# Secrets of Social Selling Signals



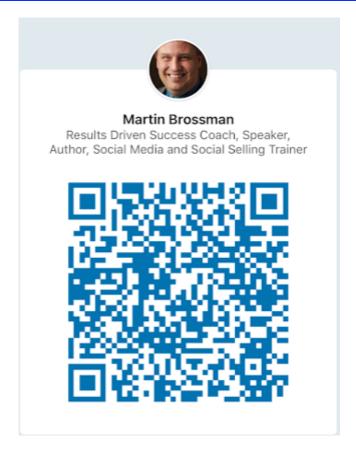
Martin Brossman & Jerel Bonner

# Scan Us Now



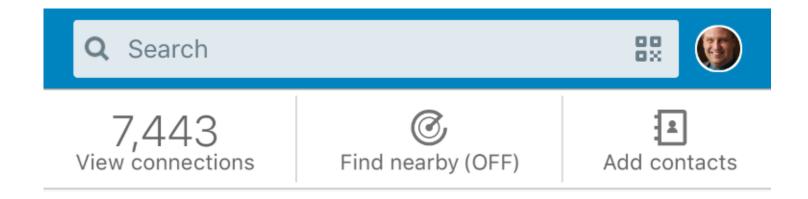
Jerel Bonner马扬 O2O Social Influencing S... A 'knowledge broker' to CxO's to build 'A Teams' to deliver on the brand promise, ...





## Scan Us Now





### Agenda

- 1. Introductions
- 2. Objectives
- 3. LinkedIn Today
- 4. Relationships & Buyer Journey
- 5. Social Signals & Value
- 6. Triple C's of Social Selling
- 7. Twitter
- 8. Insights & Actions

# Tell us about you



#### **Program Objectives**

- Build relationships of value to support the buyer journey
- Notice prospect social signals and respond with value
- Triple C's of Social Selling
  - Content Curate or Create

#### At the conclusion of this session, you will be able to:

- Spend your time effectively on LinkedIn and Twitter for 40 min a day
- Understanding how to evaluate a person's profile to engage with them on LinkedIn
- Create real value vs noise
- Stay on top of mind with your target prospects
- Think of designing a customer facing profile

#### What is the Product You!

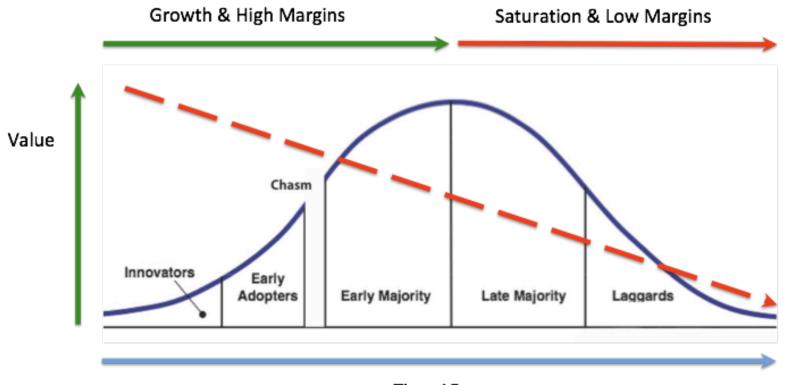
No Cost Barrier to entry

Anyone can now produce low quality
content

Too much noise

Credible ways to validate expertise

### LinkedIn Today



Time 15 years

#### How LinkedIn Transformed

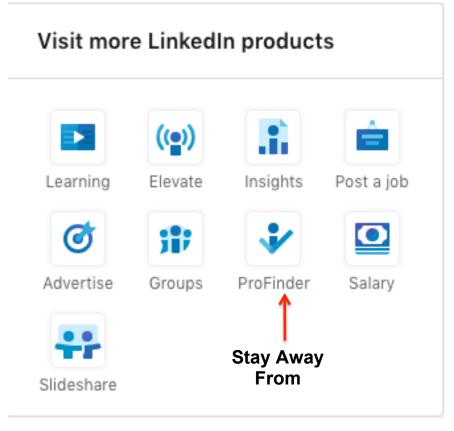




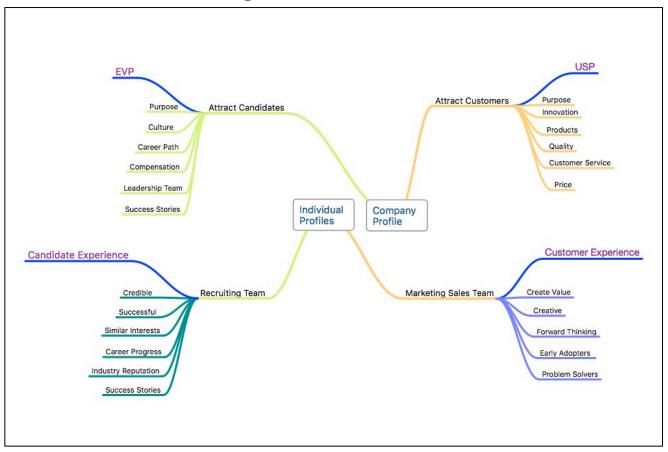








### LinkedIn's Publishing Focus



#### LinkedIn's SSI



#### LinkedIn's SSI

ıl.

Your Social Selling Index

Share your SSI 🛂



Jerel Bonner 马扬 O2O Social... Guiding senior executives to leverage LinkedIn for market advantages - Senior Solutions Architect at LinkedIn China

1 of 6684 Team SSI Rank Top 1% Industry SSI Rank

Network SSI Rank

Look up your SSI

http://bit.ly/mylissiis

#### **Current Social Selling Index**

Your Social Selling Index (SSI) measures how effective you are at establishing your professional brand, finding the right people, engaging with insights, and building relationships. It is updated daily. Learn more





#### How well dressed is your LinkedIn profile?

#### Ask yourself:

Am I dressed to meet a client face to face at any moment?



# Build **relationships** of **value** to support the **buyer journey**

### **Acquiring New Customers**

What are the Touchpoints
Where are they in the journey
What is YOUR GOAL!

Then: The purchase funnel

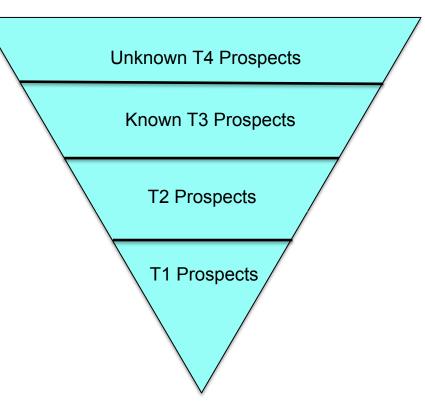


Now: The consumer decision journey

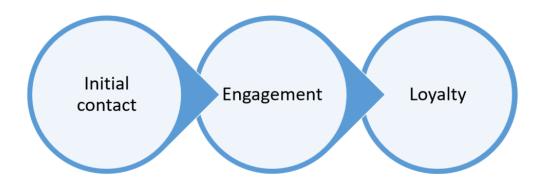


#### **Targeting Prospects**

- T3 Meets your defined profile
- T2 Have identified KDM & BB
- T1 Have connected with KDM & BB

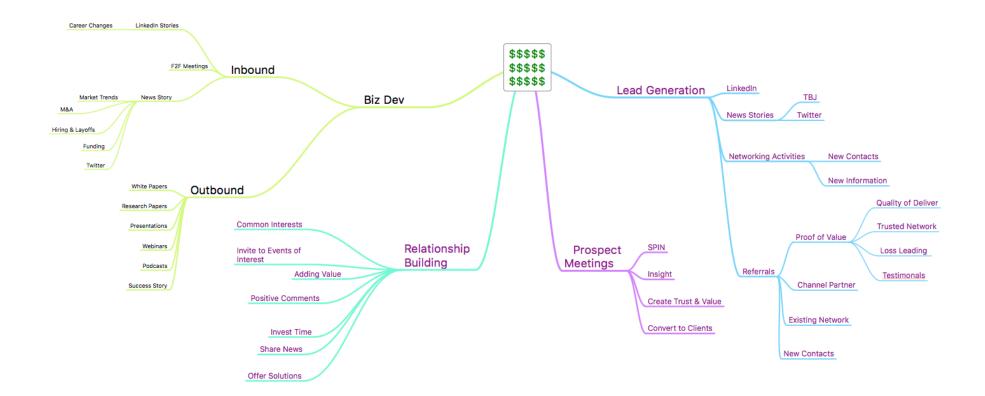


#### **Targeting Prospects**



Manage the Touchpoints along the journey

#### **Engagement Activities**



Success

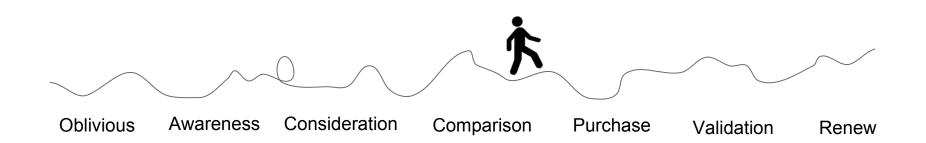
Success

what people think it looks like



what it really looks like

### The Buyer's Journey



#### **Buying Journey Stages**

**Oblivious** - Not aware they have a need

**Awareness** - Having knowledge of the need for an alternative solution

**Consideration** - Evaluated or exhausted all known options and didn't get desired results

**Comparison** - Exploring external options for support and solution

Purchase - Select a vendor to provide a solution

**Validation** - Confirmed expected value was delivered.

**Upsell** – Repeat business, (a license, subscription, or contract.)

#### Align Content with the Buyer's Journey

What type of content do you use at each stage?

- Oblivious They don't realize they need you
- Awareness They realize they need someone's expertise
- Consideration Learning about alternative options like you
- Comparison Evaluating for the best support and gradually engaging with the market
- Purchase Accept support with a formal commitment
- Validation Assuring value is received
- Renew Expanding their investment

#### Wasting InMail



Feb 4



#### Jason Dodd

#### Introduction

Hi Jerel Bonner马扬 O2O,

My name is Jason Dodd, EVP Sales of Digital Kryptonite a pay-per-performance marketing company.

We've generated over 10,000 qualified leads for businesses like yours since being founded 11 months ago. One of our clients got 131 clients in the first 5 months!

The best part... If we don't deliver, you don't pay!

I would love the opportunity to learn more about your business, your challenges & goals to see if there's a fit.

What is your schedule like to connect over the next week or so?

Looking forward to it!

Jason

Ps - you can also schedule a call using this link: http://calendar.digitalkryptonite.com/jason



Jan 29



#### Melinda Emerson

#### Introduction

Hi Jerel Bonner马扬 O2O, thanks for connecting!

I know you're incredibly busy and you get a ton of messages, but this will only take 60 seconds to read.

My name is Melinda Emerson, Founder of SmallBizLady, a performance coaching and consulting enterprise. We develop tools and training materials to raise Small Business sales figures and success ratio.

In the past year we have created an exclusive training program called Fix Your Business Master Class. In this 12 week class we will personally lead you through our system to Fix Your Business and build a plan to double your revenues next year.

The best part is... I will personally work with you and your team to train and implement our strategies into your system.

Would you be interested in getting the inside tips from experts on HOW to double your revenues in 2019, increase your productivity, create an amazing team, and win financially?

I totally understand if you're too busy to respond. Even a one or two-sentence response would completely make my day.

#### Melinda

P.S. You can schedule a call with me using this link: https://calendly.com/smallbizlady/30-min-meeting/



Jerel Bonner马扬 020 Social Influencing Strategist - 8:51 PM I'm definitely going to show this to you in my sales training program of how not to use LinkedIn thanks

JB

#### **Targeting Prospects**



Jerel Bonner马扬 O2O Social Influencing Strategist • 12:23 PM Hi James.

Thanks for viewing my profile last week. I see we have lots of mutual connections like Rebecca Sotirkys. My company, Corralling Chaos has tried extensively to find out more information to create an intern program for vets. Are you able to help, please. Thanks for connecting.

James Simpson is now a connection.



Jerel Bonner马扬 O2O Social Influencing Strategist • 1:36 PM Hi James - Thank you for connecting. Let me know how we can proceed. Jerel



James Simpson • 1:54 PM

Jerel, One way to get involved with internships is to partner with Hiring Our Heroes through the US Chamber of Commerce Foundation. They have a fellowship program that has had considerable success. I'd be happy to discuss other opportunities. As a veteran and someone who employs veterans I love to see others get involved.



Jerel Bonner 马扬 020 Social Influencing Strategist • 4:23 PM Dear Mr Sanjay Das,

We've never met, though I noticed your profile and I remember ABC from Patty Bergey. We also have similar network sonnections. It would be an honor to be connected to you so that we can share knowledge respectively to stay ahead of the market trends.



Hello Mr. Bonner.

How do you know Patty Bergey?

Sinial



Jerel Bonner马扬 O2O Social Influencing Strategist • 3:23 PM Hi Mr Sanjay,

I've met Patty through a networking event. Jerel

JUL 17



Sanjay Das • 4:22 PM Got it; thank you for sharing.

#### Manage the Touchpoints - 7

Hi Rosina,

TP1

Nice to know you through Don and LBio. Thanks for chatting with me and I look forward to chatting with you about how you can find some salespeople to move your latest project forward. Thanks for connecting. Talk to you soon,

Jerel See less

Jerel Bonner马扬 O2O Social Influencing Strategist • 8:54 AM Your welcome Frank

Till we talk, can you please follow our company here on LinkedIn. This way you can learn more about what we do and stay up to date on market trends that affect your bottom line.

TP2

https://www.linkedin.com/company/corralling-chaos/



Jerel Bonner马扬 O2O Social Influencing Strategist • 7:

TP3



Tipped: 1929 and 2008 will look like a vacation

Herb Kelsey on LinkedIn



#### Do they manage their own LinkedIn

- LinkedIn and Twitter is part of the process
- Does is feel like the actual person or a surrogate?
  - Take title under consideration
  - (Simple safe answers it is most likely a surrogate)

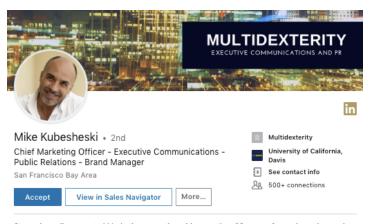


Mike Kubesheski
Chief Marketing Officer - Executive
Communications - Public Relations On Ann Hawkins and 2 others

Ignore

Accept

#### Real or Surrogate



Strategic, well-connected Marketing executive with more than 20 years of experience in growing organizations through data driven and empirically managed marketing. A results-focused, highly adaptable executive with a strong management background in growing existing revenue sources and designing and producing significant new sources. Recognized as a proven, collaborative leader who is proactive and has a keen ability to navigate complex business opportunities and challenges and produce innovative solutions that translate into record profitable growth.

Areas of expertise:
Corporate Marketing Program Administration
Search Engine Optimization
Social Media management
Digital Public Relations
Branding and Corporate Identity
Stakeholders Management
Marketing Research

#### Experience



#### Principal

Multidexterity

Jan 1998 - Present · 21 yrs 1 mo

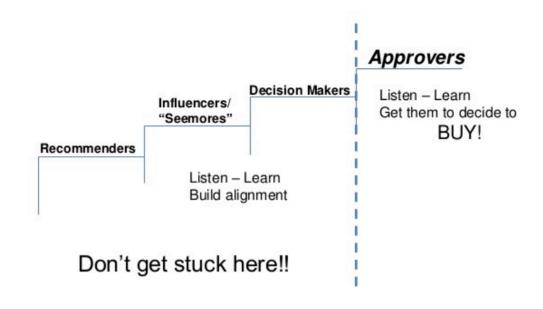


#### VP of Marketing

Family Business

Jan 1990 – Dec 1999 · 10 yrs United States

### Connect to Bridge Builders



Intro to decision maker. Do they have access to senior executives.

### Unlock the gate

### Activity 1 – Who are YOU looking for

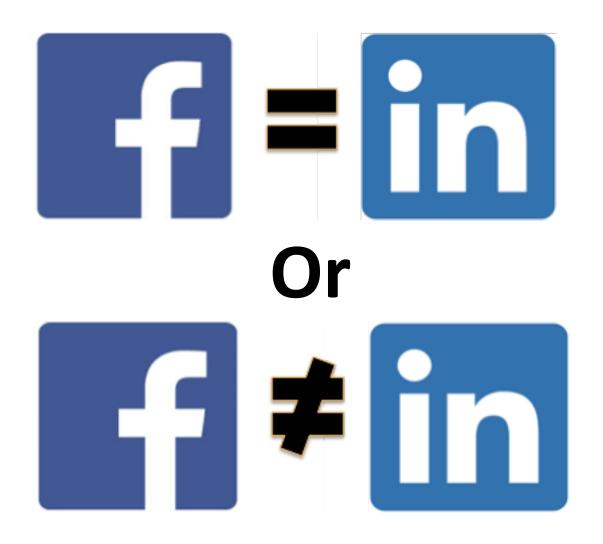
Describe in very granular detail

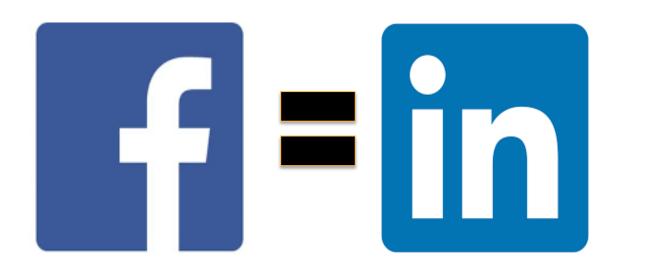
- Target Audience
- Decision Maker Profile
- Consumer Profile
- Other Participants Profile

### Activity 1 – Who are YOU looking for

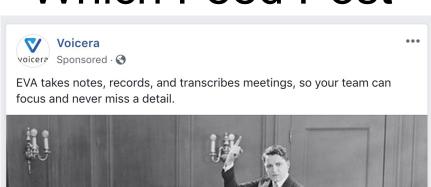
Company Specifics	KDM Title	Bridge Builders	Executor	Users Title

# Notice prospect social signals and respond with value





#### Which Feed Post





VOICERA.COM

This Might Be The Greatest Meeting Hack Ever

Let EVA take the notes | Never miss an action item



+ Follow

Capture the attention of your attendees with innovative and engaging events by collaborating with us.



The Rise of Design Thinking in Meeting and Events venetian.com

#### Activity 2 – Evaluate your feed

- Facebook vs LinkedIn
- Promoted and Sponsored
- Top vs Recent (only on desktop)
- Insightful vs pats on the back
- Who is engaging with important people

# Name that Feed Post





Rachel Tipton and I are beyond excited about our new endeavor together. What started out as a fun marketing idea for our personal brands has turned into an actual business. When you have a passion for something and don't fc ...see more



High Value	Pro/Sp Ad	Share	fb	Like / Share	Hide	Old News

# Feed Activities...

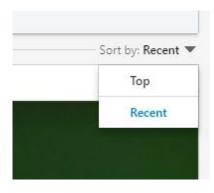
- Like for...
- Comment to....
- Sharing
- Shout outs.... don't overdo it!
- Don't post and ghost

# Noise Activities...

∆ Like □ Comment Likes Glenn Gray • 2nd Licensed Community Association Manager at Castle Group at Riverstone Congrats Trina Like Reply Mark Moore + 2nd Sr. Recruiter/Owner at LM Recruiting Group Congrats Trina Like Reply Dave Sayers • 2nd Director of Talent Development at Cortland Congrats Trina Like Reply Tom Greene + 2nd Alliant Employee Benefit Consultant focused on Employee Health & Produ Congrats Trina Like Reply Kevin Kennemer • 2nd Executive Consultant on People Strategy, Culture & Compensation | Auth Congrats Trina Like Reply Theresa Nguyen • 2nd Progressive and Dynamic HR Leader with Diversified Experience in Start-Congrats Trina Like Reply Javiel Lopez, SPHR, MS HRM • 2nd CHRO / Forward Thinking Leader Congrats Trina

26 Likes · 18 Comments

# Feed Update Sorting...



### Sorting Top Updates and Recent Updates in Your Feed

You can control how updates in your network are displayed in your LinkedIn feed on the homepage.

The feed by default is set to display your **Top updates**, which are selected according to relevance, based on your activity.

On desktop, you can also view your feed updates by **Recent**, which are organized chronologically. This setting must be manually selected for viewing.

To change your feed view:

- On your LinkedIn homepage below the Post button, click the Down icon next to Sort by: to see a list of options.
- 2. Click Top or Recent from the dropdown.

### Notes:

Your feed will default back to the **Top** setting when you leave the page or after four hours of
inactivity on the homepage.

# Who is Using LinkedIn

# CAVAD

### Capital Area Workforce Development

694 followers 2h • Edited + Follow

Meet the newest members of our board - Melissa Short and Brendan Attoh!

Melissa is VP of Human Resources at Transitions LifeCare and Brendan is HR

Manager at Global Skyware. We're excited about the perspectives they will

provide regarding #healthcare and #IT #talent needs. Welcome aboard!

Valerie Sachariat Susan Jackson Brian Holland Stephen J. Miller, SPHR Lori

Waters, MHR, SPHR Rodney Carson, CEcD, CBA Anthony Caison Charlie

Bell Kimberly Wheeler





# **Opening Door Signals**



Jerel Bonner马扬 O2O Social Influencing Strategist • 5:39 AM Dear Chris Damico,

We've never met, though I noticed your profile and I have heard interesting things about Align. We also have similar network connections, like Will Barfield. It would be an honor to be connected to you so that we can share knowledge respectively to stay ahead of the market trends.



Chris Damico • 5:39 AM

Jerel-Nice to meet you. A friend of Will Barfield's is a friend of mine. Watched your TEDx talk. Communicating & providing value is what it is all about, could not agree more. Align, in this manner, continues to ask the consumer/potential patient what they want & then we do it. Not rocket surgery but the mindset of a dentist, is not one of a business owner/quick to change. If I can ever provide value, let me know. Chris

# In the House

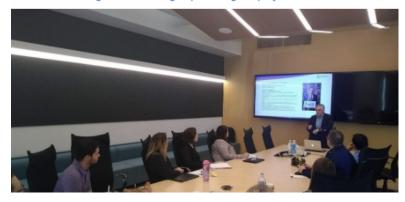


Chris Damico • 1st Sales Leader|Sales Closer|Maximizer of People & Company Growth|Publishe...

Thank you Jerel Bonner马扬 O2O Social Influencing Strategist & Adrien Vives from Corralling Chaos - Future-Proof Success. Now.for talking with us about The Six Competencies of Success & giving us 'actionable' business nuggets! Alexandra Georges Brittany Marino Kerri Becker Nick Tassitino Sam Sifrar Morgan Warren Austin Burroughs Ravi Maniar Seth Tarter

### #AlignLeaders

#TedxHultShanghai #work4align #proudalignemployee

















Brian Ellis, SPHR, SHRM-SCP • 4:20 PM Hi Jerel,

It's great to hear from you and I hope you are doing well. I'll be happy to share your name with Ryan as a potential guest. That's great that you were able to meet with Chris at Align. I hear very good things about the work he and his team are doing. Hope to see you again soon - I am planning to be at the next DisruptHR in early March.

Brian



Jerel Bonner马扬 O2O Social Influencing Strategist • 6:10 PM If you are at the same location why don't the 3 of us have lunch?

# Opens Doors for Others

# Chris Damico Sales Leader|Sales Closer|Maximizer of People & Company Growth|Publ... WEDNESDAY Chris Damico • 2:36 PM Jerel Bonner Hi Martin-Jerel Bonner spoke at my company today. He mentioned your name & I see we have over 40 mutual connections. If I can ever help you, let me know. Chris TODAY Martin Brossman • 3:05 PM Hi Chris, thanks you for reaching out. I'm pleased to connect with people that make things happen and are always learning. How can we help each other?

# Opens Doors Pt2

### Don and Chuck

2 people in this conversation

TODAY



Jerel Bonner马扬 O2O Social Influencing Strategist • 1:55 PM

Don, meet Chuck, Chuck meet Don,

Chuck, I shared your feed about wanting to interact with more recruiters with Don. Don has shown an interest to know more about what you are looking for.

Gent's I leave it to you both to take it from here. Jerel



Chuck Solomon • 2:06 PM

Jerel,

Thanks for the intro. Don good to meet you! I just sent you a connection request on LI. Also, if you have time to talk sometime this week, please grab a time on my calendar

# Activity 3 – Evaluating and Engaging

- Find a prospect and evaluate them
- Next steps
- Interruptions
  - Welcomed
  - UnWelcomed

# Activity 3 – Evaluating & Engaging

Company Specifics	KDM Title	Bridge Builders	Executor	Users Title

# **Evaluating and Engaging**



Jerel Bonner马扬 O2O Social Influencing Strategist • 12:32 PM Hi Ryan,

We've never met, though your company news came across my feed. You have a very impressive path of success. We have many similar contacts. I'd be honored to connect with you to explore opportunities for me to be guest on People Talks and improve the recruiting process. Thank you Jerel

Ryan O'Donnell is now a connection.



Jerel Bonner马扬 O2O Social Influencing Strategist • 1:07 PM Hi Ryan,

Thanks for connecting. I will send you an email this afternoon sharing my background and experience doing podcasts, that will ensure downloads for your program. Cheers

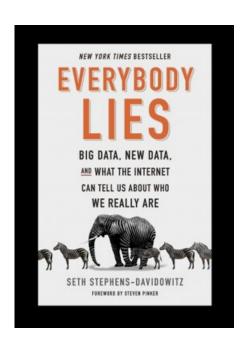


# **Digital Data Reality**

Digital Truth	
Searches	Socia
Views	Soc
Clicks	
Swipes	

### THE OUTSIZE VALUE OF IGNORING WHAT PEOPLE TELL YOU

WHAT PEOPLE SAY	REALITY	IPSO FACTO	
They don't want to stalk their friends.	There is little in this world they want more than to keep up with and judge their friends.	Mark Zuckerberg, cofounder of Facebook, is worth \$55.2 billion.	
They don't want to buy products that are produced in sweatshops.	They will buy nice, "reasonably priced" products.	Phil Knight, cofounder of Nike, is worth \$25.4 billion.	
They want to listen to news in the morning.	They want to hear about midgets having sex with porn stars in the morning.	Howard Stern is worth \$500 million.	
They have no interest in reading about bondage, dominance, and sadomasochism.  They want to read about BDSM between a young college graduate and a business magnate.		50 Shades of Gray has sold 125 million copies.	
They want politicians to outline their policy positions.	They want politicians to spare them the details but seem tough and self-assured.	Donald Trump	

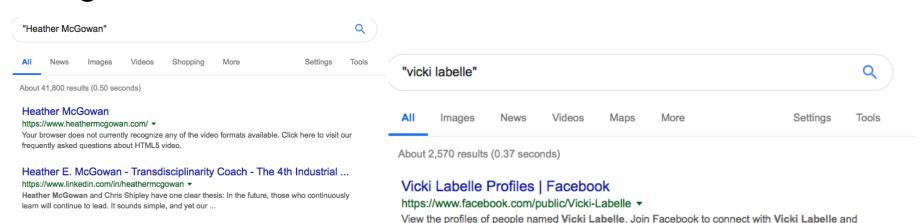


# Digital Identity Impression





# Google Presence



### Work to Learn

https://www.futureislearning.com/ -

Heather McGowan and Chris Shipley have one clear thesis: In the future, those who continuously learn will continue to lead. It sounds simple, and yet our ...

About · Speaking · Consulting · Writing

### Videos



Work to Learn -Heather McGowan



Future of Work: XQ Symposium | Heather E. McGowan



The Edge of the Future of Work - Chris Shipley and Heather McGowan

### Vicki LaBelle leaving local Red Cross chapter for new role ...

others you may know. Facebook gives people the power to...

https://www.starnewsonline.com/.../vicki-labelle-leaving-local-red-cross-chapter-for-n... ▼
May 14, 2017 - Labelle, executive director of the Red Cross of the Cape Fear Area, will serve as the executive director of the Central North Carolina Chapter.

### Vicki LaBelle - Executive Director - American Red Cross of Central ...

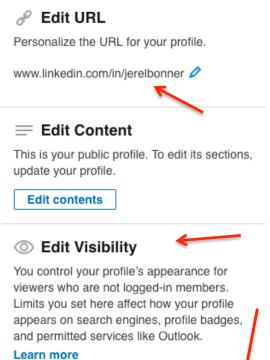
https://www.linkedin.com/in/vickilabelle

View Vicki LaBelle's profile on LinkedIn, the world's largest professional community. Vicki has 6 jobs listed on their profile. See the complete profile on LinkedIn ...

MB

# Google Presence

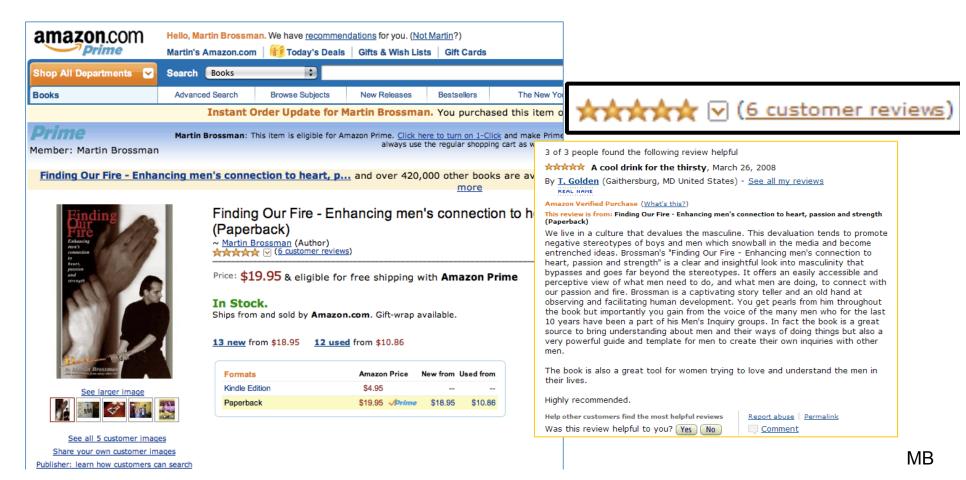




Your profile's public

visibility

# **Proof of Value**



# **Proof of Value**



George Millsaps Education Services Officer April 6, 2018, George was a

client of Martin's

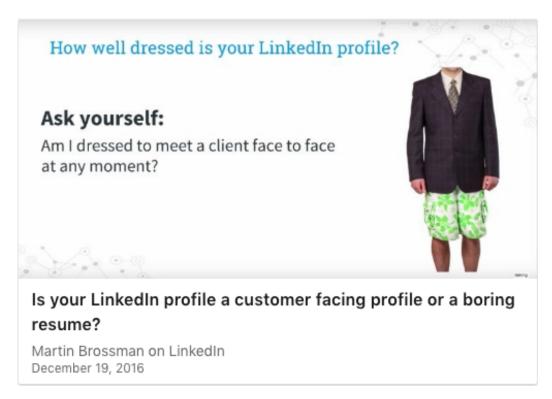
As former State Director of the North Carolina Small Business Center Mawork (SBCN) and Assistant Commissioner of State Pasiness for the State of North Carolina, I personally hired Martin for several training sessions and know that many of our 58 SBCs used Martin's talents. Reviews were very positive, with the majority of the comments being that they wanted more time. The breadth and depth of knowledge Martin can bring to an appendence requires multiple sessions of a rocused need for him to fulfill.



Scott C. Taylor, LION
General Manager at Ozonia
Environmental
Technologies, Suez
Environment

November 26, 2013, Scott C. was a client of Jerel Bonner马扬 O2O'S I've known Jerel for a couple of years now and I have always admired his drive, ambition, and positive outlook on how good people can be if they are given the proper mental tools as aid in roblem solving. When I started to find cracks in the cohesiveness of my team, I knew that I needed to work with Jerel on a program that would teach my team how to work together and how to identify what really brought value to themselves and the company. My instincts proved to be correct

# LinkedIn Presence



# Triple C's of Social Selling

Content – Curate or Create

# How NOT to create value

- Creating NOISE
- Impersonal InMail or invites
- Just "Liking"



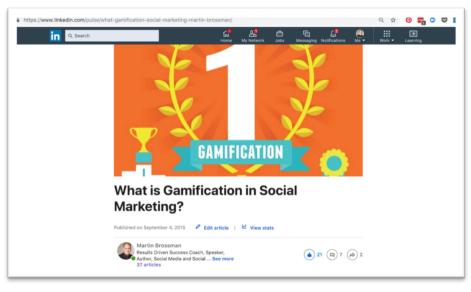
Summer 2019

JB/MB

# Longer articles, keyword drive

Jerel Bonner马扬 O2O Social Influencing Strategist posted this



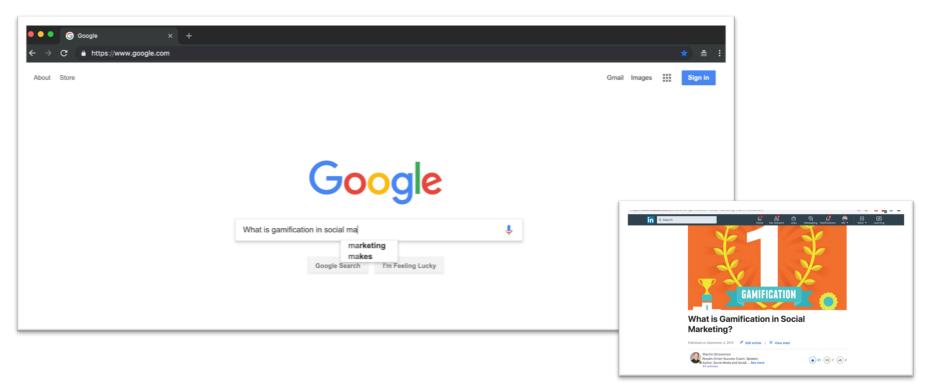






1,450 views of your article

# Confirm Title Name Incognito



MB

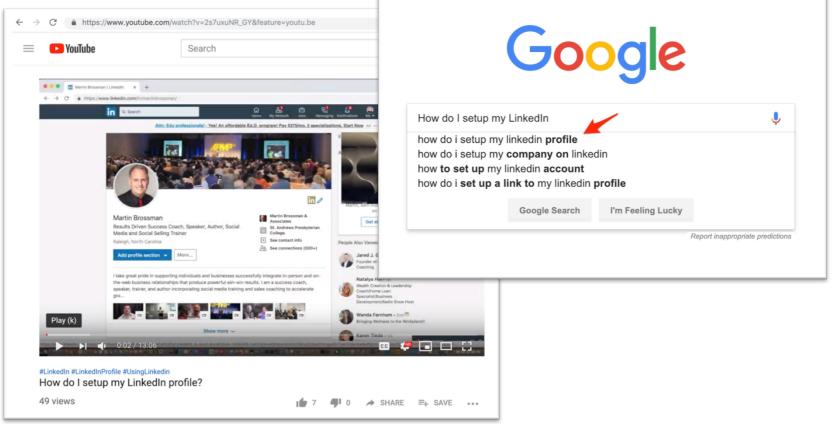
# Your lesson in SEO!

Why do magazines use catchy titles for articles inside the magazine?

Why are "catchy titles" a bad idea on the web to attract customers?



Works for Video too



## Don't write well?

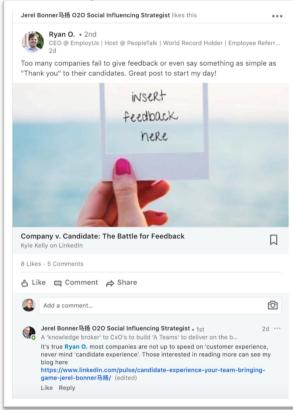
- Bullet out the key ideas
- Add links to key content to quote or reference
- Add name to drop in article
- Get a writer to write it (600 to 1200+)
  - \$50 to \$250
- Get a legal picture
- Edit back into your voice

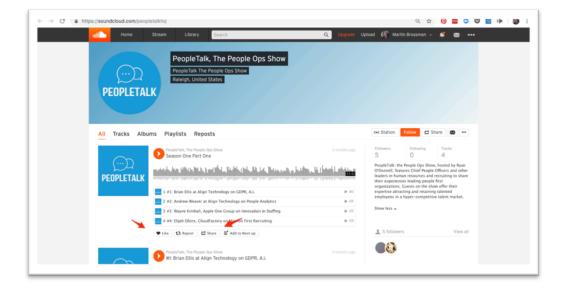
# Activity 4 – Content curation

- Valuable comments (is the place to start)
- Curating useful content
  - Customer insight content
  - Get your content keyword driven



# Activity 4 – Content curation



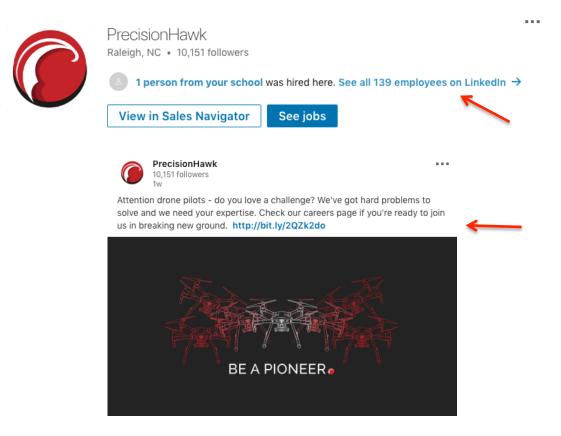


# Activity 5 – Content Curation Comments

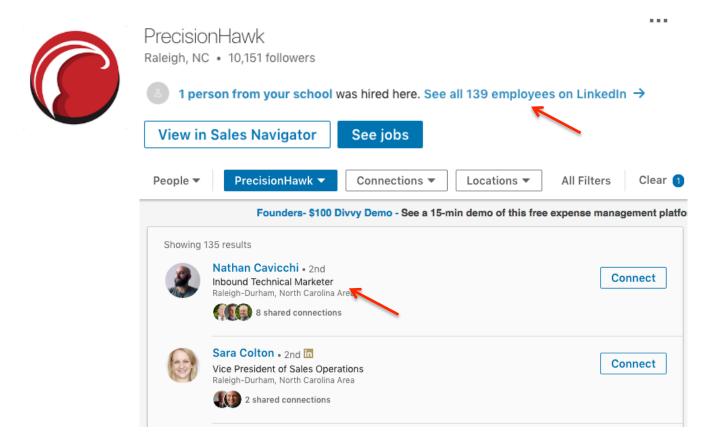
- What is the market challenge?
- What are the problems that the need solved?"
- What is the solution they may not see?
- List three possible articles to share

Is this solution for them	Insight	Credible Source

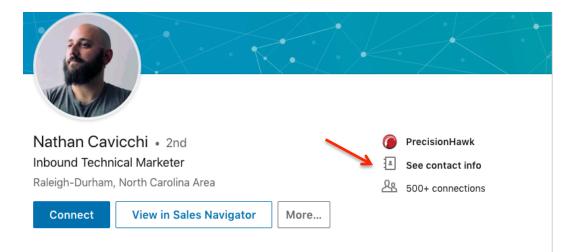
# Market Intel



# Market Intel



# Market Intel



# Contact Info In Nathan's Profile Ilinkedin.com/in/nathancavicchi Websites nathancavicchi.com (Personal Website) precisionhawk.com (Company Website) Twitter TheNinMe Birthday January 19

# Nathan Cavicchi

- https://twitter.com/TheNinMe

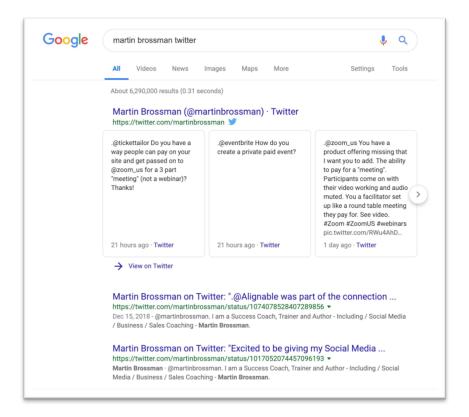
We need a volunteer ....

# Find that Twitter



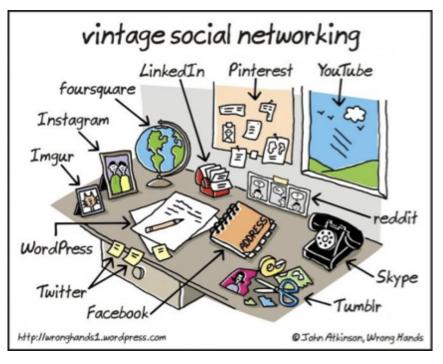
# Finding them on Twitter

Google Incognito on Chrome



# Digital Dynamic Rolodex





## Digital Reminders



Jerel Bonner马扬 O2O Social Influencing Strategist • 4:19 PM I'm currently reading " The Confidence Code" interesting dynamics on confidence factor between men and women

TODAY



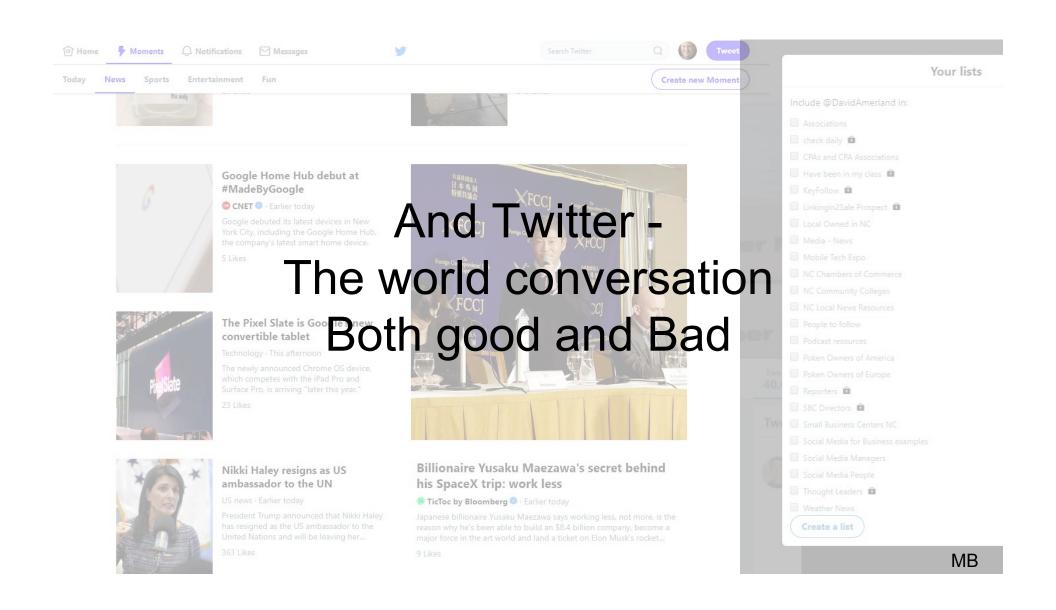
Jerel Bonner马扬 O2O Social Influencing Strategist • 9:39 AM



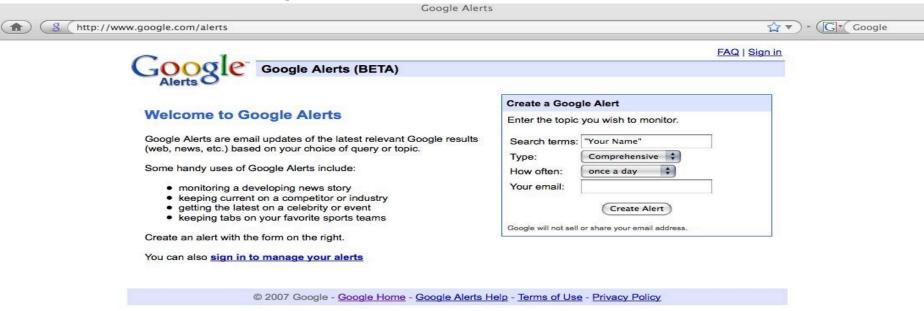
#### The Economist

6,710,833 followers 2h

Is the gig economy really the "reincarnation of an ancient evil", as the Archbishop of Canterbury calls it? The Economist believes that firms such as Deliveroo and Uber should be welcomed. But the gig economy, in which short-term jobs are assigned via online platforms, is by no means perfect. Governments need to do more to enforce the law to protect gig workers.

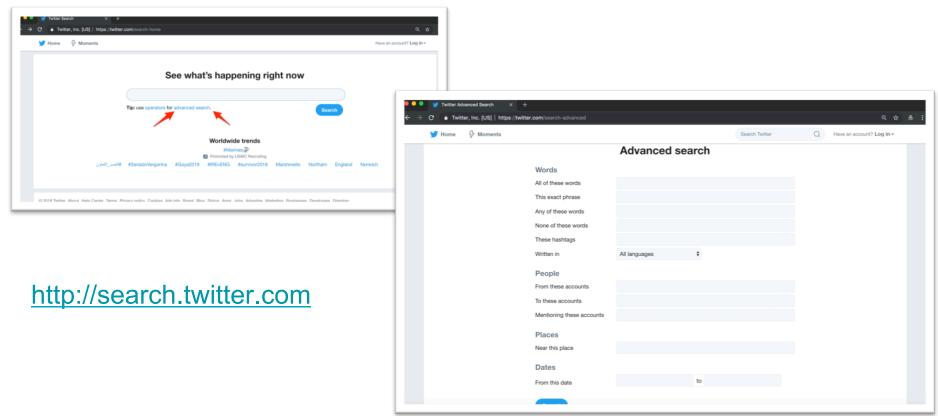


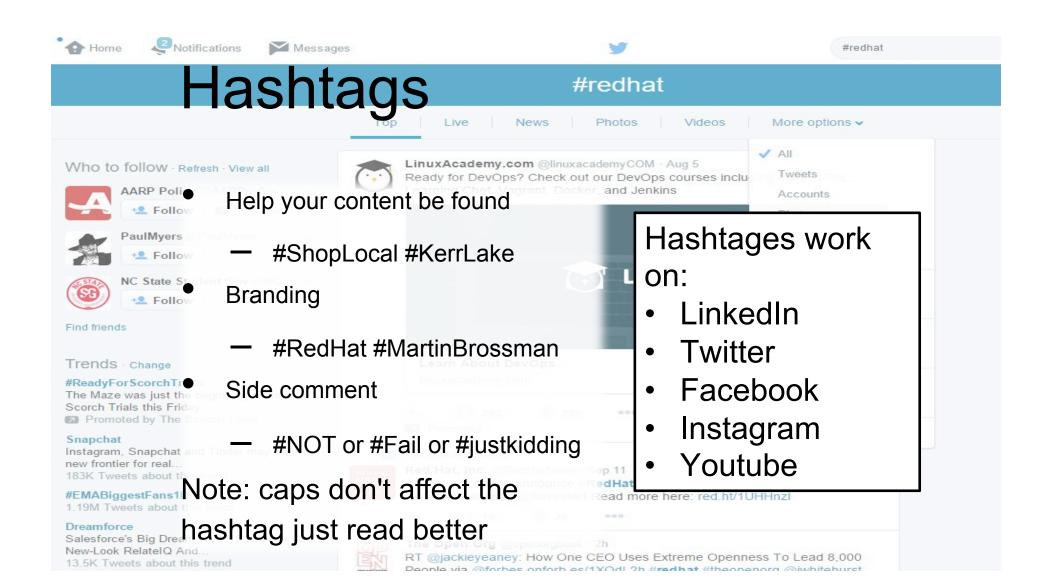
# Tracking the conversation of YOU and/or your business on the Web



www.google.com/alerts

#### Deep Search on Twitter

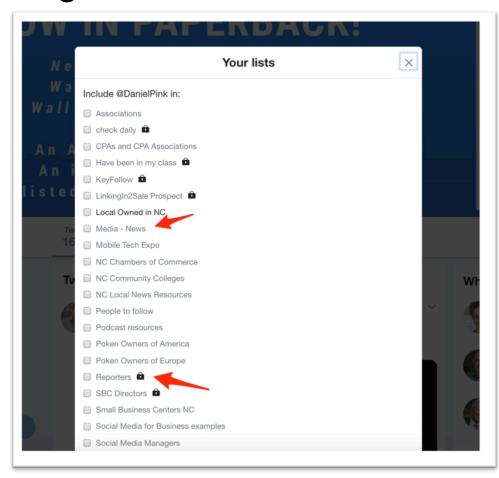


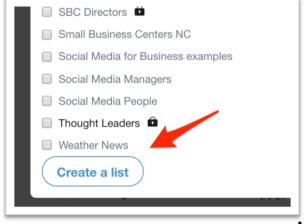


#### Adding to Lists on Twitter – Public & Private



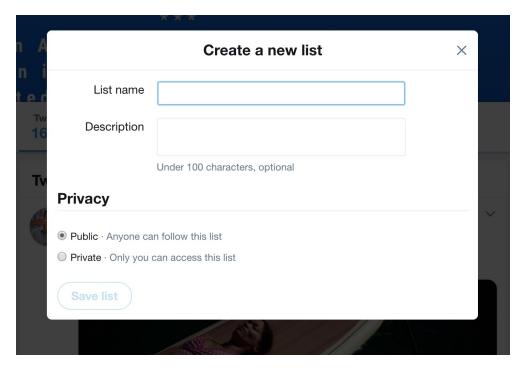
#### Adding to Lists on Twitter – Public & Private





MB

### Adding to Lists on Twitter – Public & Private



#### Mention on Twitter & Mention + share

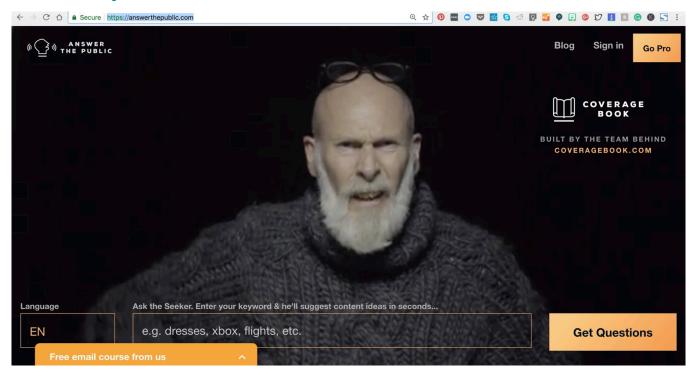


#### **Twitter Comment & Like**





### answerthepublic.com



# What did you gain from this program? What is your next actions?

# Secrets of Social Selling Signals





Martin Brossman & Jerel Bonner