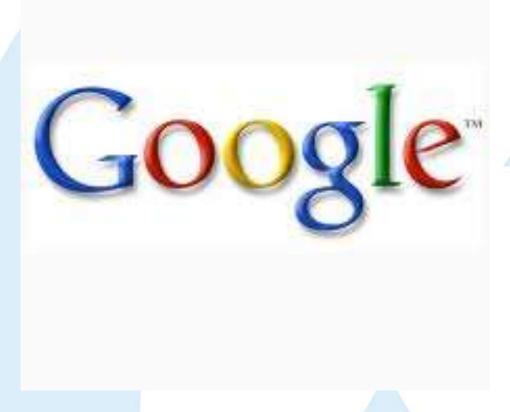


## **Adding Effects**





# **Optimising Content for Google**





# **Optimise all Content...**

- Website
  - Page Titles
  - Descriptions
  - Headings
  - Keywords within the text
- Pictures
  - Alt Tags
- Videos
  - Title and Description

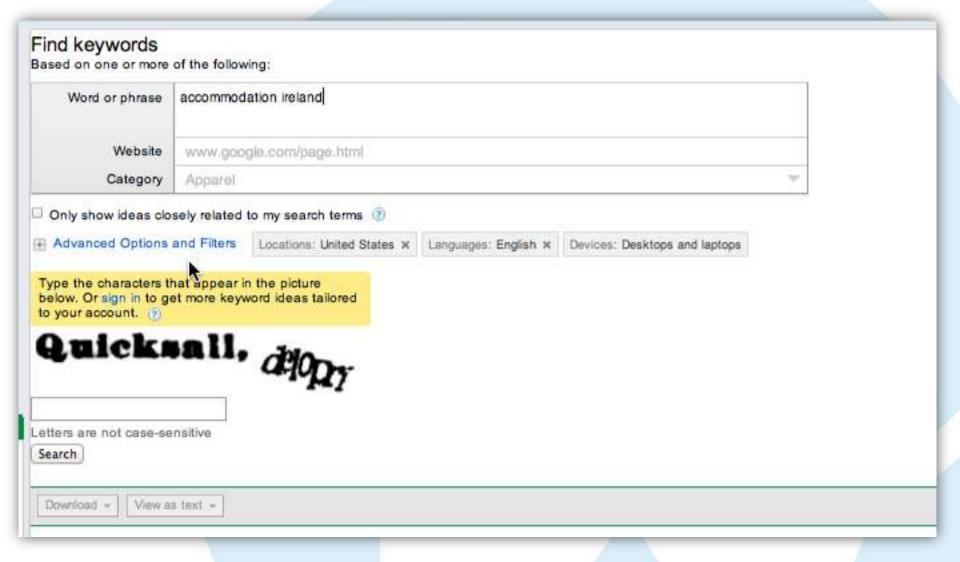


## **Keyword Research**





### **Google Keyword Tool**





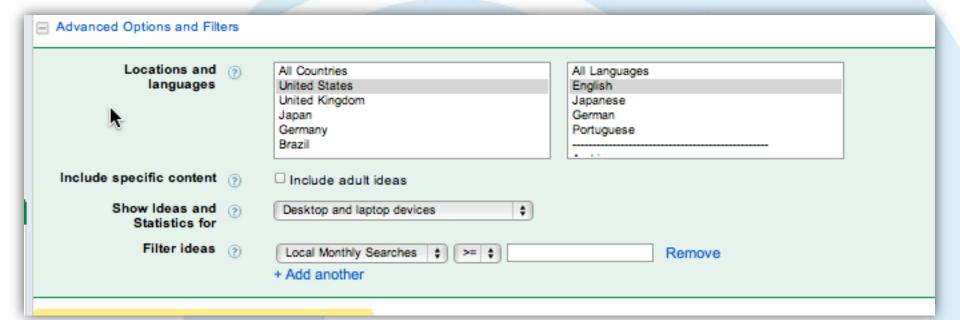
### **Explanation..**

#### Word or Phrase

- Accomodation ireland
- "Accomodation Ireland" Phrase match
- [Accomodation ireland] Exact match



### **Advanced Options**





### Results...

•	Save all Search terms (1)				
Keyword		Competition	Global Monthly Searches	Local Monthly Searches	
3	accommodation ireland -	Hgh	165,000	60,500	
	Save all Keyword ideas (100)			1 - 50 of 100 🔹 🤇 🗦	
	Keyword	Competition	Global Monthly Searches	Local Monthly Searches	
3	Scommodation in Ireland +	High	165,000	60,500	
3	holiday accommodation ireland -	Hgh	18,100	8,100	
7	cheap accommodation ireland -	High	8,100	2,400	
2	accommodation northern ireland	High	22,200	18,100	
2	self catering accommodation ireland -	Hgh	4,400	1,900	
D	castle accommodation ireland -	High	8,100	1,600	
3	holiday accommodation in ireland -	High	18,100	8,100	
3	cheap hotels in ireland -	High	9,900	2,900	
3	luxury accommodation ireland -	High	8,100	1,900	
3	pub accommodation ireland -	High	480	170	
7	hotels ireland -	High	246,000	74,000	
2	holiday accommodation in northern ireland -	High	1,900	1,600	
3	ireland hotels -	Hgh	246,000	74,000	
D	hotel ireland -	Hgh	301,000	74,000	
3	carlingford accommodation ireland -	High	260	140	
3	lighthouse accommodation ireland -	High	210	46	
3	ireland b&b =	High	40,500	8,100	
2	holiday accommodation northern ireland -	Hgh	1,900	1,600	
7	self catering accommodation in northern ireland -	High	590	480	
2	select hotels ireland -	Medium	1,600	1,000	
3	cheap breaks in ireland -	Hgh	9,900	4,400	
D	visiting ireland -	Low	3,600	880	
3	places to stay in ireland -	High	4,400	1,600	
<b>3</b>	ireland accommodation =	High	165,000	60,500	



### **Searching on Google...**





### Examples...

#### Site: www.discoverireland.ie

Display pages indexed by Google with page titles and descriptions

#### Hotels ireland site:ie

 Display search results for hotels ireland but only for domains that end in .ie

#### Links: www.discoverireland.ie

Show a sample of links

Exercise – Try these on your own website!



#### **Advanced Searches**

Allinurl: hotels dublin

Hotels dublin must be in the web address

Allintitle- hotels dublin

Hotels dublin must be in the page title

Allinanchor - hotels dublin

Hotels dublin must be in the anchor text



#### Exercise...

 Based on the industry you are in do some research on keywords that your competitors are trying to rank on



# **Blogging...**





### **What is Blogging**

Exchanging information in the forms of articles through a website for people to read, comment and share



### Why should I blog?

- To appear in search results
- To create a destination site of interest for tourists
- To demonstrate your knowledge or expertise
- Network with other bloggers of influence
- If you blog you read more so you learn more!



# **Writing Blog Posts**





### What you'll need...

- Some time you are prepared to commit
- Blogging software
- Knowledge of basics of optimising your blog for Google
- Knowledge of how to blog and how to build a community



# Think of the type of content

- It doesn't have to be text...
  - Video
  - Podcast
  - Images



# **Creating Content**





# Writing...

- If you don't have a good Title your article won't be read
- Optimise your title for SEO but also consider the reader
- Make your content easy to read short paragraphs, bullets, lists.
- List posts work great top 3, best 5 etc.
- Personal is better than formal
- At least one picture with every post, preferably more
- Most people will read but not comment, that's just the way it is!

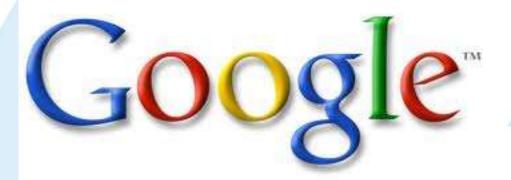


# **Example of Good Content**





# **Optimising Content for Google**





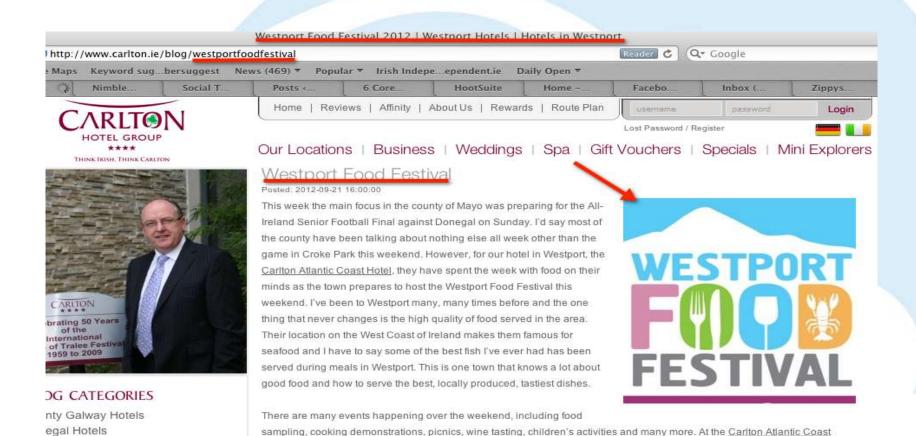
# **Keyword Research**

_ Search Terms (1)				
	Keyword	Competition	Global Monthly Searches ②	Local Monthly Searches ②
	☆ tourism ireland ▼	Low	49,500	14,800
- Keyword ideas (100)				
	Keyword	Competition	Global Monthly Searches ②	Local Monthly Searches ②
	☆ discover ireland ▼	Medium	49,500	27,100
	☆ tourism in ireland ▼	Low	49,500	14,800
	☆ ireland tourism ▼	Low	49,500	14,800
	☆ visit ireland ▼	Low	90,500	33,100
	☆ ireland wiki ▼	Low	40,500	4,400
	☆ tour of ireland ▼	Medium	165,000	33,100
	☆ ireland holidays 2011 ▼	Low	33,100	22,200
	☆ failte ireland ▼	Low	14,800	12,100
	☆ irish tourist board ▼	Medium	6,600	880
	☆ tourism ireland jobs ▼	Medium	590	320
	☆ go ireland ▼	Low	110,000	33,100



# **Optimised for Google**

lin Airport Hotels



Listel they are heating a wine testing an Cunday afternoon agreeted by Islah Times writer John Wilson and Wine Australia's



# Example...

- Valentines Day is coming up and you want to attract people searching for accommodation
- Your Hotel is in Killarney...



# You write a post...

#### VALENTINE'S DAY IN KILLARNEY



Treat the one you love to a romantic break for 2 to beautiful Killarney this Valentines Day

Only € 99pps for 2 Nights B&B and Dinner on 1 Evening Includes Chocolates & Glass of Bubbly with Dinner

Call 1890 930 033 or Email: sales@rlynehotels.com

Subject to Availability / Valid weekends of 10/11 February and 17/18 February

This entry was posted on Thursday, February 9th, 2012 at 12:56 pm and is filed under Killarney Court Hotel News. You can follow any responses to this entry through the RSS 2.0 feed. You can leave a response, or trackback from your own site.



# It appears in search results

Valentine's Day in Killarney | Killarney Court Hotel Blog

www.killarneycourthotel.com/blog/valentines-day-in-killarney/

Block all www.killarneycourthotel.com results

9 Feb 2012 – Valentine's Day in Killarney. Treat the one you love to a romantic break for 2 to beautiful Killarney this Valentines Day. Only € 99pps for 2 Nights ...



# **Group Exercise**

- Pick a business
- Decide on your blog
- Define your first 3 blog posts
- Do your keyword research
- What keywords will you focus on and why?



# **Commenting on other blogs**

- Valuable, useful and insightful comments
- Each comment links back to your site
- Good to form a relationship with the blogger



## Blogsearch.google.com



Search Blogs

Search the Web

Advanced Blog Search Preferences

#### **Top Stories**

#### **Top Stories**

Politics

US

World

Business

Technology

Video Games

Science

Entertainment

Movies

Television.

Sports

Subscribe:

Atom | RSS



SPORTSbyBRO

#### Tiger Woods' Nike Commercial: Tiger and Late Father Team Up Sports

PopEater - 9 hours ago

The unexpected costars of a new Nike commercial: Tiger Woods and his deceased dad Earl. gazes at the camera while the voice of his late father does the talking.

Tiger Woods Nike Commercial - Celebrity Gossip, Celebrity News, Hollywood Gossip, ...

Tiger Woods' All-New Nike Commercial Hits the Air! - The Insider Featured News

New Tiger Woods Nike Ad: Brave or Shameless? - The Hollywood Gossip

all 88 blogs » Share this story v



NPR Blogs: The

#### Nuclear arsenal cut: US-Russian treaty World

The Swamp - 5 hours ago

By Christi Parsons and updated again at 8:40 am EDT PRAGUE -- With an agreement to scal the world's two greatest nuclear powers, President Barack Obama and Russian President Dm long-sought treaty that ...

Despite Landmark Arms Reduction Treaty with Russia, Iran Threats and Nuclear Posture Rev

Significant US Shift - Democracy Now!

USA, Russia Sign Nuclear Arms Reduction Treaty - Below The Beltway

Obama Signs Landmark Nuclear Arms Pact With Russia - News One

all 91 blogs » Share this story v



# Who is reading my blog?

- Check Google Analytics
- What comments are you getting?
- Anybody sharing?
- Feedburner....



### Beware....

# 66% of blogs not updated in 2 months







#### Pinterest...





#### Pinterest...

- A Pinboard style photo sharing website
- Users are mostly women
- Each piece of content is a pin and pins are organised into boards

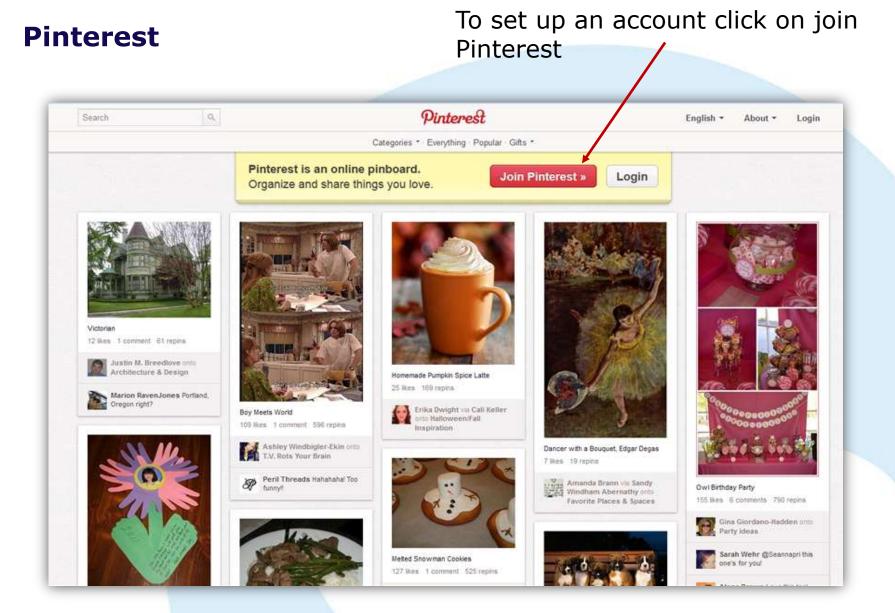


#### Pinterest...



Quinoa, avocado, black beans corn & shrimp.





Pinterest is a Social Media Website that allows you to organise and share ideas through something called virtual pin boarding

## **Joining Pinterest**

Until recently you had to be invited to join Pinterest but now everyone can join



At first glance it appears that you have only two options - Join use Facebook or Twitter

However, you can also join using your own email address by clicking here



#### **Create an Account**

- Choose a username, add your email and choose a password
- Add your first and last name and click – Create Account
- After creating your account you will need to check your email and you should see an email from Pinterest asking you to verify your account.





### Next step is to fill in your profile by clicking your name



Categories \* Everything Popular Gifts \*

Pinterest is an online pinboard. Organize and share things you love.

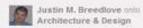
Join Pinterest »

Login



Victorian

12 likes 1 comment 61 repins



Marion RavenJones Portland, Oregon right?





Boy Meets World

109 likes 1 comment 596 repins



Ashley Windbigler-Ekin onto V. Rots Your Brain



Peril Threads Hahahahal Too





Homemade Pumpkin Spice Latte

25 likes 169 repins



Erika Dwight vu Cali Keller cto Halloween/Fall Inspiration



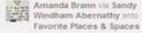
Metted Snowman Cookies

127 likes 1 comment 525 repris



Dancer with a Bouquet, Edgar Degas

7 likes 19 repins







155 likes 6 comments 790 repins



Gina Giordano-Hadden onto Party ideas



Sarah Wehr @Seannapri this one's for you!

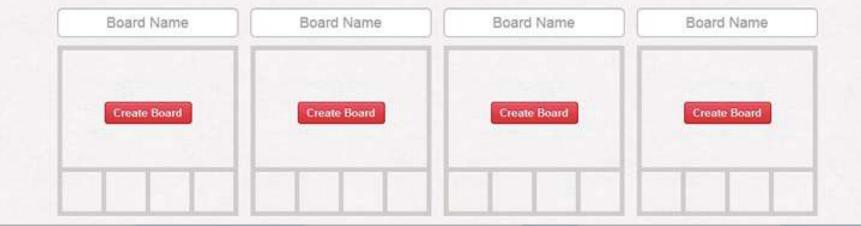






#### You have no boards.

Why not make some? Need help?



For a business add the first name and last name. E.g.

Seaview

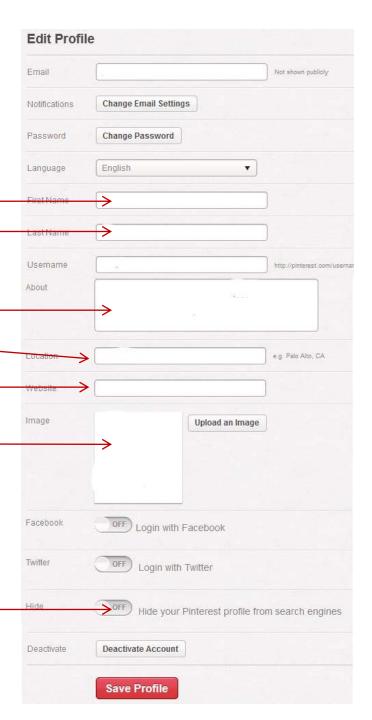
B&B

Add a description of your business and include keywords and location \_\_\_

Add your website url

Add a small photo or Logo.

If you want to be found by search engines then turn on this button.







### Yvonne Meijer

Pinned 32 weeks ago from ballinacourtyhse.com

Follow



Ballinacourty House, once worked there (1988) now going there on holiday next may.



Ineke Buijs
What a coincidence, me too! ;-)

P

Pinned onto the board

#### **Favorite Places & Spaces**























Originally pinned by

Yvonne Meijer





Pinned via pinmarklet from

ballinacourtyhse.co...





#### Exercise...

 Find a similar business on Pinterest and consider if you should be using Pinterest?

#### **Keep in Contact**

Webinars: <u>failteireland.ie/News-Features/News-Library/Web-Supports-now-available-Online.aspx</u>

Online Resources: <u>failteireland.ie/Market-Your-Business-With-Failte-Ireland.aspx</u>

Courses Available: <u>failteireland.ie/Business-Supports/Websupports/Events</u>
Online Business Tools failteireland.ie/Develop-Your-Business/Business-Tools.aspx

For any other questions, contact the Business Supports team on 01-8847762



**Fáilte Ireland** 88-95 Amiens Street Dublin 1 Ireland

#### **Courses Available**

- Facebook for Business (Beginners & Advanced)
- Managing TripAdvisor and your Online Reputation
- Getting the Most out of Google Tools
- Finding and Converting your Website Visitors to Sales
- Create Engaging Content that Sells
- Using Email Marketing to Generate Business
- Managing the Relationship with OTAs
- Web Gain (website review and workshop)
- Gaining Business Online (3 day programme)
- Using Mobile Technology to grow Your Business
- Building and Effective Digital Marketing Strategy
- Social & Search Engine Optimisation (SEO)