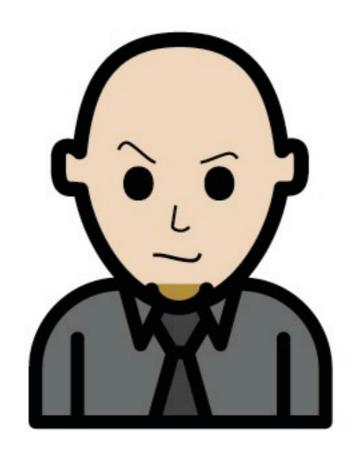
### JAMIE MOLLART

Associate Director at Rock Kitchen Harris



#### ROCKKITCHENHARIS







































## MEDIA MYTHS

# THE WORLD OF MARKETING IS NOT FULL OF...



Friday, 11 March 2011

## LOTS OF...



Friday, 11 March 2011

## AS AN INDUSTRY WE TALK A LOT OF





# BUT THAT'S BECOME HARDER BECAUSE OF...







# THE WAY WE WORK HAS HAD TO CHANGE





Friday, 11 March 2011

## OLD FACT BASED (USP) PRODUCT HEAVY HARD SELL

## NOW YOU DON'T HAVE TO TRADE IN YOUR FAMILY TO OWN A SPORTS CAR.

THE BMW 320i "S" PACKAGE. In the past, the BMW 320i has been affectionately described as a "highperformance driving machine cleverly disguised as a practical family sedan."

Now, however, BMW engineers have designed a group of sports options that will significantly alter this characterization.

It is called the "S" package and it is available—in severely limited numbers—for the first time in the United States. (And available in white, black or Polaris silver only.)

silver only.)

NOT ONLY HARD TO GET.

BUT HARD TO EQUAL.

In a time when more than one journalist has bemoaned the fact that today's "performance breakthroughs" all too often take the form of racing stripes and decals, the BMW 320i is indeed remarkable.

The "S" package is all the more so. A front air dam, limitedprodigious handling characteristics.

Light alloy wheels, halogen highbeam headlights and fog lights, and two electric rearview mirrors for both sides contribute meaningfully to the requirements of the serious driver.

Recaro sports seats hold the driver and copilot firmly in place. And a leather-bound sports steering wheel and a black, moroccan leather gearshift knob provide the perfect grip and feel for high-performance driving.

Yet, while the "S" package may be serious enough for the Nürburgring, it is far from Spartan.

A dual-operation sunroof is standard—as are an AM/FM auto-reverse stereo tape cassette and the famous BMW deluxe tool kit that tucks neatly up into the trunk lid.

neatly up into the trunk lid.

FEW CARS PERFORMED THIS WELL

BEFORE POLLUTION CONTROLS.

The BMW power plant has long in-

spired awe within the automotive community. Press the accelerator and the 1.8-liter, four-cylinder, fuel-injected, overhead cam engine responds in a manner that would be impressive even by pre-pollution control standards. Yet, the 320i "S" package (with 5-

Yet, the 320i "S" package (with 5speed standard transmission) delivers an impressive [25] EPA estimated mpg, 36 estimated highway mileage and, based on these figures, an estimated mpg range of [383] miles and a highway range of 551 miles.

(Naturally our fuel efficiency figures are for comparison purposes only. Your actual mileage and range may vary, depending on speed, weather and trip length. Your actual highway mileage and highway range will most likely be lower)

To judge the 320i "S" package for yourself, contact your nearest BMW dealer to arrange a thorough test drive.



## NEW SAVY AUDIENCE LESS PRODUCT NO HARD SELL



# MORE CHANNELS MEANS CLEVERER CAMPAIGNS



AWARENESS OF BRAND EQUITY

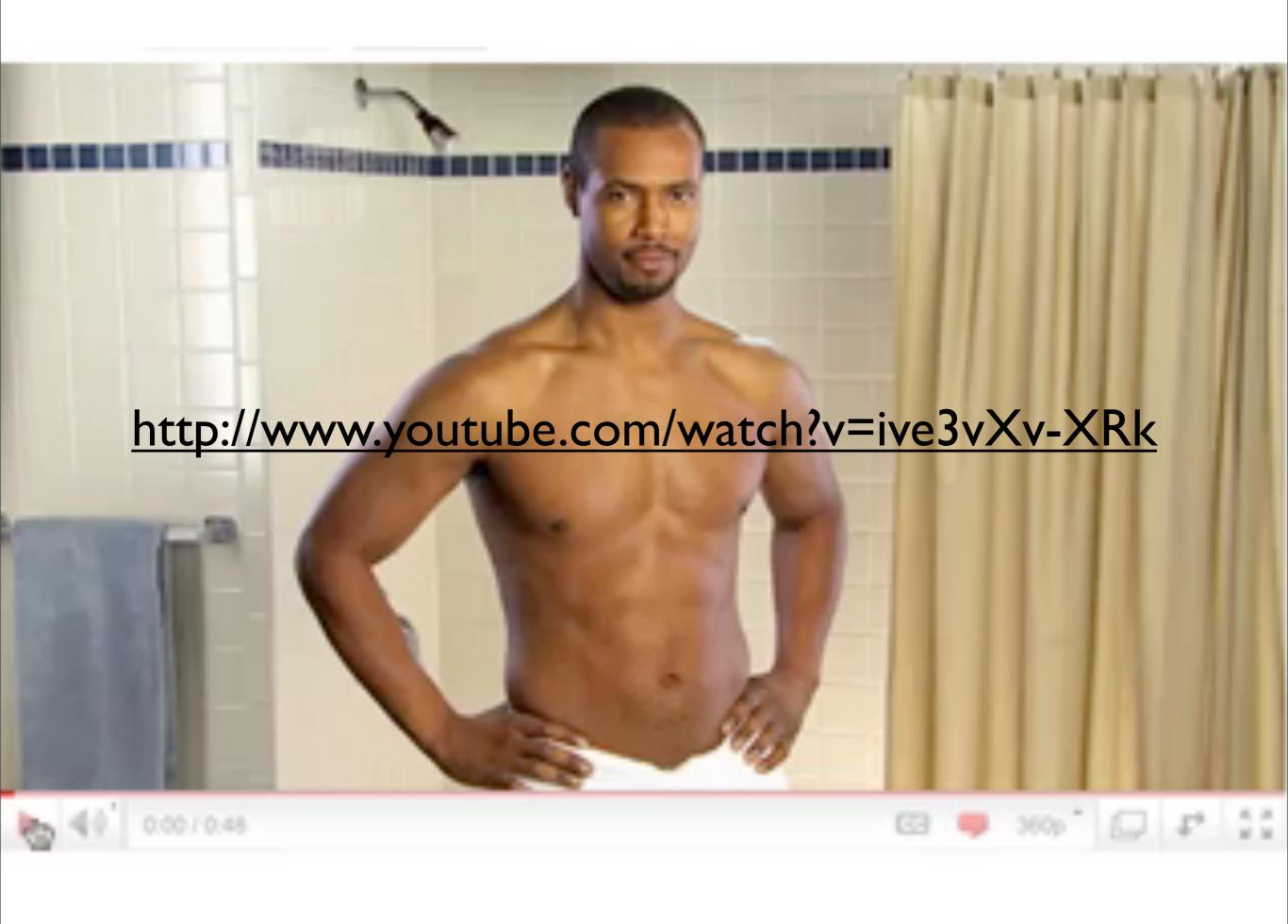
- AWARENESS OF BRAND EQUITY
- CLEAR AIMS

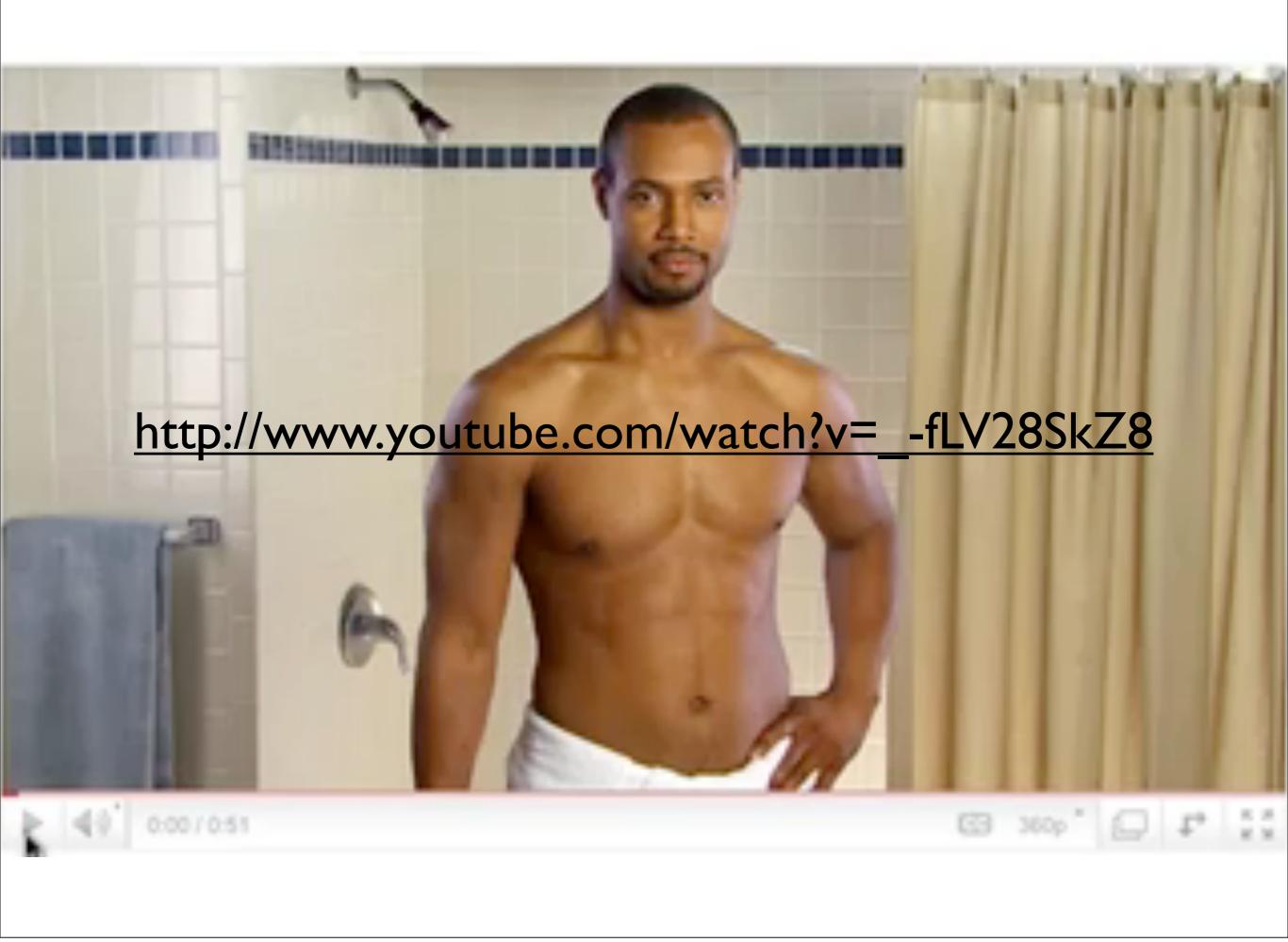
- AWARENESS OF BRAND EQUITY
- CLEAR AIMS
- HUMOUR

- AWARENESS OF BRAND EQUITY
- CLEAR AIMS
- HUMOUR
- GOOD EXECUTION

- AWARENESS OF BRAND EQUITY
- CLEAR AIMS
- HUMOUR
- GOOD EXECUTION
- BUT....

## THEY TOOK IT FURTHER







#### • SIMPLE, CLEVER IDEA

- SIMPLE, CLEVER IDEA
- CHEAP

- SIMPLE, CLEVER IDEA
- CHEAP
- INTERACTIVE AND OPTED IN

- SIMPLE, CLEVER IDEA
- CHEAP
- INTERACTIVE AND OPTED IN
- USED EXISTING TOOLS

- SIMPLE, CLEVER IDEA
- CHEAP
- INTERACTIVE AND OPTED IN
- USED EXISTING TOOLS
- OVER I MILLION HITS ON YOUTUBE PER VIDEO

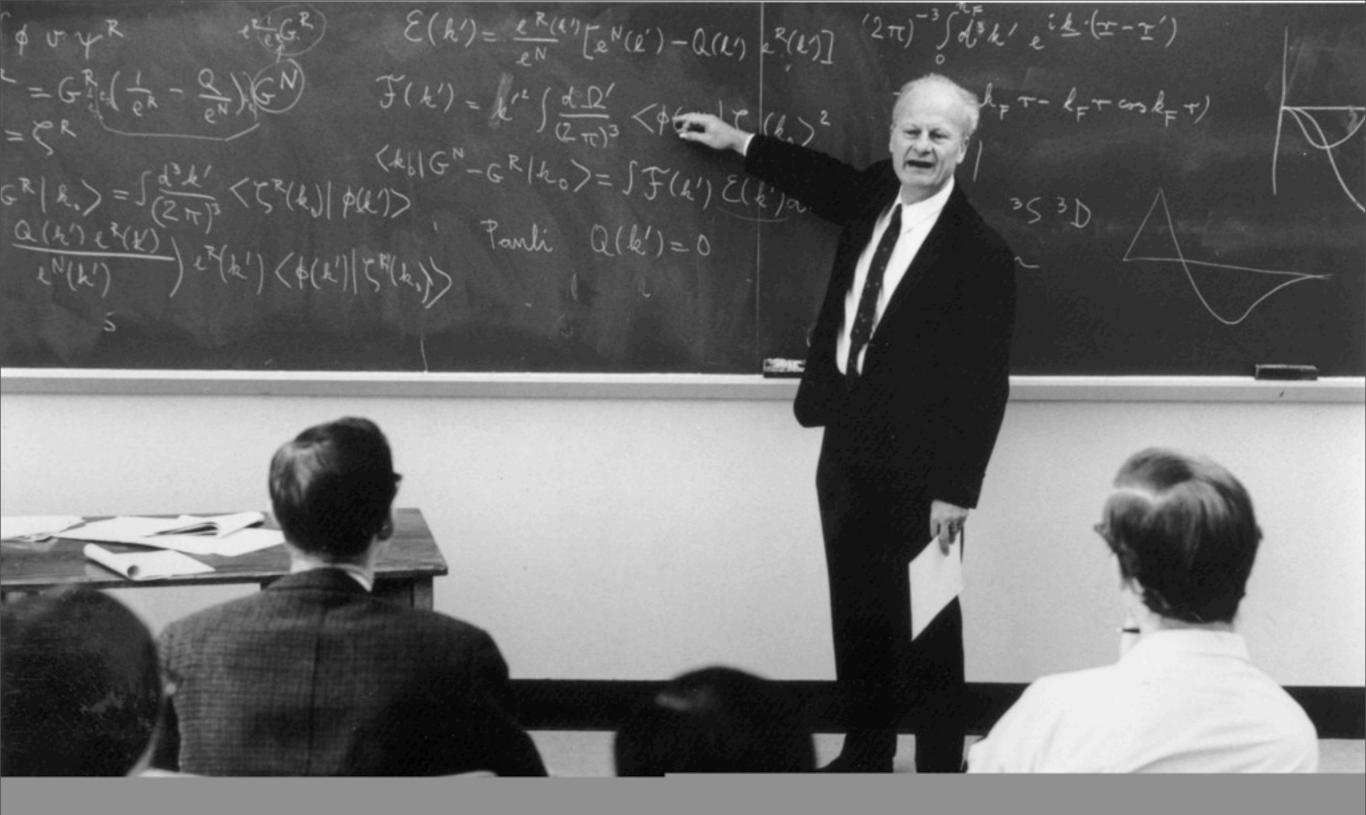
- SIMPLE, CLEVER IDEA
- CHEAP
- INTERACTIVE AND OPTED IN
- USED EXISTING TOOLS
- OVER I MILLION HITS ON YOUTUBE PER VIDEO
- SALES UP 107% IN MONTH AFTER CAMPAIGN

GOOD IDEA **CLEVER USE OF** RESOURCES INTERACTION RESULTS



## THERE IS NO REASON WHY YOU CANNOT DO THE SAME





#### GROUND RULES

# 1) SMALL BUDGETS MEAN YOU HAVE TO BE MORE CREATIVE

## 2) IF YOU HAVEN'T GOT MONEY TO SPEND YOU HAVE TO SPEND TIME

### 3) KNOW WHAT YOU CAN SPEND

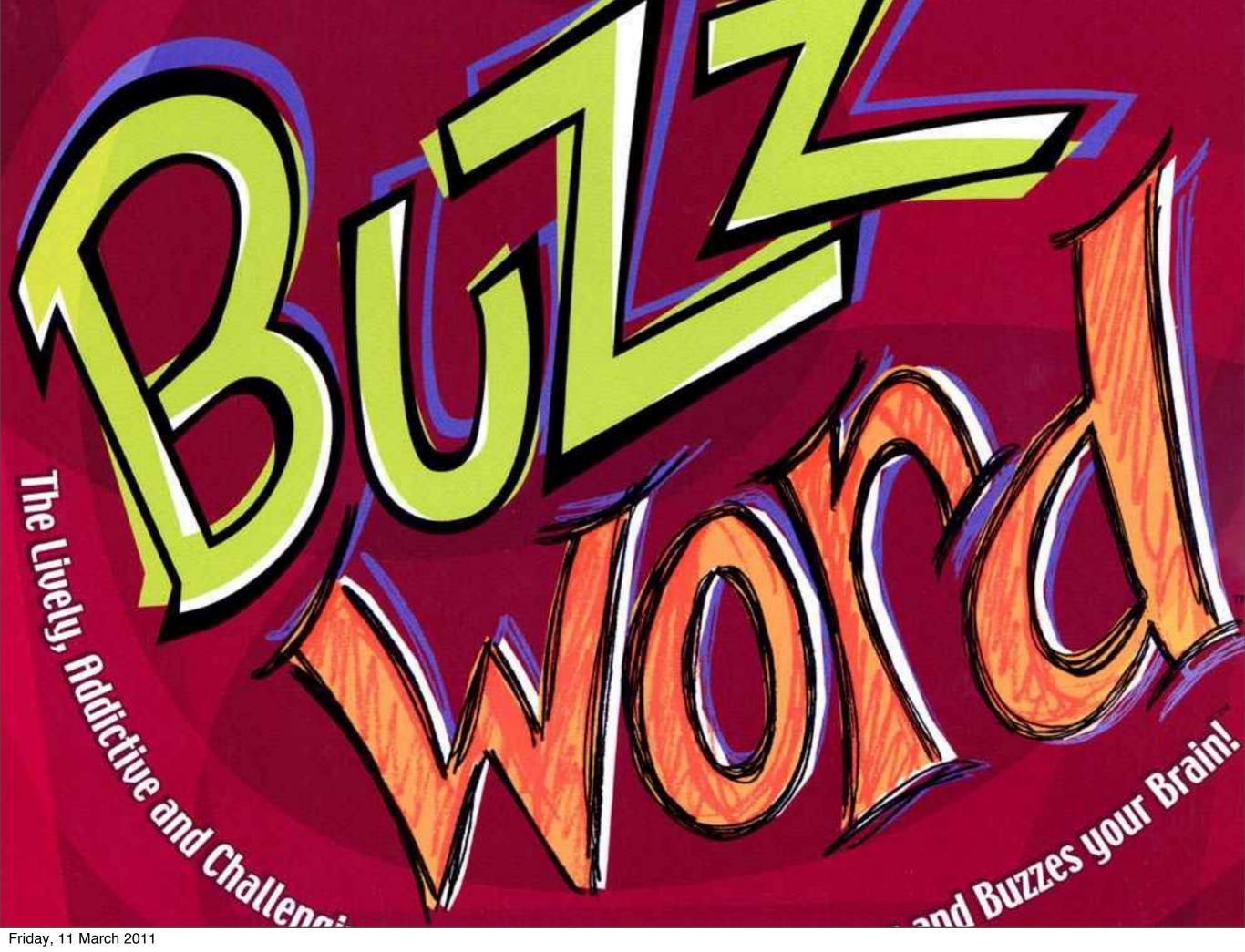
## 4) DON'T WASTE IT. ONE AD IN THE MERCURY DOES NOTHING

#### 5) DON'T BUY BRANDED MUGS, PENS OR RULERS

#### 6) SET AIMS

# 7) MEASURE IT. EACH VISITOR TO MY SITE IS WORTH £X

#### SOCIAL MEDIA

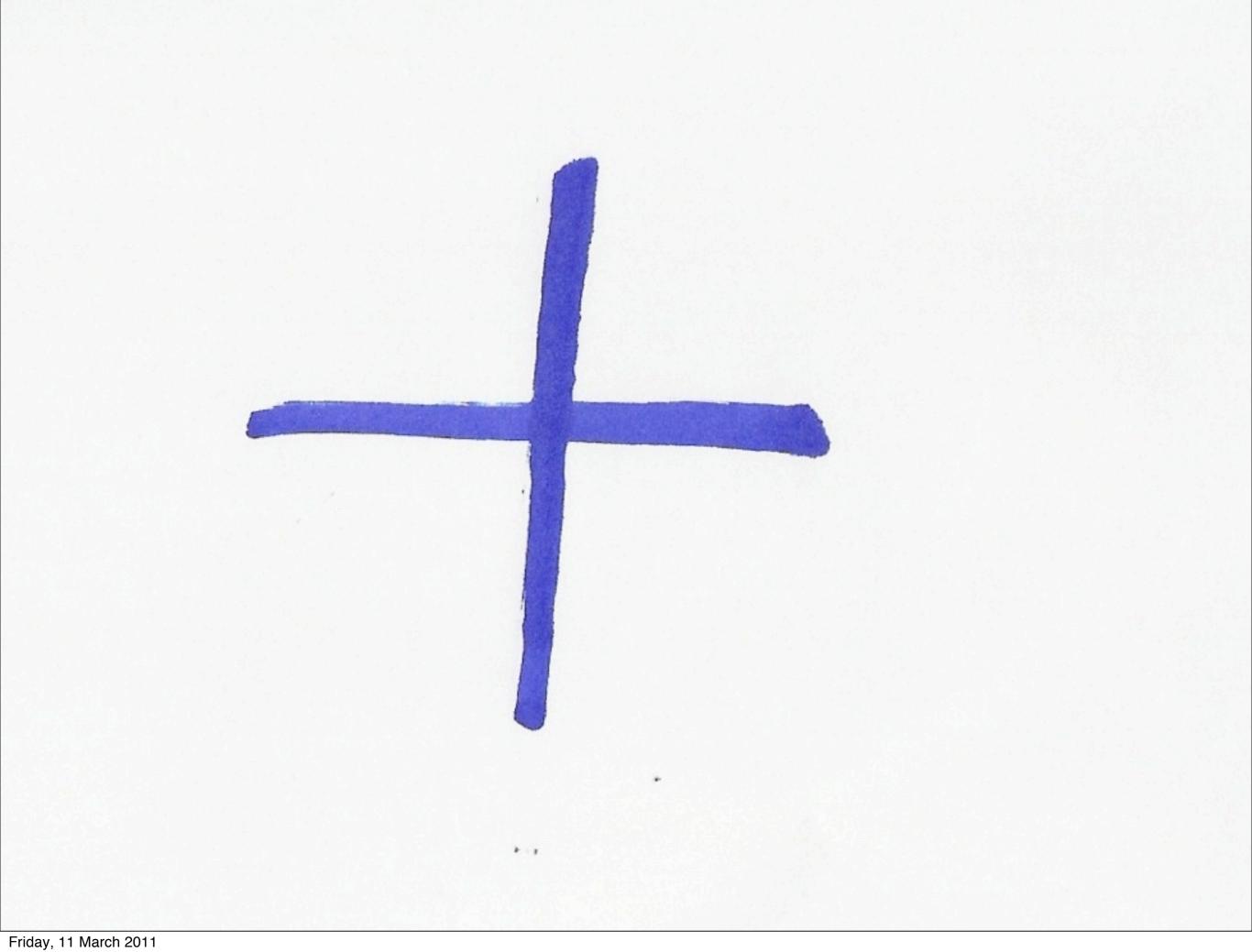


#### SOCIAL MEDIA IS ABOUT SHARING IDEAS

#### SOCIAL MEDIA IS



Friday, 11 March 2011





#### MARKETING HAS ALWAYS AND WILL ALWAYS

## BE ABOUT TELLING PEOPLE ABOUT SOMETHING

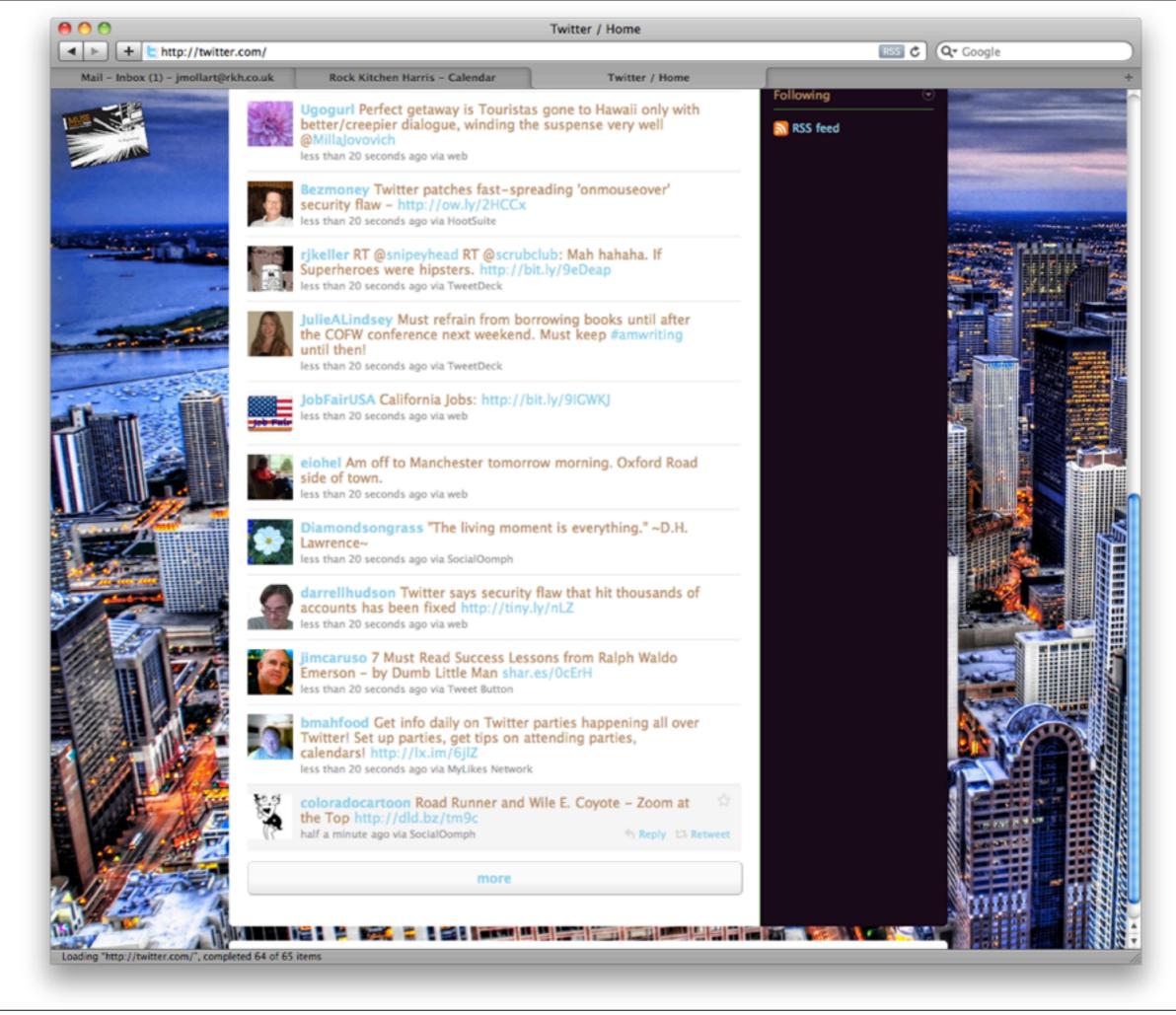
#### AND HOPING THEY LIKE IT ENOUGH TO BUY IT, AND THEN TELL OTHERS

SO,

### WHERE DOES SOCIAL MEDIA SIT?

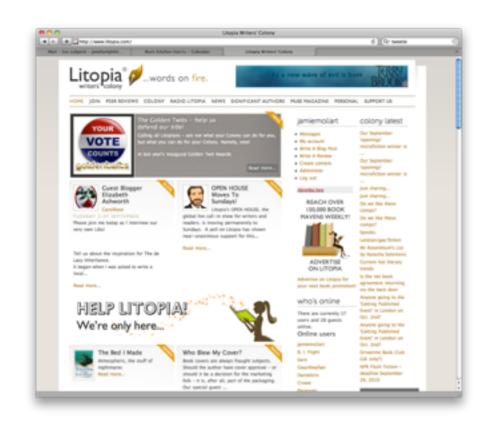
#### PUBLIC RELATIONS CRM DATABASE CAMPAIGN BRANDING





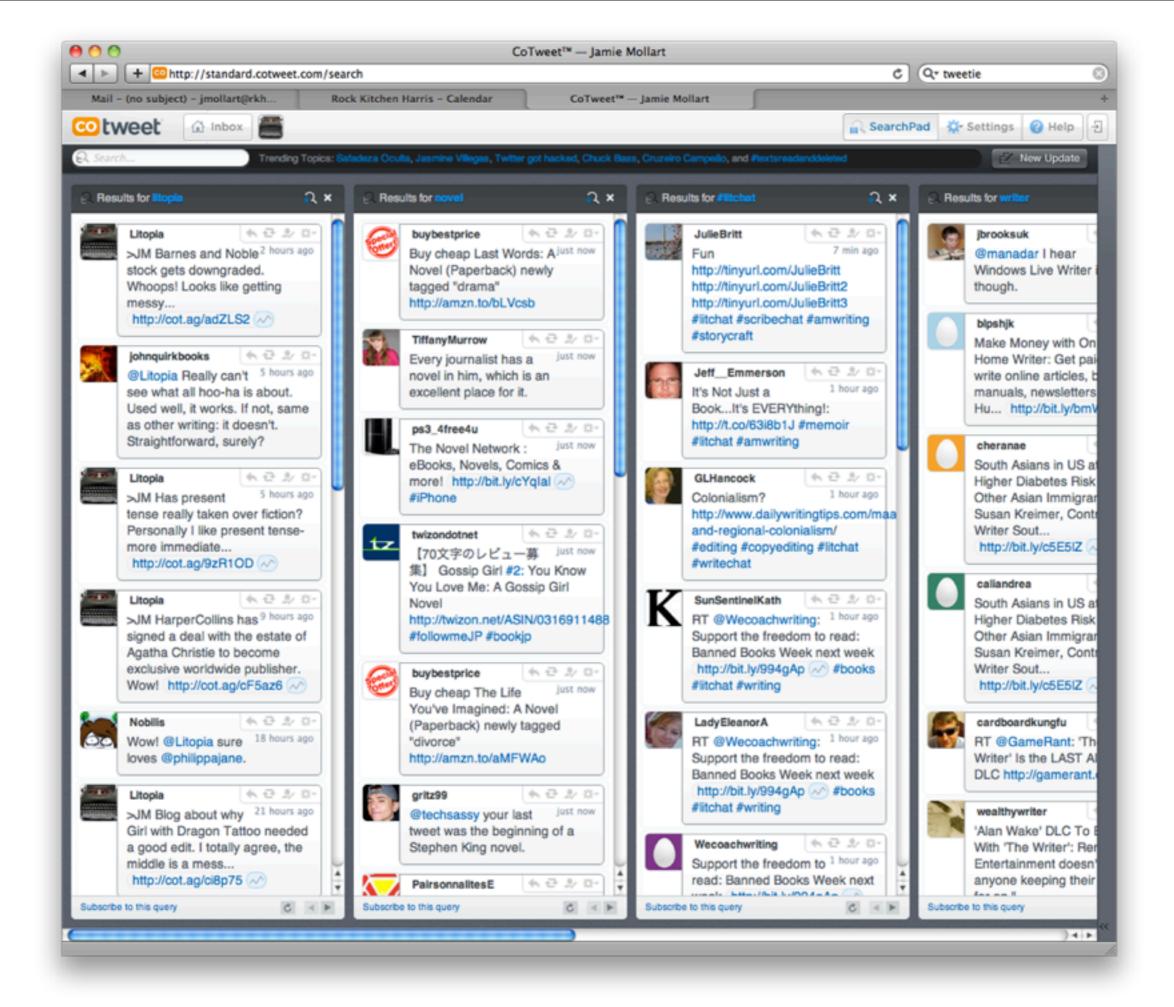


### TWITTER IS ABOUT SHARED INTERESTS

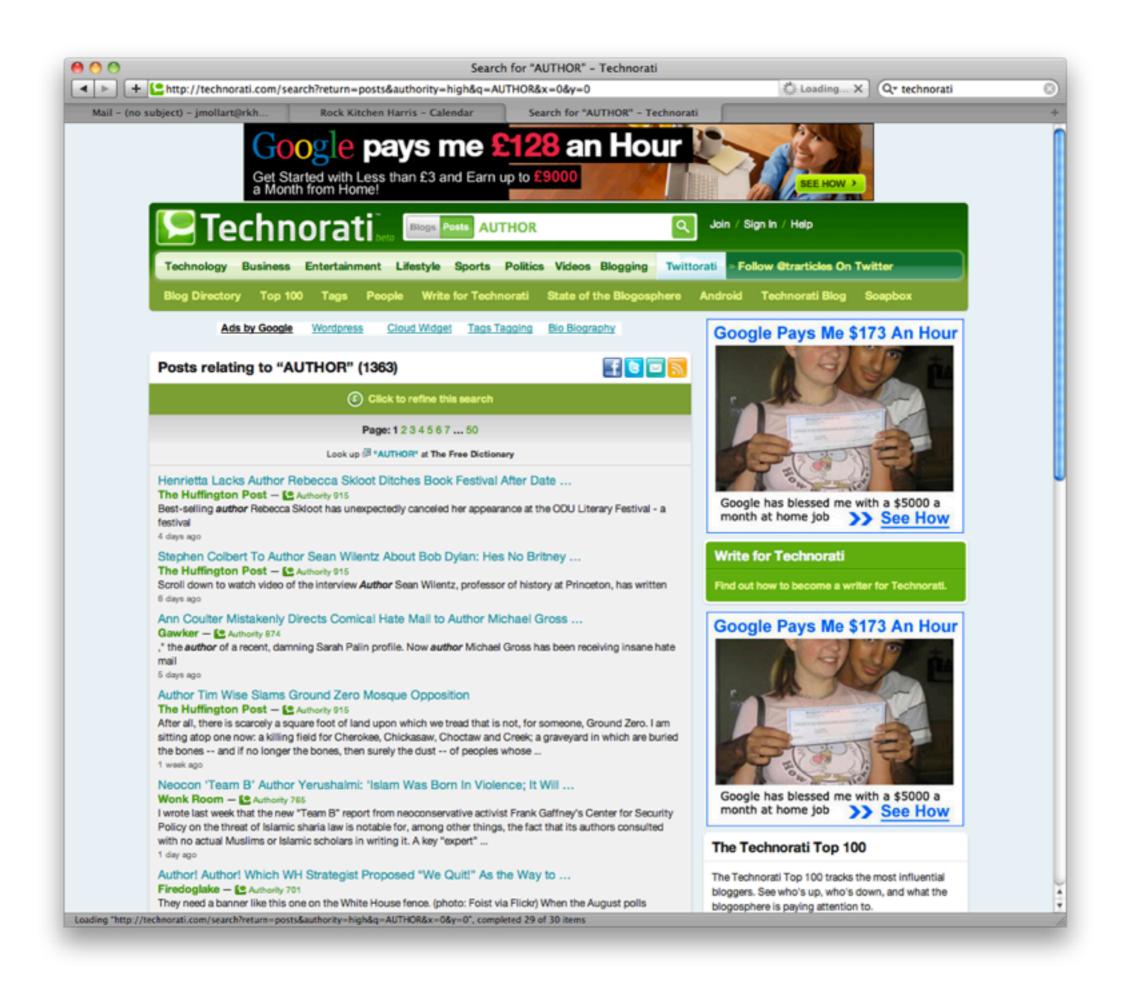




### IDENTIFY TARGET MARKET



### SET YOURSELF UP AS AN EXPERT



#### >JM Barnes and Noble stock gets downgraded. Whoops! Looks like getting messy... http://cot.ag/adZLS2

about 4 hours ago via CoTweet

>JM Has present tense really taken over fiction? Personally I like present tense- more immediate... http://cot.ag/9zR1OD about 7 hours ago via CoTweet

>JM HarperCollins has signed a deal with the estate of Agatha Christie to become exclusive worldwide publisher. Wow! http://cot.ag/cF5az6

about 11 hours ago via CoTweet

>JM Blog about why Girl with Dragon Tattoo needed a good edit. I totally agree, the middle is a mess...

http://cot.ag/ci8p75

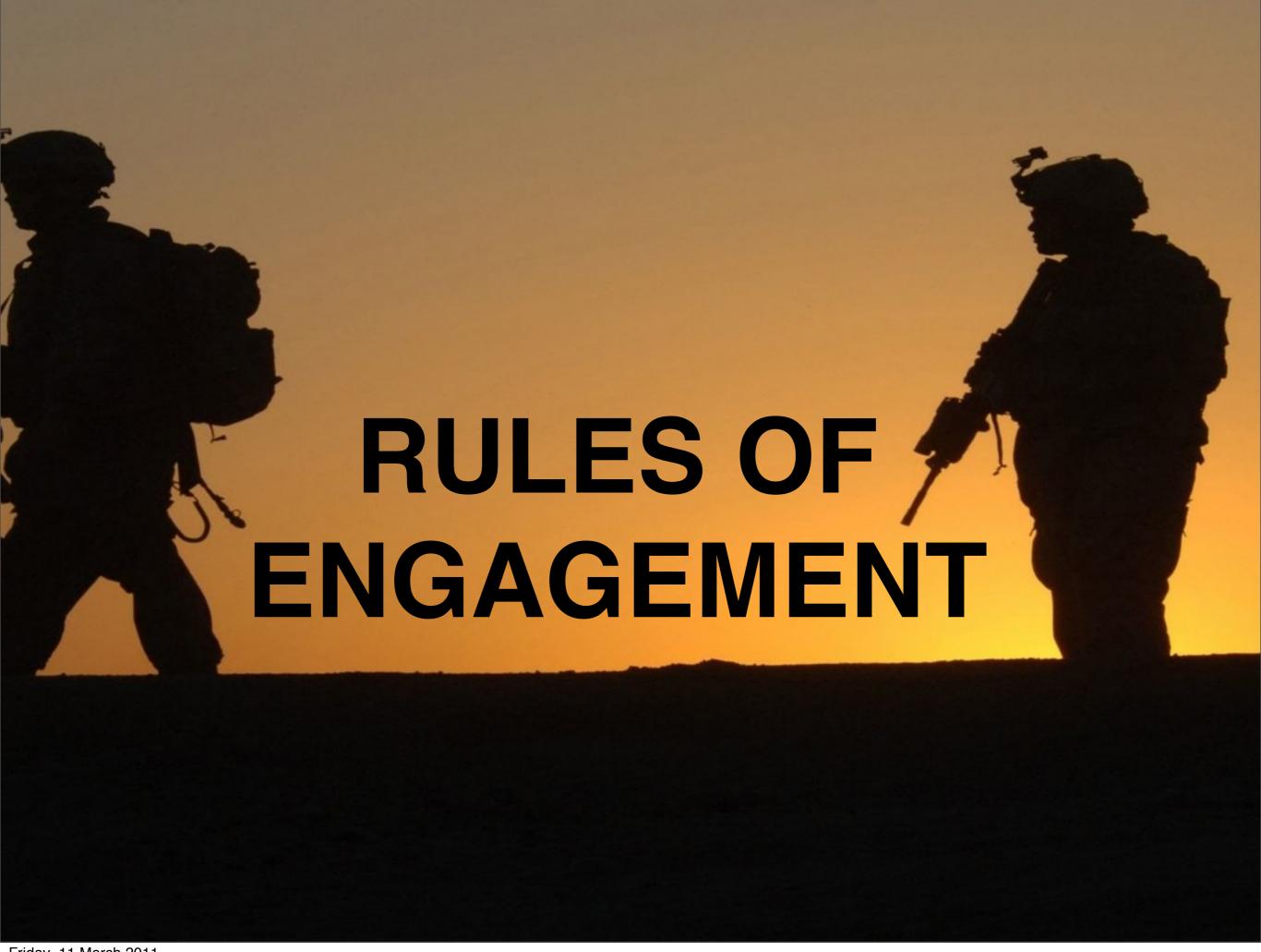
about 23 hours ago via CoTweet



14,000 **FOLLOWERS** 25,000 PODCAST DOWNLOADS Q1



Friday, 11 March 2011



#### 1)DON'T SPAM

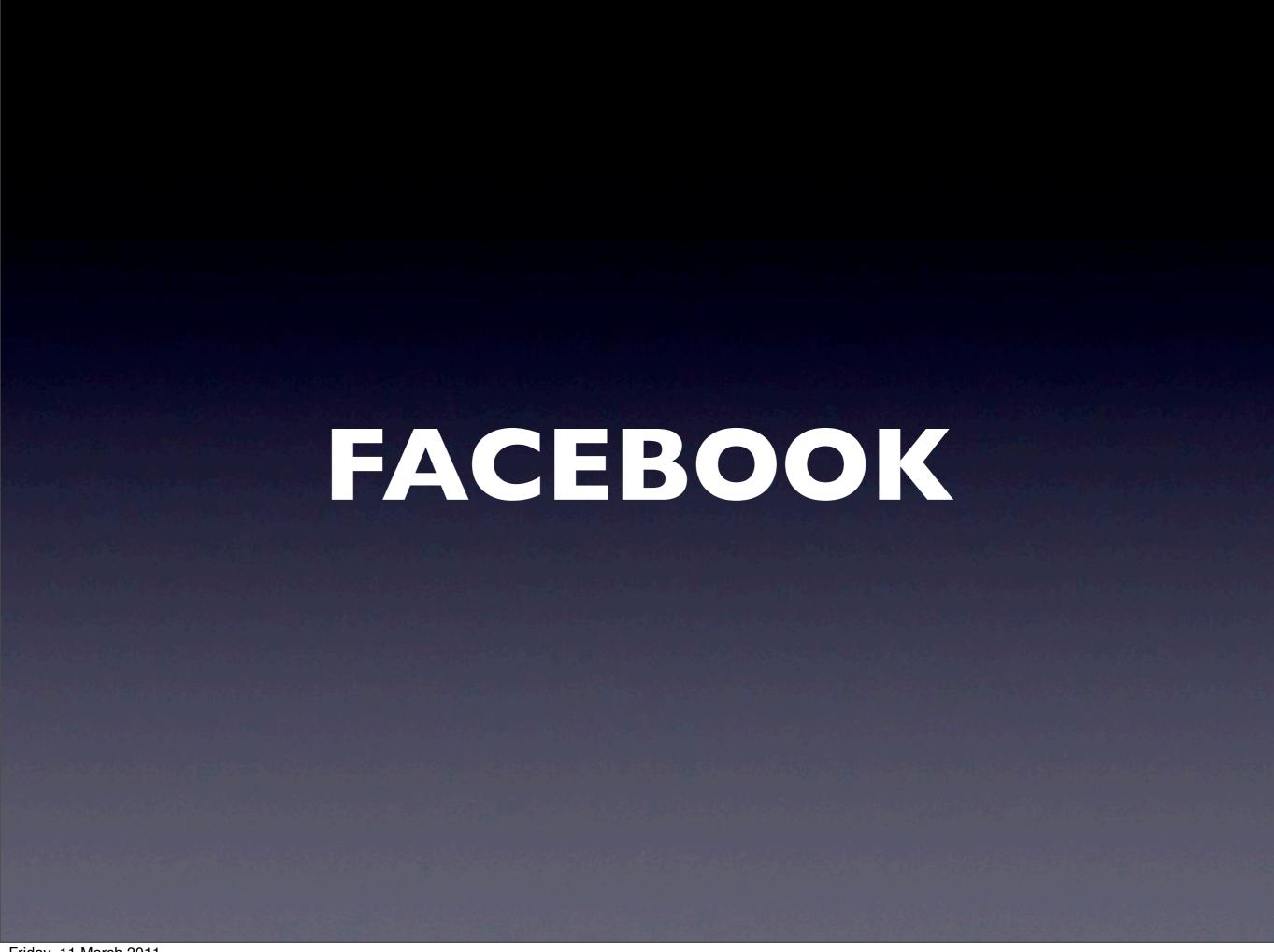
#### 2) DON'T TRY AND HARD SELL

#### 3)ONLINE PEOPLE BUY FROM PEOPLE THEY TRUST

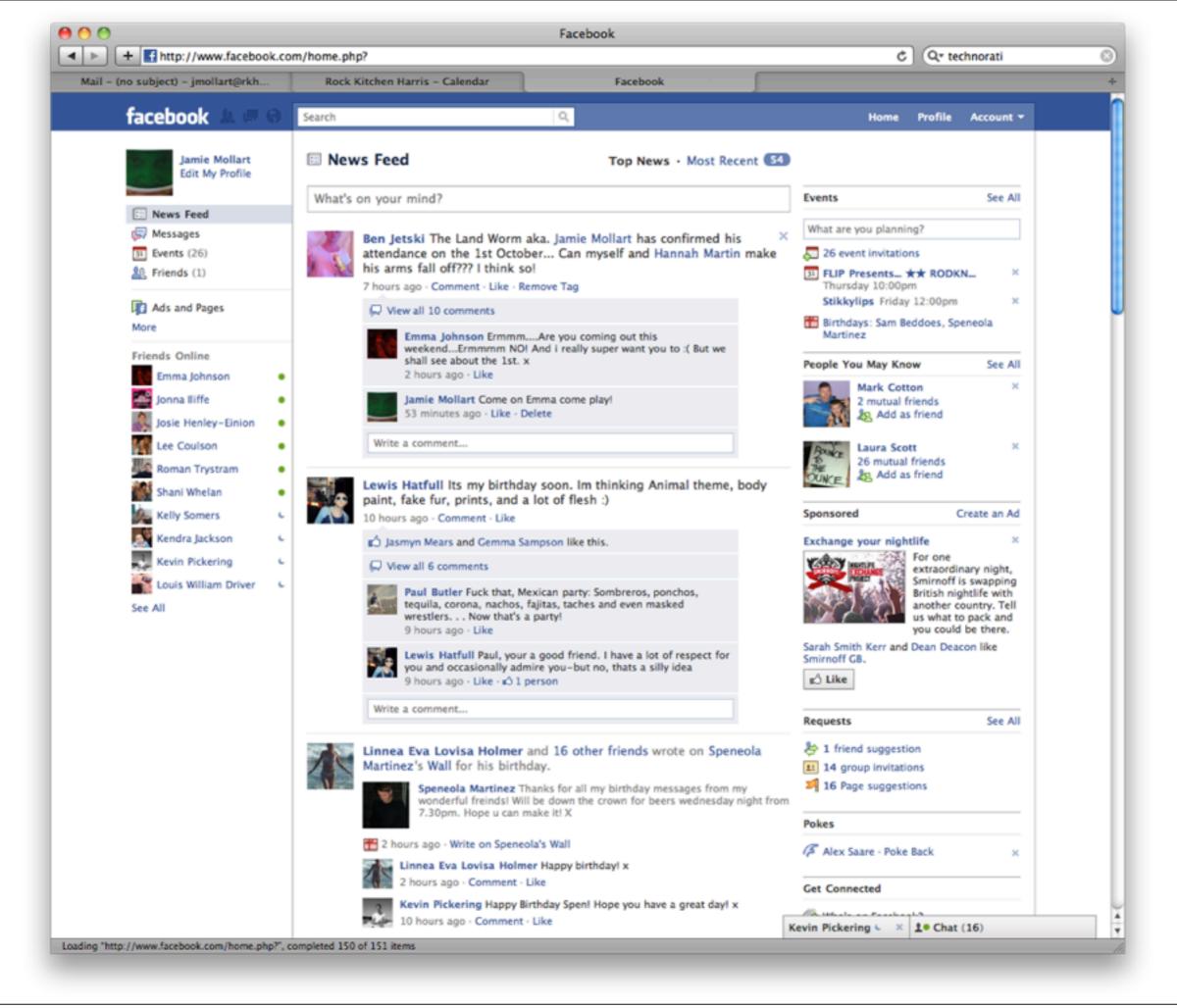
# 4) LISTEN TO WHAT IS GOING ON AND JOIN IN

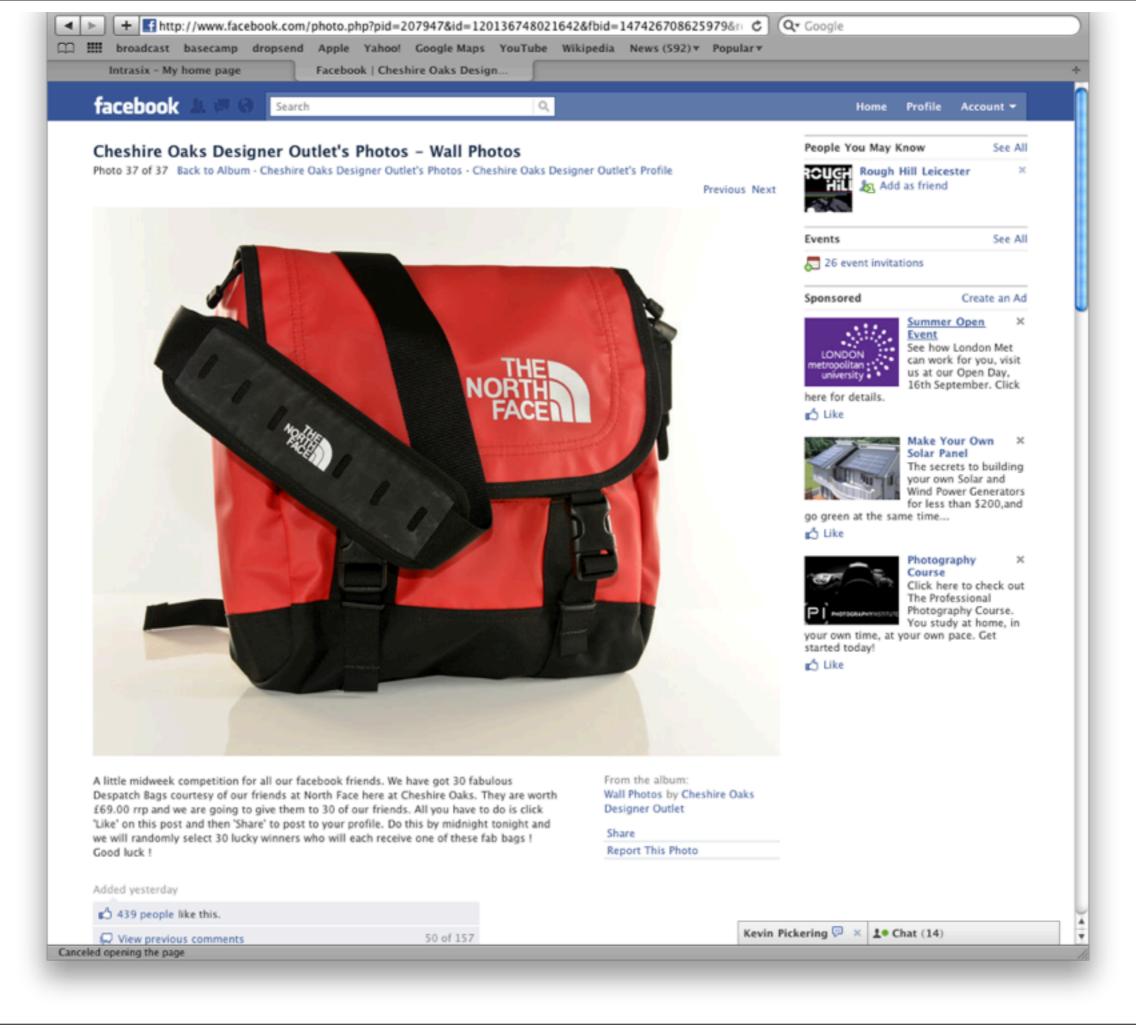
(habitat)

### 5) IT TAKES TIME. BE PATIENT



#### FACEBOOK IS ABOUT SHARED FRIENDS

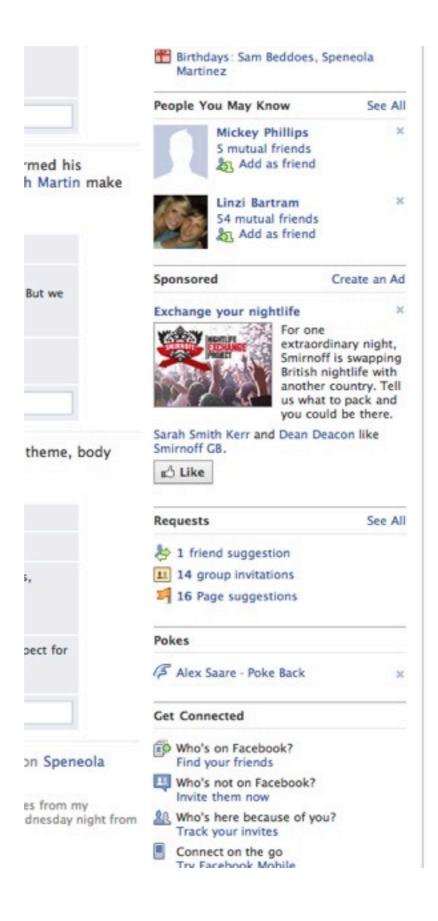




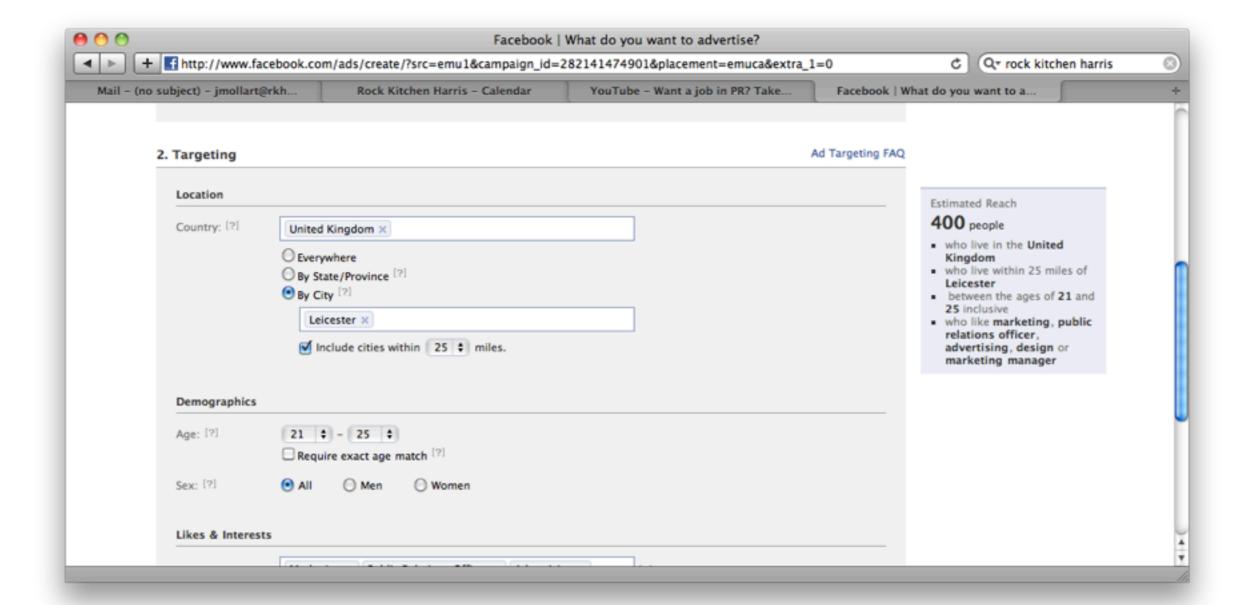




#### FACEBOOK ADVERTISING







# TOTAL SPEND £54 = EXCELLENT NEW PR EXECUTIVE

### USE EXISTING TOOLS



http://www.youtube.com/watch?v=CSYxDz22DqY

### PUBLIC RELATIONS



### JOURNALISTS ARE LAZY



Friday, 11 March 2011



Friday, 11 March 2011



Friday, 11 March 2011

# GIVE THEM WHAT THEY WANT & THEY'LL PRINT IT

#### Launde Abbey appeals for a £1m miracle

Launde Abbey, one of the Country's last remaining Church of England retreat houses, is launching a public appeal in a desperate bid to raise the £1 million it needs for essential renovation work. If the money cannot be raised by the beginning of September 2009 the doors of the Abbey, which welcome in around 20,000 people a year, will be forced to close for good, depriving visitors of the chance to benefit from its much needed sanctuary.

The Abbey itself is a beautiful Elizabethan manor house set in the rolling hills of the Leicestershire countryside, and boasts a large Victorian walled garden. It offers anyone and everyone somewhere to come and enjoy one of the rarest of commodities in the modern word - total peace and quiet. It is the ideal place for quiet reflection and soul searching, but its open door policy and residential capabilities mean it must conform to the latest health and safety requirements. Consequently, bare pipes, uneven floors and wheel chair access must all be brought up to standard in order for the Abbey to continue to offer its facilities to the public.

Run by the Launde Abbey Trust and serving in particular the Dioceses of Leicester and Peterborough, Launde Abbey is situated in the glorious English countryside east of Leicester where it has long provided sanctuary for people from all over the country. The £1m will secure the ongoing future of the Abbey, allowing it to continue as a place for spiritual support, refuge and silent contemplation, and as a conference centre for both the Church and for those wanting to develop their relationship with God. The money will also make sure that the beautiful building remains a fine example of English heritage for future generations to enjoy.

To fulfil legal requirements, the Abbey must carry out interior renovation work to its kitchens, dining room, staircase and bedrooms, and is appealing to parishes and church groups to get involved by organising events to raise cash for the cause.

Bishop of Leicester, Rt Rev Tim Stevens, is spearheading the appeal and comments:

"Launde Abbey has been an oasis of peace, tranquillity, prayer and renewal for thousands of people over the last fifty years. In challenging times, when many people's lives feel precarious, the beauty of this setting and its open

### HEADLINE BASIC OUTLINE

#### **EXPAND**

#### **QUOTES**

welcome to all who need some space and time apart is a priceless gift. Please help us to preserve it."

The Archbishop of Canterbury, Rowan Williams, has joined Bishop Stevens in pledging his support to the campaign:

"In the relentless pace and noise of modern life, it is all too easy to lose sight of our inner selves and our connection with God. Retreat houses offer a tranquil environment where we can pause and pray, finding spiritual nourishment in our otherwise hectic world.

Unfortunately, retreat houses are disappearing at an alarming rate. Launde Abbey is one of the finest we have, set in the glorious countryside of Leicestershire, and must be preserved. Over the years its buildings and surroundings have provided thousands of people a peaceful atmosphere in which to be silent and prayerful."

Launde Abbey stands firmly in the Christian tradition but welcomes everyone regardless of faith or religious tradition. It is a place of prayer where countless people - myself included - have benefited from being able to spend time in retreat. Please join me in helping to preserve Launde Abbey for future generations."

The appeal has a website, <a href="www.savelaundeabbey.co.uk">www.savelaundeabbey.co.uk</a>, with news about the project, background and history of the Abbey, the work that it does, as well as voices of support – including Sir Cliff Richard.. Most importantly, the new website allows people to donate and details how the money will help take the Save <a href="Launde-Abbey campaign forward">Launde-Abbey campaign forward</a>. ~ends~

For more information, please contact Paul Muckle, PR Manager, Rock Kitchen Harris, 0116 233 7500, pmuckle@rkh.co.uk

#### **QUOTES**

### WEBSITE CALL TO ACTION BOILER PLATE



Friday, 11 March 2011



Friday, 11 March 2011

Launde Abbey appeals for a £1m miracle

#### PROPERTY NEWS



Luzzle Abbey, one of the Country's last remaining Church of England retreat houses, is launching a public appeal or a desperate bid to gaise the £1 million it needs for essential renovation work. If the money cannot be raised by the beginning of September 2009 the doors of the Abbey, which welcome in around 20,000 people a year, will be forced to close for good, depriving visitors of the chance to benefit from its much needed

The Abbey itself is a beautiful Elizabethan manor house set in the rolling hills of the Leicestershire countryside, and boasts a large Victorian walled garden. It offers anyone and everyone somewhere to come and enjoy one of the rarest of commodities in the modern word - total peace and quiet. It is the ideal place for quiet reflection and soul searching, but its open door policy and residential capabilities mean it must conform to the latest health and safety requirements. Consequently, bure pipes. sneven floors and wheel chair access most all be brought up to standard in order for the Abbey to continue to offer its facilities

Run by the Launde Abbey Trust and serving in particular the Dioceses of Leicester and Peterborough, Launde Abbey is situated in the glorious English countryside east of Leicester where it has long provided sanctuary for the people from all over the country. The Elm will secure the ongoing future of the Abbey, allowing it to continue as a place for spiritual support, refuge and silent contemplation, and as a meeting place for relevant organisations. The money will also make sure that the beautiful building remains a fine example of English heritage for future generations to emoy.

To fulfil legal requirements, the Abbey must carry out interior renovation work to its kitchess, dining room, staircase and bedrooms, and is appealing to the people who value its work

Bishop of Leicester Tim Stevens is spearheading the appeal. and comments: "The Abbey has played an important role in the community for many years. We don't just want to see it shut up because of health and safety reasons, as it's so much riore than just a building. It's helped thousands of people get www.countryside-lavie.com

ARCHBISHOP OF CANTERBURY BACKS APPEAL TO SAVE RETREAT

#### £1million in four months or Launde Abbey closes



Laurado Ribbers, sobiado la faccing are uno particio funtamen

The Archbishop of Canterbury, Rowan Williams, has joined Bishop Tirs in pledging his support to the campaign:

Launde Abbey is one c set in the glorious ce must be preserved.

Launde Abbey stands but welcomes everyone ne. is a place of prayer whet - have benefited from I Please join me in helping.

The appeal has a website news about the project. If the work that it does, as Sir Cliff Richard and importantly, the new w details how the money w campaign forward.

#### Save Launde Abbey!

Launde Abbey is launching a public appeal in a bid to raise the £1 million it needs for essential renovation work. If the money cannot be raised by September 2009 it will be forced to close for good. To play a part in saving Launde Abbey, please donate online at: www.savelaundeabbey.co.uk

Page 17

www.thisisleicestershire.co.uk

CRUMBLING: CHURCH OF ENGLAND RETREAT NEEDS £1m TO AVOID SALE OR CLOSURE

#### Time running out for abbey

impressive figure in the beart

Abbey

CSTORE

C136,966

wish list

E'101,000

ES1,000 E179,469

EH.000

APPEAL: The Ray Tim Blowett at the he has consmented disch that needs renovation at the abi

will cost

DIVINE APPEAL: 'HELP US RAISE SIMILLION TO SAVE PRECIOUS RETREAT'

#### Archbishop in abbey plea

The Archbishop of Canterbury has called for help to save a retreat which faces closure if Similian cannot be found to restore it within live months.

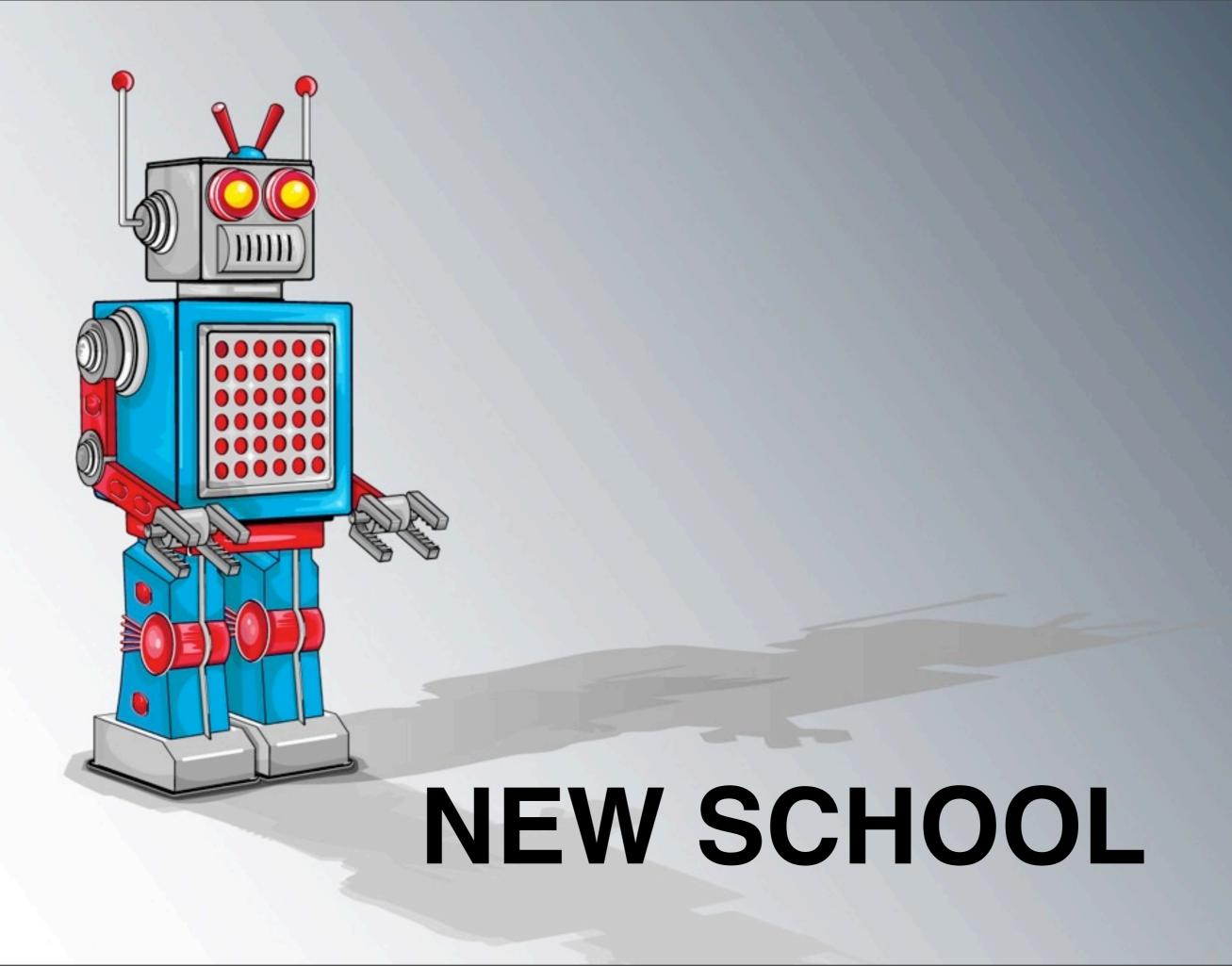




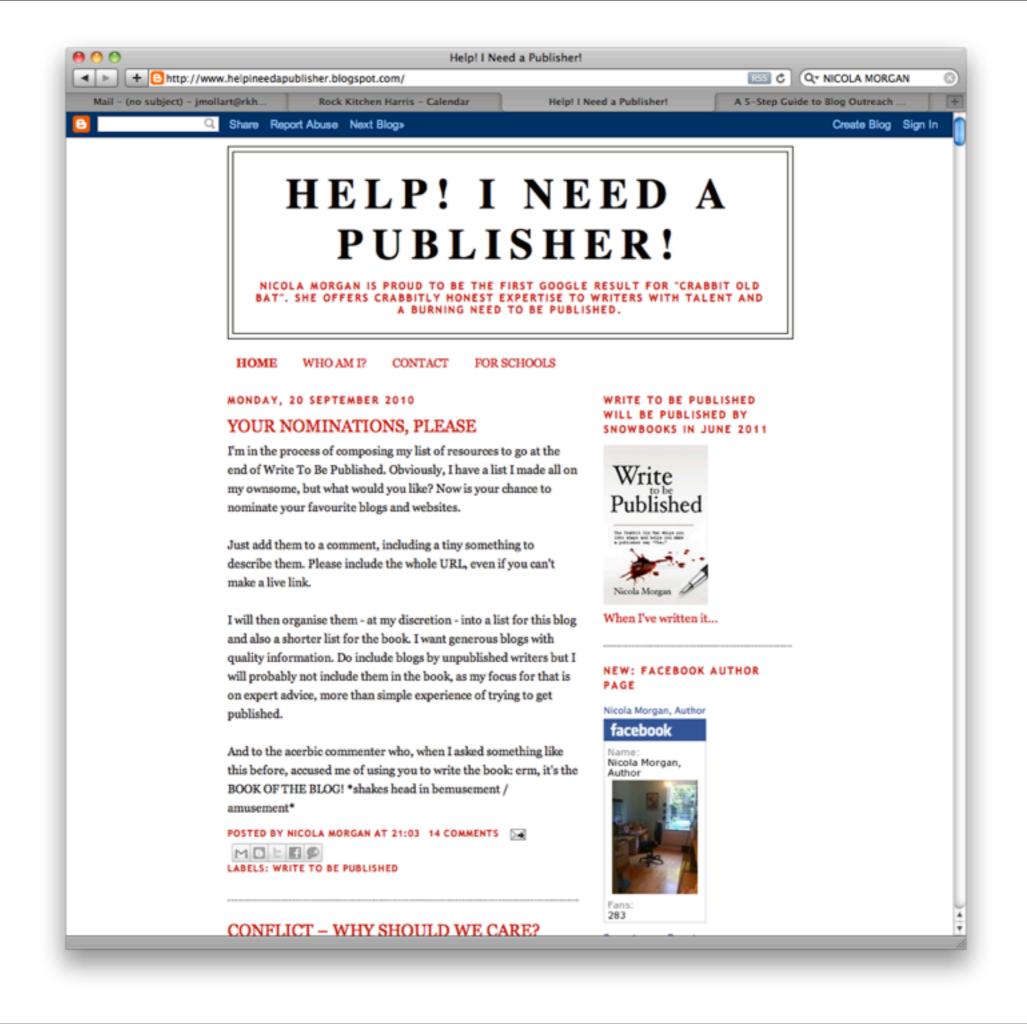
### WHAT MAKES THIS A STORY?

INNOVATIVE?
LOCAL INTEREST?
TOPICAL?
HUMAN ANGLE?
WHY WOULD I READ THIS?

#### FOLLOW IT UP



### BLOG OUTRECACH



# 1) IDENTIFY INFLUENTIAL BLOGGERS

TECHNORATI, POSTRANK, WIKIO.CO.UK

# 2) IDENTIFY THE PERSON BEHIND THE BLOG

# 3) GET TO KNOW THE BLOG, BUILD A RELATIONSHIP

READ IT, RSS, COMMENT, EMAIL THEM

### 4) MAKE YOUR PITCH

DO NOT BRIBE THEM OR HASSLE THEM

### 5) MONITOR THE RESULTS

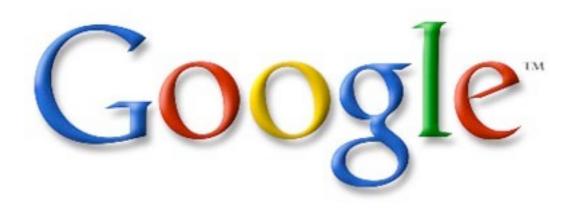
**UNIQUE URL, ANALYTICS** 

#### YOUR OWN WEBSITE



#### CONTENT IS KING



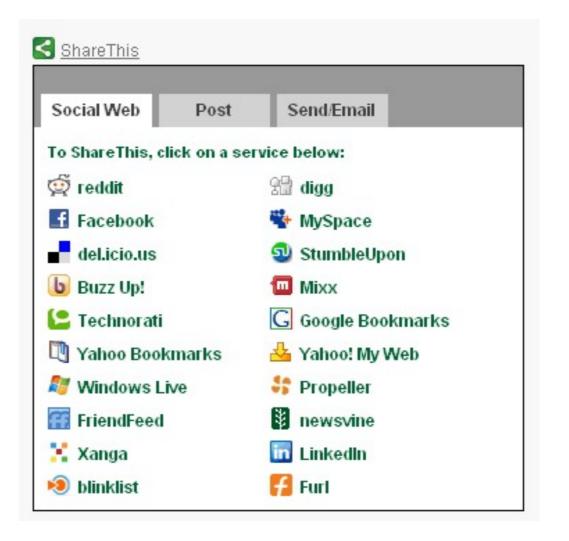




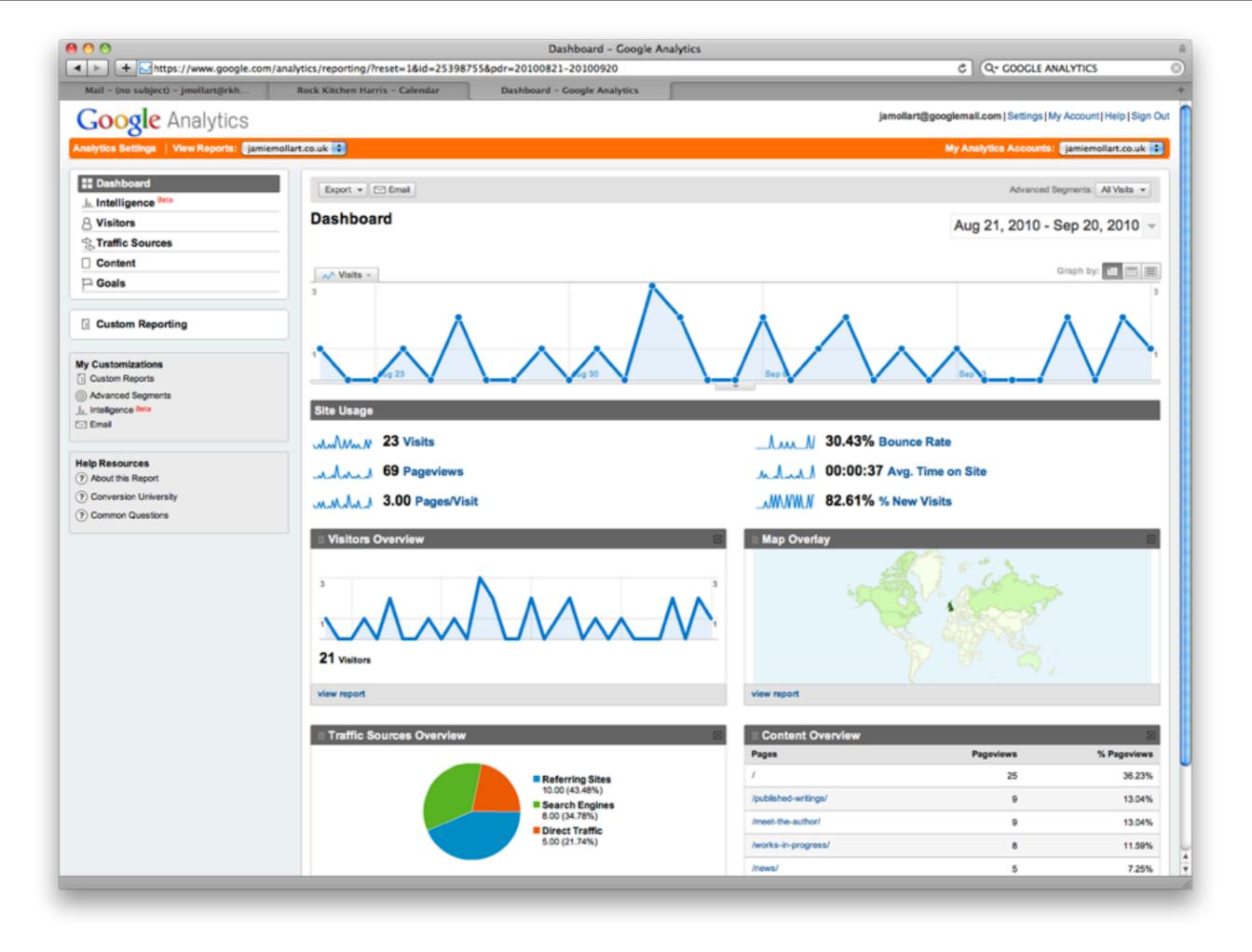
# CREATIVE OPTIMISATION AND DEEP LINKS



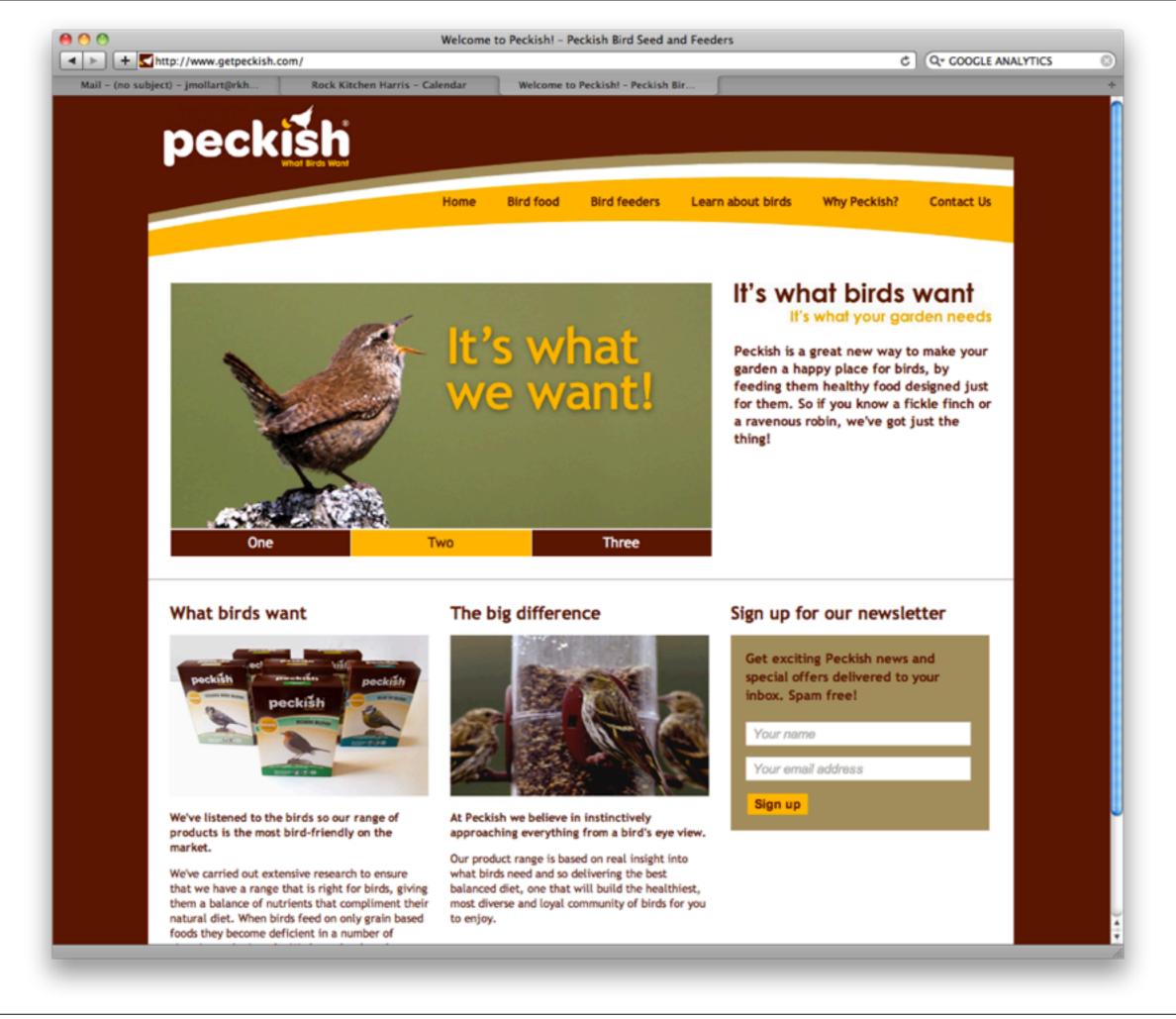


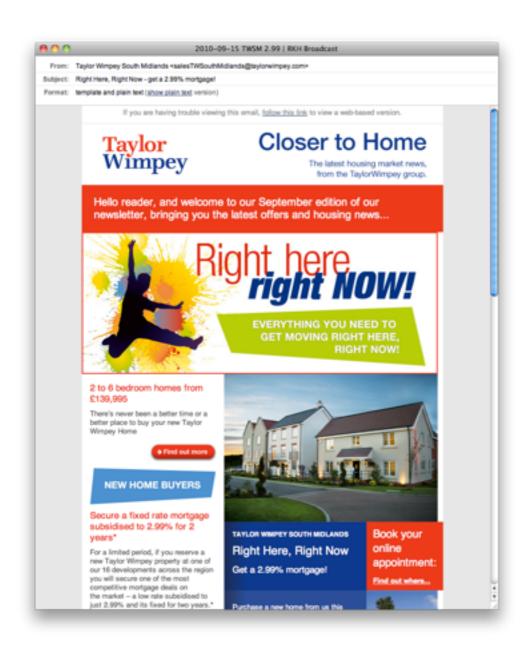


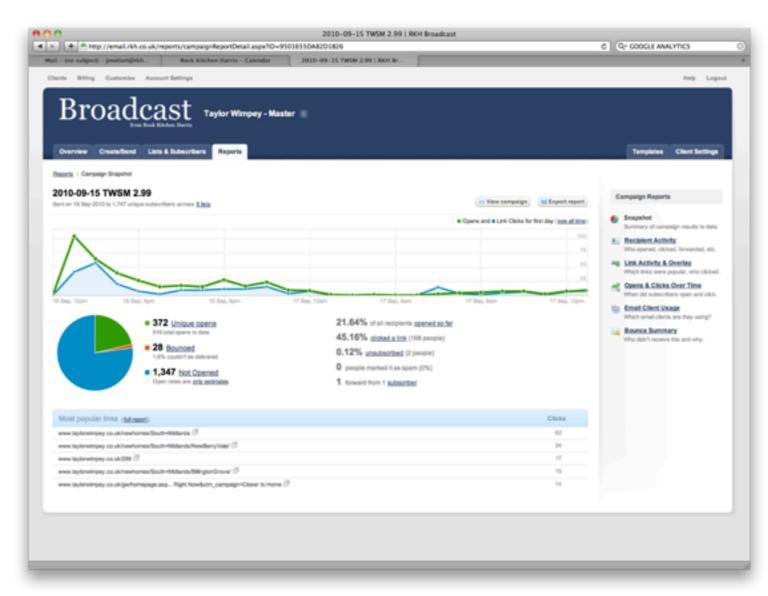




### COLLECT DATA AND RE-MARKET







#### Timely and relevant

#### BEHAVIOURAL ECONOMICS

### THE FOCUS OF THE IPA

#### A WAY OF LOOKING AT CONSUMER BEHAVIOUR



 LOSS AVERSION- people place a higher value to an item in their possession. IE free introductory trial

- LOSS AVERSION- people place a higher value to an item in their possession. IE free introductory trial
- THE POWER OF NOW- we engage less with future events than current events. IE £5 now or £7 friday



 SCARCITY VALUE- when we perceive something to be scare we give it a higher value. IE limited editions

- SCARCITY VALUE- when we perceive something to be scare we give it a higher value. IE limited editions
- GOAL DILUTION- when multiple goals are pursued they are less effectively achieved than individual goals. IE apps, do 1 part of the internet really well



 CHUNKING- Parts are easier than wholes. IE telephone numbers.
 Particularly important in forms

- CHUNKING- Parts are easier than wholes. IE telephone numbers.
   Particularly important in forms
- PRICE PERCEPTION- The price that is demanded for something makes us value it. This is in someway counter intuitive. IE BOGOFF better than 50% off



 CHOICE ARCHITECTURE- choosing is relative to what you can have, not what you want. IE we only fight for what we want for a limited amount of time. I want earl grey, but will have a normal tea if no choice. Pre-filled in forms

### BREAKS DOWN TO 2 QUESTIONS:

# BREAKS DOWN TO 2 QUESTIONS:

 WHAT COMPARISONS DO PEOPLE MAKE WHEN PURCHASING OR HOW IS IT FRAMED?

# BREAKS DOWN TO 2 QUESTIONS:

- WHAT COMPARISONS DO PEOPLE MAKE WHEN PURCHASING OR HOW IS IT FRAMED?
- HOW CAN I MAKE THEIR DECISION EASIER OR MORE REWARDING?

### FINALTIPS



#### • BE CONSISTENT

• BE CONSISTENT

• FREE IS GOOD - TEASE PEOPLE

- BE CONSISTENT
- FREE IS GOOD TEASE PEOPLE
- RESPECT THE MEDIUM

- BE CONSISTENT
- FREE IS GOOD TEASE PEOPLE
- RESPECT THE MEDIUM
- GOOD IDEAS WILL GET YOU EVERYWHERE

- BE CONSISTENT
- FREE IS GOOD TEASE PEOPLE
- RESPECT THE MEDIUM
- GOOD IDEAS WILL GET YOU EVERYWHERE
- ENJOY YOURSELF





• GROUPS OF 4/5

• GROUPS OF 4/5

• TAKE ONE OF YOUR REAL LIFE SITUATIONS

- GROUPS OF 4/5
- TAKE ONE OF YOUR REAL LIFE SITUATIONS
- ASSUME YOU HAVE NO OR LITTLE MONEY

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- IDENTIFY TARGET MARKET

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- PLAN A CAMPAIGN TO ACHIEVE YOUR AIMS

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- IDENTIFY TARGET MARKET
- DEFINE AIM OF CAMPAIGN
- PLAN A CAMPAIGN TO ACHIEVE YOUR AIMS
- PRESENT BACK TO GROUP

### THANK YOU FOR HAVING ME

