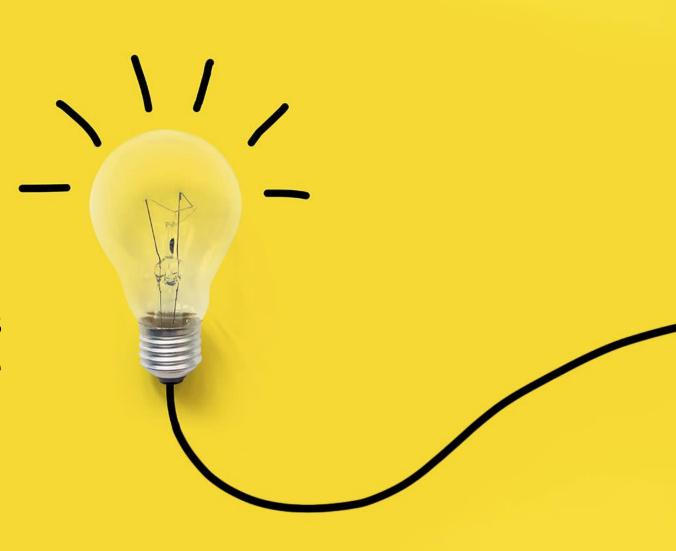


# PR 101

An overview of basic PR strategies and tactics to build and enhance your club's reputation.



# **Today's Topics**

- What is 'Public Relations'?
- Resources Available to Help Clubs
- Rotary's Brand Identity and Voice
- Defining Success
  - Elevator Pitch
  - Website
  - Facebook
  - Instagram
  - Metrics
- Q&A



### Dan Dubreuil

- Rotarian for 2 Years
- Rotary Burlington North
- Director of PR D7080
- Retired in 2018
  - 15 years in marketing
  - 15 years in consumer insights
- Enjoy instructing, fundraising, travel, skiing, guitar, singing and napping

#### **James Weber**

- Rotarian for 8 Months
- Rotary Passport Club South
- Vice President and Treasurer Elect of the Rotaract Club of Halton
- Co-Chairperson of the District
   7080 Environment Committee
- Member of D7080 PR.
- Working in the Insurance Industry
- Enjoys chess, golfing, boxing.

# Questions?



Please ask in Chat

# **Primary Goals of Most Rotary Clubs**

- Raise funds for worthy causes
- Volunteer with community partners
- Increase / Maintain membership
- Create a forum to build personal relationships and have fun

A positive image or reputation makes achieving ALL these goals easier.

# **Rotary's Public Image**

- Getting people to recognize Rotary's name is only a start
- Explaining what we do, and the impact we make, is essential to enhancing people's understanding and inspiring them to get involved.



# Rotary unites leaders from all continents, cultures, and occupations to exchange ideas and take action for communities around the world.

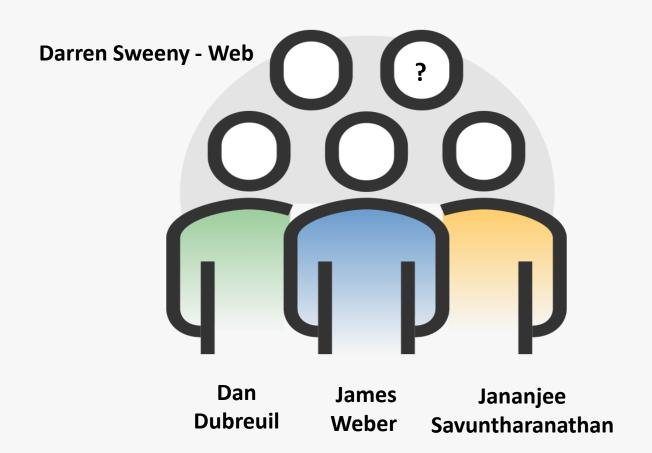


# **Rotary PR Resources**



# **District 7080 PR Committee – Our Primary Goal**

• Provide <u>resources</u> for district committees, clubs and members to enhance their Marketing and PR efforts.



Committees •



#### **Public Relations**

Welcome

Resources

Rotary PR Guide (PDF)

Quick Start Guide for Social Media (PDF)

Quick Start Guide for Club Website (PDF)

Rotary Visual Identity Guide (PDF)

Rotary fact sheet (PDF)

Rotary Videos (Link)

Rotary Voice & Visual Identity Guide (PDF)

Links

Rotary Learning Centre (RI Signin Required)



# Public relations

One of Rotary's strategic goals is to enhance the public's image of Rotary and its awareness of our service and activities. We hope that this information will YOU to increase membership, expand community partnerships, improve fundraising opportunities, and promote involvement in club projects.

Rotary's public image is shaped by the actions of YOU;

- · Each Member Representing Your Rotary Club
- · Your Club involvement in the community
- · Your presence on the web and social media
- The Publications Your Rotary Club produces.

#### https://rotary7080.org/sitepage/public-relations

#### Resources

Rotary PR Guide (PDF) Must!

Quick Start Guide for Social Media (PDF) Must!

Quick Start Guide for Club Website (PDF)

Rotary Visual Identity Guide (PDF)

Rotary fact sheet (PDF)

Rotary Videos (Link)

Rotary Voice & Visual Identity
Guide (PDF) Must!

#### Links

Rotary Learning Centre (RI Signin Required) Must!

Rotary Brand Center (RI Sign-in Required) Must!

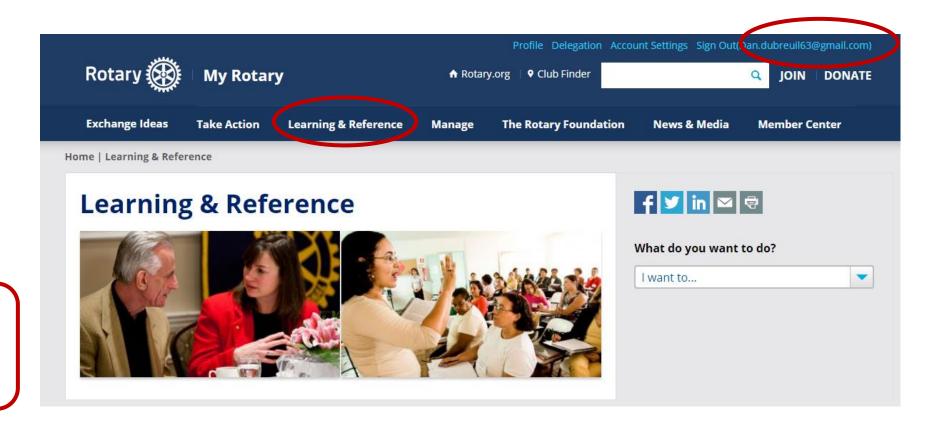
Rotary Club Central (RI Sign-in Required)

Rotary Press Centre

Rotary Showcase

Online Tools

ClubRunner Support



my.rotary.org

#### History

Travel back in time to the founding of Rotary and follow the growth of our organization.

#### Financials

View our financial reports, filings, and annual report.

#### Official directory

The directory lists Rotary clubs and districts, as well as the boards of directors and trustees, and committees. It is available only to Rotarians who are signed in.

#### **Learning Center**

Take advantage of a wealth of training materials designed to help you learn new skills and become more successful in what you do.

Visit the center
View the course catalog



Search

ENROLL

Rotary (1)

#### Rotary Courses - English >



**Building a Diverse Club** 

English \*\*\*

ENROLL



LEARNING PLAN

Club Administration **Committee Basics** 

ENROLL



Club Membership Committee Basics

ENROLL



Club President Basics

ENROLL



Club Public Image Committee Basics

ENROLL

#### Rotary Courses - Languages >



社秘書的基本知識

Être un bon facilitateur

French



Adjoint de gouverneur : Les bases

ENIDOLL



All About Rotary Peace Fellowships



Alla guida del cambiamento

Italian

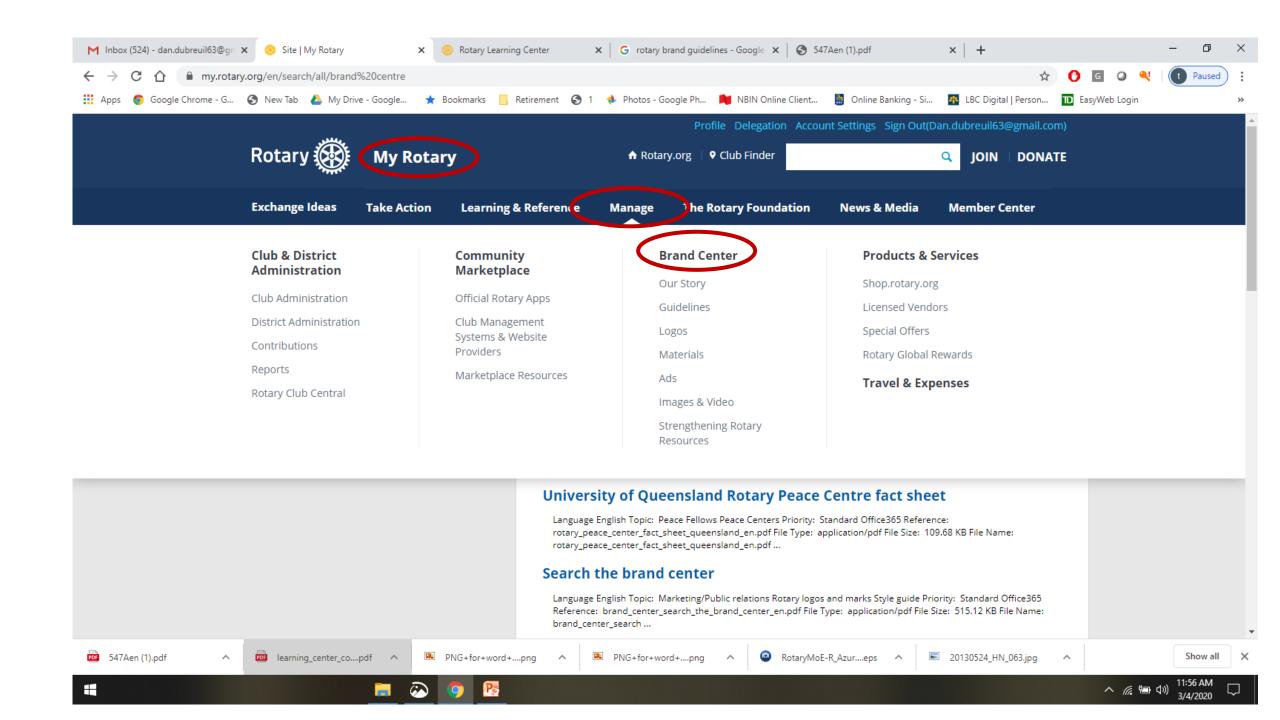




An Introduction to Adult Learning



ENIDOLL



# My Rotary Brand Centre



#### PEOPLE OF ACTION

Get everything you need from Rotary's latest public image campaign.

**LEARN MORE** 



#### **GUIDELINES**

Apply our messaging and visual guidelines to your communications to tell Rotary's story in a consistent and engaging way.

**LEARN MORE** 



#### LOGOS

Download high-resolution logos and Rotary graphics.

LEARN MORE



#### **MATERIALS**

Use our customizable materials to promote your club, projects, and programs.

**LEARN MORE** 



#### **ADS**

Download online, print, outdoor, and radio ads to promote Rotary in your community.

LEARN MORE



#### **IMAGES & VIDEO**

Select images or videos that capture Rotary's essence and reflect our work and our members.

**LEARN MORE** 

TELL ROTARY'S STORY
VOICE AND VISUAL
IDENTITY GUIDELINES





Source: My Rotary Brand Centre

### What is a "brand voice"?

It is the unique tone and style in which a brand communicates.







OUR VOICE IS	THIS MEANS	OUR COMMUNICATIONS ARE
Smart	We look at problems from different angles and apply our expertise to address social issues in ways others cannot. We are insightful and discerning.	Knowledgeable Perceptive Confident
Compassionate	Tackling the world's toughest challenges requires empathy. We champion real people and stories that are relatable and universal.	Thoughtful Sincere Engaging
Persevering	We find lasting solutions to systemic problems at home and abroad. We speak with clarity and conviction.	Bold Purposeful Courageous
Inspiring	Motivated by the enduring connections and positive change we bring to communities and the world, we encourage others to take action. We convey hope, enthusiasm, and passion.	Upbeat Hopeful Visionary

#### An invitation to prospective members to visit a local club...

# No "Voice"

Rotary is ordinary people around the world working together to clean the environment, end polio, improve our communities, and accomplish other extraordinary things.

Learn more at rotary.org.

# In Rotary's "Voice"

It's amazing what we can accomplish when hearts and minds work together.

See how leaders from countries, cultures, and occupations around the world are taking action — to enhance health, empower youth, promote peace, and improve their community.

Join leaders at a Rotary club near you

# **Using our "Voice" in Photography**

Which image would best fit a Facebook post inviting people to attend a weekly meeting and join your club?









#### Photography should focus on connections and community. We are People of Action!









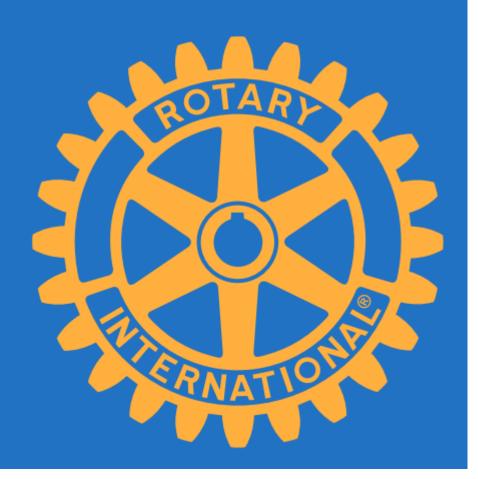






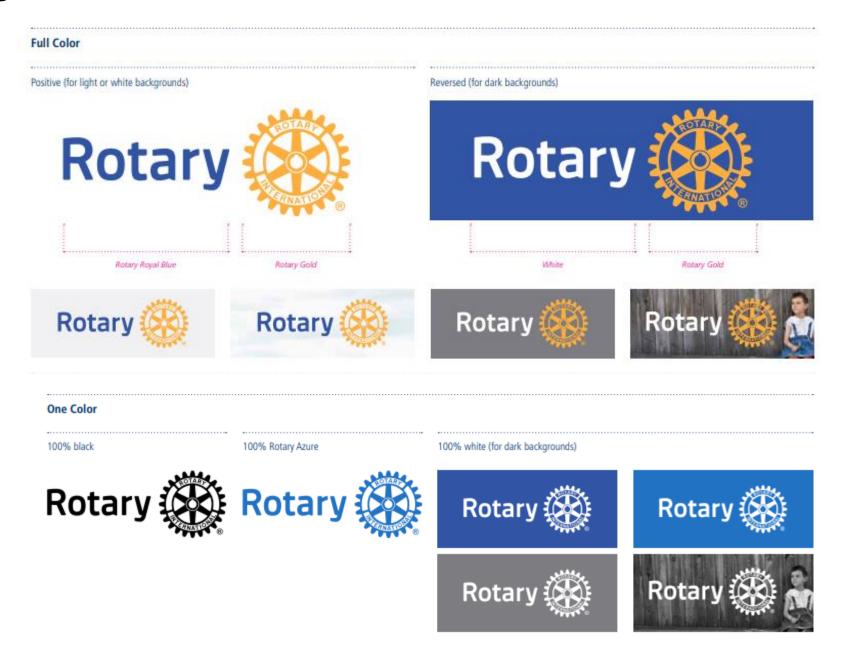


# **Visual Identity Guidelines**





#### **Rotary Logos**



#### **Common Logo Issues**



Use the Masterbrand Signature on a background that has sufficient contrast.



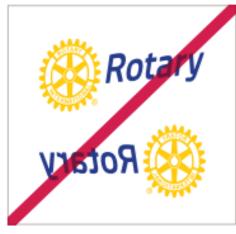
Use a color version of the Masterbrand Signature when printing in full color.



Keep the Masterbrand Signature clear of outlines, special effects, or other graphic elements.



Keep the Masterbrand Signature free of a holding shape and do not replace the wordmark with a font.



Keep all elements undistorted and in the right order.

#### CORRECT USAGE — Masterbrand Signature







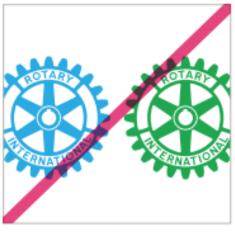




#### **Common Mark of Excellence Issues**



Use the current logo.



Use Rotary colors specified on page 14 for the Mark of Excellence.

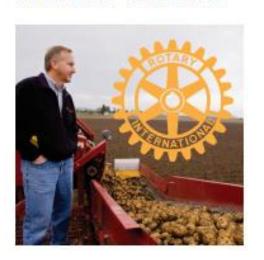


Keep the Mark of Excellence whole — never cropped.

# ROTARD



CORRECT USEAGE - Mark of Excellence



### **Rotary Leadership Colours & Codes**



R167 G172 B162

R217 G200 B158

#### **Rotary Fonts**

**Licensed option** - fonts for purchase

**Primary\***, use ALL CAPS condensed style for headlines and main navigation. Use regular style for secondary headlines, secondary navigation, info graphics, lockups, identifiers, or dense body copy.

#### FRUTIGER LT STD

ABCDEFGHIJKLMNO PQRSTUVWXYZ abcdefghijklmnopqrstu vwxyz1234567890

47 Light Condensed **57 Condensed** 

**67 Bold Condensed** 

77 Black Condensed

ABCDEFGHIJKLMNO PQRSTUVWXYZ abcdefghijklmnopqrstu vwxyz1234567890

45 Light

46 Light Italic

55 Roman

56 Italic

65 Bold

66 Bold Italic

75 Black

76 Black Italic

95 Ultra Black

**Secondary**\*, use for body text, secondary headlines, captions, callouts, or identifiers.

#### Sentinel

ABCDEFGHIJKLMNO PQRSTUVWXYZ abcdefghijklmnopqrstu vwxyz1234567890

Light *Light Italic* 

Book

Book Italic

Medium

Medium Italic

Semibold

Semibold Italic

Bold

**Bold Italic** 

Black

Black Italic

Free option - when Frutiger and Sentinel fonts are not available or are cost prohibitive

Primary, for digital applications

**Primary**, for Microsoft Office applications or when Open Sans Condensed is not available. Font should be used similarly to Frutiger for headlines, secondary navigation, etc. Secondary, for digital applications and Microsoft Office applications, or when Sentinel is not available. Font should be used similarly to Sentinel for body text, secondary headlines, etc.

#### OPEN SANS CONDENSED

ABCDEFGHIJKLMNO PQRSTUVWXYZ abcdefghijklmnopqrstu vwxyz1234567890

Condensed Light
Condensed Light Italic
Condensed Bold

ARIAL NARROW

ABCDEFGHIJKLMNO PQRSTUVWXYZ abcdefghijklmnopqrstu vwxyz1234567890

Regular
Italic
Bold
Bold Italic

Georgia

ABCDEFGHIJKLMNO PQRSTUVWXYZ abcdefghijklmnopqrstu vwxyz1234567890

Regular
Italic
Bold
Bold Italic

#### **OPEN SANS**

ABCDEFGHIJKLMNO PQRSTUVWXYZ abcdefghijklmnopqrstu vwxyz1234567890

Light Regular Italic Bold

#### ARIAL REGULAR

ABCDEFGHIJKLMNO PQRSTUVWXYZ abcdefghijklmnopqrstu vwxyz1234567890

Italic
Bold
Bold Italic

\* For information on purchasing these typefaces, contact graphics@rotary.org.



# Your club has...

- 1. Members that encourage others to get involved in club activities
- 2. A well designed, up-to-date website that complies with RI Brand standards
- 3. A Facebook Page with current posts that communicate club activities and other <u>relevant</u> news
- 4. Ditto for Instagram
- 5. Metrics in place to measure social media engagement and website traffic



# Your club has...

1. Members that encourage others to get involved in club activities



# The Elevator Pitch

#7080whyrotary



#### Your club has...

- 1. Members that encourage others to get involved in club activities
- 2. A well designed, up-to-date website that complies with RI Brand standards

#### **Your Club Website:**

- Primarily a tool for current members, but it also has a role to play in attracting new members to your club.
  - → Ensure the content on your <u>homepage</u> appeals to an external audience.
- The design and content of your site reflects the professionalism of your club.
  - → Ensure the content is up-to-date and adheres to Rotary's visual identity and branding guidelines
- About 1/3 of most club traffic is generated from a phone or tablet.
  - → Make sure the content and design works well on all screens.



#### **Website Essentials:**

- An invitation to get involved in Rotary!
- Contact information
- Articles that highlight events and projects
- Calendar of events & meetings
- An overview of Rotary and your club
- Time and location of meetings
- Mailing address
- Links to social media accounts
- Links to District and Global websites



# **Look for ClubRunner Website Training Webinars:**

https://site.clubrunner.ca/page/webinars

DATE & TIME	SESSION FOCUS	DESCRIPTION	
April 22 2021 3:00pm EDT	Website Live Designer	Get a hands on demonstration of how to configure and customize your site using the Website Designer 3.0.  Duration: 30 minutes	
May 05 2021 3:00pm EDT	Website Content Management	/ A del multipate alle de sous-ante and model to decomple and files	



### Your club has...

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Fake News **Envy** 

Coal Powered Servers

Impact on Self Worth

**FOMO** 

Myanmar Genocide

Data Breaches

Alt Right Hate Speech



Cambridge Analytica

Censorship

Fake Accounts Tax Avoidance

**Anti Privacy Protection** 

#### Social Media Usage – Canada 2020

 Facebook remains the dominant Social Media platform in Canada, with strong adoption across all age groups.

% of Online Adults with an Account

	All Online Adults	18–24	25–34	35–44	45–55	55+
Facebook	83	84	93	88	84	76
YouTube	64	90	81	76	66	43
Instagram	51	89	76	59	45	28
LinkedIn	44	35	53	49	47	40
Twitter	42	65	54	49	43	27
Pinterest	40	54	50	44	36	30
Snapchat	27	78	49	28	16	6
Reddit	15	41	30	18	9	3
TikTok / Douyin	15	55	24	17	6	3
Tumblr	9	27	17	10	5	3

#### Why Facebook?

- Facebook is expansive
- Facebook is easy to use
- Facebook is effective
  - Presents relevant info customized by user-curated preferences



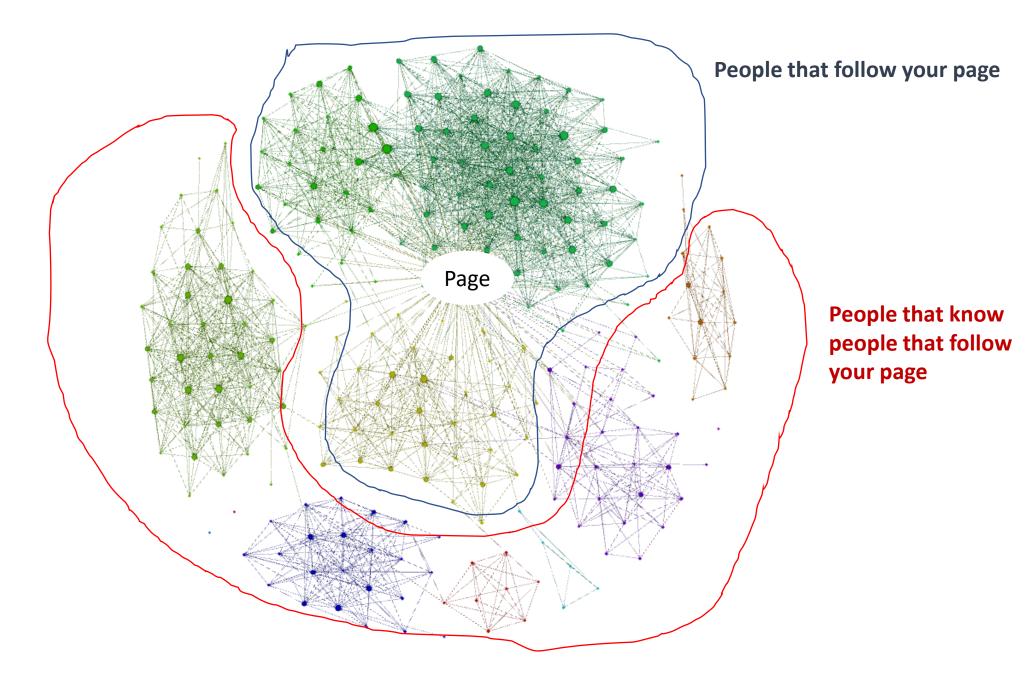
#### Why is it Important to Get Followers?

- Allows you to get your message out to ...
  - people that have an interest in your page (Followers)
  - the friends of those people, if they choose to share your post
  - → This can drive interest in your club and increase the involvement of your followers!

#### **Worth Noting:**

Only about 1 in 10 of your followers have the opportunity to see your post on their time-line.

#### The Reach of Social Networks



#### **How to Get ORGANIC Followers and Increase Engagement:**

- Make people laugh
- Make people excited
- Make people think
- Challenge peoples' assumption
- Give people something practical
- Conduct interviews
- Share numbered lists
- Start a poll
- Start a debate

- Give something away
- Post / Create an EVENT
- Learn the art of writing a great headline
- Post on the best days & times
- Use great photography & visuals
- Post videos
- Include appropriate hashtags
- Balance original and shared content
- Share partners' content

## Be Creative!

Source: https://seo.co/social-media/

#### **Critical Assessment of Social Media Messages:**

- Is it an Idea that's worth sharing with your target?
- Will your target be motivated to share the message with others?
- What can you do to make the message more likely to be shared?



#### **Prospective Members**



**Volunteers & Donors** 



**Current Members** 



**Partners & Agencies** 





#### Your club has...

- 1. Members that encourage others to get involved in club activities
- 2. A well designed, up-to-date website that complies with RI Brand standards
- 3. A Facebook Page with current posts that communicate club activities and other <u>relevant</u> news
- 4. Ditto for Instagram

#### Social Media Usage – Canada 2020

• Instagram is an important Social Media platform, especially among younger Canadians.

% of Online Adults with an Account

	All Online Adults	18–24	25–34	35–44	45–55	55+
Facebook	83	84	93	88	84	76
YouTube	64	90	81	76	66	43
Instagram	51	89	76	59	45	28
LinkedIn	44	35	53	49	47	40
Twitter	42	65	54	49	43	27
Pinterest	40	54	50	44	36	30
Snapchat	27	78	49	28	16	6
Reddit	15	41	30	18	9	3
TikTok / Douyin	15	55	24	17	6	3
Tumblr	9	27	17	10	5	3

#### Why ADD Instagram to the Mix?

- It's VERY easy to do, especially with <u>free</u> tools like *Hootsuite* and *Buffer*.
- Somewhat different audiences
  - Instagram skews young and female
  - Instagram skews heavily to mobile devices /audiences
- The overlap in audiences allows for message reinforcement (a good thing)
- Prevalent hashtag use enables easy discovery of Rotary by users
- It's a more positive environment → Rotary is a positive organization



#### Make Your Life Easy:

- Use <u>Buffer</u> or <u>Hootsuite</u> to post to both FB and IG from a PC.
- Schedule your posts:
  - Late morning on weekdays
  - Post to FB and IG a few days apart from each other
- Use square images / video for both platforms → Not perfect, but good enough
- Use a common message for each channel, but be sure to...
  - Remove URLs for Instagram → They will not work
  - Use correct tags and hashtags → They are different for FB and IG







#### Your club has...

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- 4. Ditto for Instagram
- 5. Metrics in place to measure social media engagement and website traffic

# "What gets measured gets managed."

Peter F. Drucker, The Effective Executive



#### **Performance Metrics:**

• Tools to measure the success of online PR programs are free and easy to use:

Website → Google Analytics

• Facebook → FB Insights (or Creator Studio, or paid apps)

• Instagram → IG Insights (or Creator Studio, or paid apps)



#### **Performance Metrics – Google Analytics**

• Google Analytics offers virtually ever website metric you can image. That said, most clubs would benefit from tracking a few basic things:

	<u>Jan 1</u>	Feb 1	<u> Mar 1</u>
Users	220	250	230
New Users	180	151	204
Bounce rate %	60.2	70.3	61.9
Sessions	300	325	347
Pages / Sesssion	1.6	1.8	2.0
Time on site	1.62	1.22	1:40

#### **Performance Metrics – Google Analytics**

• Understanding which website pages are viewed can also be very helpful:

Page ?		Page Views	Unique Page Views ?	Avg. Time on Page ?	Entrances ?	Bounce Rate
		17,142 % of Total: 100.00% (17,142)	14,933 % of Total: 100.00% (14,933)	00:02:21 Avg for View: 00:02:21 (0.00%)	12,450 % of Total: 100.00% (12,450)	85.78% Avg for View: 85.78% (0.00%)
/page/Changing-Your-Name-in-a-Zoom-Meeting	P	<b>8,213</b> (47.91%)	7,921 (53.04%)	00:05:09	7,921 (63.62%)	96.47%
2. / Home	æ	1,468 (8.56%)	1,061 (7.11%)	00:01:53	958 (7.69%)	50.84%
3. /page/99-missions-home	P	708 (4.13%)	565 (3.78%)	00:02:00	533 (4.28%)	56.29%
4. /Page/clt-2021	P	335 (1.95%)	277 (1.85%)	00:03:36	224 (1.80%)	77.68%
5. /events/calendar	æ	223 (1.30%)	162 (1.08%)	00:01:10	26 (0.21%)	46.15%
6. /page/99-missions-register-to-play	æ	201 (1.17%)	164 (1.10%)	00:03:07	31 (0.25%)	61.29%
7. /page/discover-rotary/	æ	<b>177</b> (1.03%)	81 (0.54%)	00:02:50	53 (0.43%)	43.40%
8. /page/99-missions-missions	æ	158 (0.92%)	120 (0.80%)	00:03:40	26 (0.21%)	57.69%
9. /page/pets-2021/	æ	139 (0.81%)	<b>111</b> (0.74%)	00:05:57	99 (0.80%)	74.75%
10. /page/clt-2021	P	<b>130</b> (0.76%)	104 (0.70%)	00:04:43	93 (0.75%)	77.42%

#### **Performance Metrics - Facebook**

• Facebook *Insights* let's you see if you are growing your base of followers. It also allows you to track reach and engagement.

	<u>Jan 1</u>	Feb 1	<u> Mar 1</u>
Followers	373	396	446
New Posts	13	12	18
Post Reach	1201	841	74176
<b>Total Engagement</b>	435	335	6722
Likes	112	28	<b>51</b>

#### **Facebook Insights**

 Looking at how each post performed is a great way to learn what resonates with your followers.



#### **Performance Metrics - Instagram**

• Instagram Insights let's you see if you are growing your base of followers. It also allows you to track overall reach and interactions.

	<u> Jan 1</u>	Feb 1	<u> Mar 1</u>
Followers	500	540	545
<b>Accounts Reached</b>	250	450	<b>250</b>
<b>Post Interactions</b>	25	455	22
Likes	12	<b>25</b>	11
Comments	1	9	1
Saves	1	1	1
Shares	0	0	0

#### **Instagram - Insights**

 Instagram Insights allows you see how each post performed. It's is a great way to learn about what resonates with your followers.



### **Effective PR Takes Time!**

- Research
- Insights
- Creativity
- Copy writing / Editing
- Photography

- Approvals
- Integration
- Follow-ups
- Relationships
- Measurement

A major challenge for most Rotary clubs!

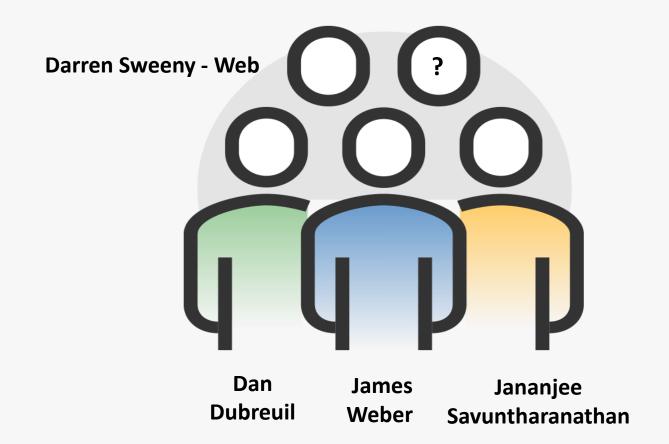
# A Few Final Thoughts...



- Be patient. It's a marathon, not a sprint
- Leverage each of the 3 channels (Website / FB / IG)
- Leverage district and RI resources
  - Learning Materials
  - Graphic Assets
  - People
- Stay true to Rotary's brand in ALL you do
- Benchmark, set goals and then measure your success!
- Consider working in clusters to drive scale and efficiency

#### **District 7080 PR Committee – Our Primary Goal**

 Provide resources for district committees, clubs and members to enhance their Marketing and PR efforts.



Marks Marks

Driving Membership Growth

The District's Plan for 2021-2022 Thursday, May 20<sup>th</sup> at 7:00PM

Learn what the PR and Membership Committees have planned to create awareness and drive interest in Rotary.



#### **Performance TRENDS:**

#### Website:

• Users: The number of unique people who visited your site

• Bounce Rate %: The % of people who leave after viewing just one page

• Sessions: The total number of interactions with your website by your users

• Pages / Session: The average number of pages visited per session

• Time on site: The average time users spend on your site (kind of)

#### **Facebook:**

• Followers The current number of unique FB users who 'Follow' your page on Facebook

• Burlington Fans The current number of unique FB users that like your page that live in Burlington

New Posts The number of new posts created/published by your page post (in a period)

Reach The number of unique FB users that saw at least one post (in a period)

Total Engagement The total number of comments, shares, clicks, like generated by your page in a period) (