Social Media for a small budget



Benjamin Borgerding

Digital Campaigner / Greenpeace Germany



- What do I want to get out of Social Media?
- Who do I want to reach?
- How much am I willing to spend?



What do I want to get out of Social Media?

Awareness Donations Interaction Campaigning Image Building



What do I want to get out of Social Media?

Who do I want to reach?

Awareness Donations Interaction Campaigning Image Building

Target Groups Supporters Networks



What do I want to get out of Social Media?

Who do I want to reach?

How much am I willing to spend?

Awareness Donations Interaction Campaigning Image Building

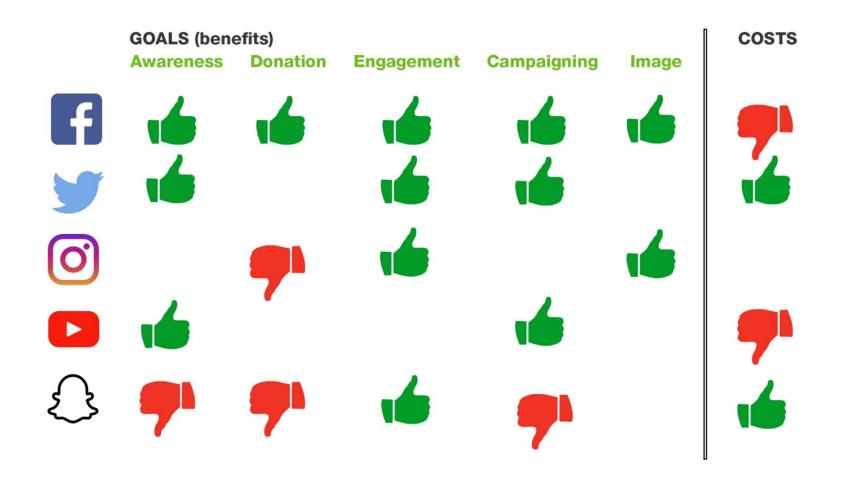
Target Groups Supporters Networks

Time Money Emotions

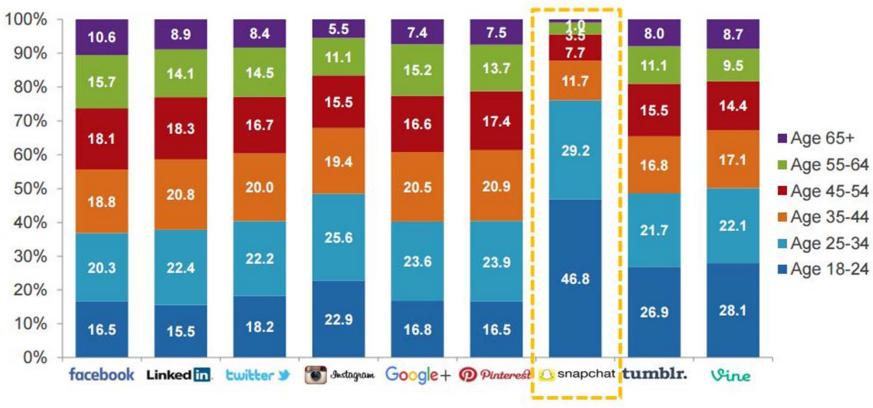


<u>Goals x Audience</u> Costs





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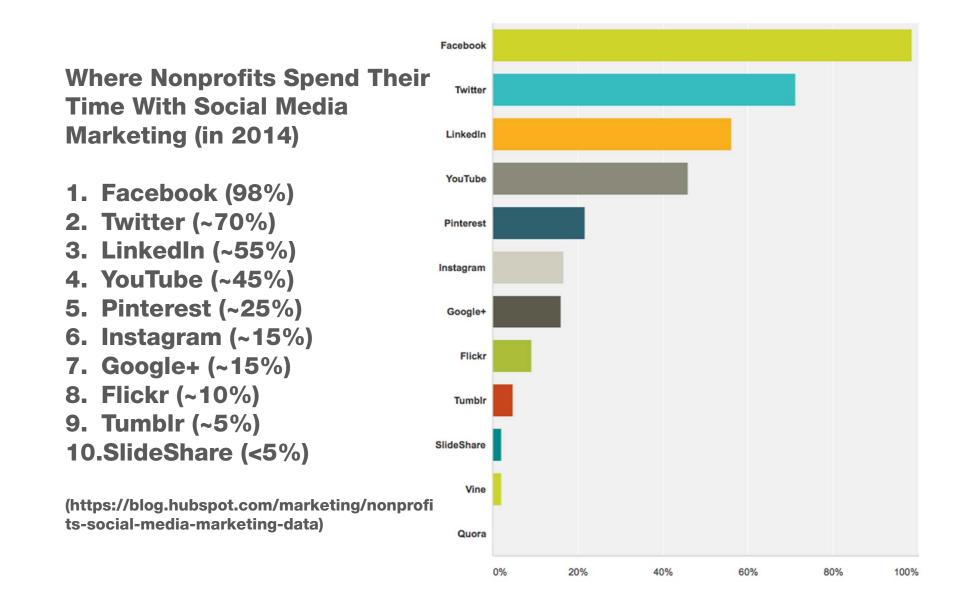


Demographic Composition % of Major Social Networks

Source: comScore Media Metrix Multi-Platform, U.S., Age 18+, Dec 2015

COMSCORE.

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Think platform specific!

- No one fits all solutions
- **FB** and Twitter are default choices
- Platforms have different languages
- Platforms attract different audiences
- Especially true for video:

 Facebook
 YouTube
 short
 news
 timeless content (search)
 people



Curating content vs. original content



Curating content vs. original content?

- 4-1-1 4 pieces of content from others, 1 reshare, 1 self-serving post
- 5-3-2 5 pieces of content from others, 3 from you, 2 personal updates
- Golden Ratio 60% others' content, 30% your content, 10% promotional



	Size	Demographics	What for?	What you need!	How much?
f	1.7b	Ages 25-54 60% femalie	Community Building	Patience ideally high percentage of orginal content	<mark>1-3x</mark> community management
Y	320m	Ages 18-54	Advocacy	Agility original content not a must (but a plus)	<mark>5x</mark> feed monitoring
0	600m	Ages 18-34	Brand Building	Visual Content original content	1x
	1.3b	All Ages	Education	Time and Ressources original content	-
\sum	300m	Ages 18 -24	Fun	Fun	-



DOMINANT FORM OF CONTENT



ACTION NEWS VIDEOS CAT PICS, QUOTES, COMPLAINTS



NEWS, WITTY COMMENTS

PERSONAL AND/OR BEAUTIFUL PICTURES



HOW-TO-TUTORIALS YOUTUBE STARS, GAMING

FUNNY SELFIES



Original content: What's your mission?

- Showcase your work in relatable stories!
- Use individual voices to build credibility
- Appeal to "instrinsic values" why it's the right thing to do!

Form:

• Find your voice and establish a visual identity!



What's your story?

Define your core values and write a mission statement, e.g.:

"Greenpeace is an independent campaigning organisation, which uses non-violent, creative confrontation to expose global environmental problems, and to force the solutions which are essential to a green and peaceful future. Greenpeace's goal is to ensure the ability of the earth to nurture life in all its diversity."



Nature is not a place to visit. It is home.



Greenpeace UK







YOU ARE NEVER TOO OLD TO BE AN ACTIVIST. SILVER Greenpeace Deutschland G Mikroplastik? Nein Danke! Sara adrasta Makeleve, Not Plastic KEIN BOCK AUFOPLASI MINEOPLASI plastikchips 000 2.607 492 Mal geteilt © Daniel Mueller / Greenpeace

von Hanno Groth (*

Diese Seite gefällt mir - 15. Oktober - Bearbeitet

Rund 70 Jugendliche der Greenpeace Jugend haben heute an und in der Hamburger Binnenalster für ein Verbot von Mikroplastik in Kosmetik protestiert. In Peelings, Duschgels oder Make-up wird es als Schleifmittel, Filmbildner oder Füllstoff eingesetzt. Wissenschaftler haben die kleinen Plastikpartikel mittlerweile in Zooplankton, Speisefischen und Meeresfrüchten nachgewiesen www.greenpeace.de/themen/meere/fisch-

Noch immer verwenden bekannte Kosmetikhersteller Plastik. Eine freiwillige Selbstverpflichtung reicht nicht: Umweltministerin Barbara Hendricks muss Plastik in Kosmetik verbieten! -- mit Dm balea, Maybelline New York Deutschland, NIVEA, Dove, Balea, Neutrogena, L'Oréal Paris, Aok Kosmetik, adidas, The Body Shop, Isana, Clearasil Deutschland, Garnier und Manhattan Cosmetics Germany

Searbeiten Sort hinzufügen 🏚 Gefällt mir 🗮 Kommentieren 🄌 Teilen 🛛 📓 🕶 Top-Kommentare * 56 Kommentare Jasmin Sander Tolle AktionIIII Wichtig ist aber auch die Konzerne anzuschreiben. Gefällt mir - Antworten - Nachricht senden 🕥 14 -15. Oktober um 18:44 - Bearbeitet 00

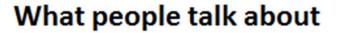
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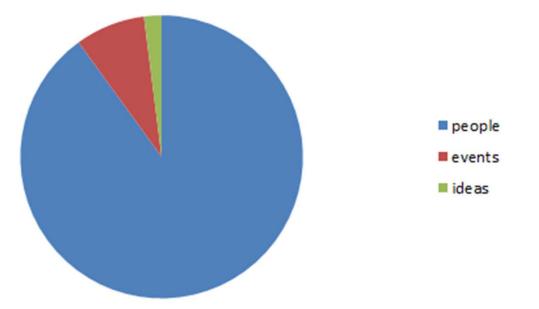




SOCIAL/ HUMAN









We use items on Social Media as building blocks to project an ideal image of ourselves.

People identify with people. That's why we're more likely to share items with people.

Social Currency: We don't share items that are boring because people will think we are boring.









"One time I lost my mind briefly. It was ten years ago. I ended up on the floor of a friend's bathroom. It was like I was watching a movie in my mind, or a dream that I couldn't control. My thoughts were not my own. I was scared. I remember feeling like I had to guard myself against something. Like something was going to be taken from me. There's a history of schizophrenia in my family. That night I thought I'd crossed a line that I'd never come back from. But I di... Mehr anzeigen

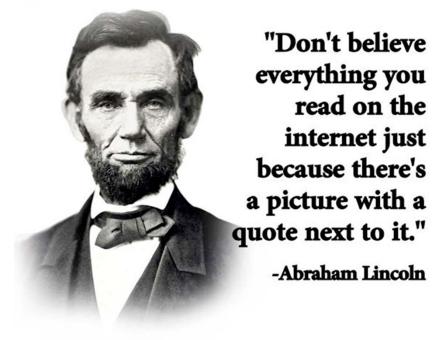




Ideas are carried by people!









Social Proof:







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General: What you offer should be valuable to people!

- <u>Practical</u>: Advice for living (can be mostly curated)
- <u>Intellectual</u>: Insights and understanding (can be mostly curated)
- Informational: Being in the know, secrets!
- <u>Emotional</u>: Eliciting happiness or outrage and giving opportunity to act!
- <u>Self-esteem</u>



Practical: Advice for living

Beitragsdetails

6

Gemeldete Statistiken sind möglicherweise zeitversetzt und entsprechen nicht den Angaben in den Beiträgen 🛛 🗙

1 666

4.566 Reaktionen, Kommentare und geteilte Inhalte

913

285.284 Erreichte Personen

2 579

Greenpeace Deutschland

Gepostet von Hanno Groth [?] - 2. Oktober - 😧

In keinem anderen Land der Europäischen Union wird so viel Plastik verbraucht wie in Deutschland. Dabei kann jeder einzelne mit einfachen Schritten dazu beitragen, die Plastikflut zu verringern.



10 Tipps für weniger Plastik

Verpackungsfolien, Einweggeschirr, Abreißtüten: Plastik ist aus unserem Alltag nicht mehr wegzudenken – und doch gar nicht so schwer zu vermeiden. Wir haben dazu ein paar Tipps.

GREENPEACE.DE

✓ Mehr "Gefällt mir"-Angaben, Kommentare und Teilen Bewirb diesen Beitrag für 25 €, um bis zu 6.500 Personen zu erreichen.

285.284 erreichte Personen Beitrag bewerben

🖆 Gefällt mir 🛛 📕 Kommentieren 🏾 🏕 Teilen

Gefällt mir	Zu einem Beitrag	Zu geteilten Inhalter
17	7	10
O Love	Zu einem Beitrag	Zu geteilten Inhalter
3	3	0
😝 Haha	Zu einem Beitrag	Zu geteilten Inhalter
19	14	5
😵 Wow	Zu einem Beitrag	Zu geteilten Inhalter
111	108	3
😧 Traurig	Zu einem Beitrag	Zu geteilten Inhalter
116	116	0
😔 Wütend	Zu einem Beitrag	Zu geteilten Inhalter
199	121	78
Kommentare	Zum Beitrag	Zu geteilten Inhalter
1.527	1.527	0
Geteilte Inhalte	Zum Beitrag	Zu geteilten Inhalter

14.460 Klicks auf Beiträge

11 Fotoaufrufe	9.016 Klicks auf Links	5.433 Andere Klicks (i)
NEGATIVES FEEDBACK	5	
100 Beitrag verbergen	15 Alle Be	iträge verbergen
0 Als Spam melden	0 Seite ge	fällt mir nicht mehr

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Intellectual: Insights and Understanding



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Informational: Being in the know



Greenpeace Deutschland

Gepostet von Beate Steffens (?) · 28. September · ©

Palmöl-Gigant IOI: Raubbau für Palmöl

Der Palmölkonzern IOI befeuert durch den Handel mit Palmöl - für das Regenwald zerstört und Moore trocken gelegt werden - verheerende Waldbrände in Indonesien. Für die Menschen, auch in den angrenzenden Ländern bedeutet das ein Leben mit Smog und Feuer - Bowo und Nilus erleben dies Jahr für Jahr. Gemeinsam mit Greenpeace haben sie gestern gegen IOIs Geschäfte auf Kosten von Mensch und Natur protestiert.

IOI hat sich gegen die Umwelt ents... Mehr anzeigen



✓ Mehr "Gefällt mir"-Angaben, Kommentare und Teilen Bewirb diesen Beitrag für 25 €, um bis zu 6.500 Personen zu erreichen.

208.670 Erreichte Personen

59.730 Videoaufrufe

4.189 Reaktionen, Kommentare und geteilte Inhalte

989 🕜 Gefällt mir	493 Zu einem Beitrag	496 Zu geteilten Inhalten
11 O Love	1 Zu einem Beitrag	10 Zu geteilten Inhalten
4 😝 Haha	0 Zu einem Beitrag	4 Zu geteilten Inhalten
14 😵 Wow	5 Zu einem Beitrag	9 Zu geteilten Inhalten
575 😧 Traurig	352 Zu einem Beitrag	223 Zu geteilten Inhalten
932 😔 Wütend	601 Zu einem Beitrag	331 Zu geteilten Inhalten
249 Kommentare	97 Zum Beitrag	152 Zu geteilten Inhalten

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Emotional: Eliciting happiness or outrage (and offering means to act)!

REVEALED

Under new government plans...

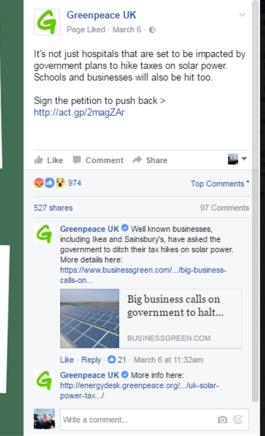


hospitals with solar panels could face a £10,000^{*} higher tax bill

Isn't our NHS already suffering enough?



* based on a 1MW solar installation



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BREAKING:

HSBC say they'll STOP funding palm oil companies destroying the rainforest!



people power works! Page Liked - February 20 - €

Breaking: HSBC UK have finally said they will CUT OFF palm oil companies that destroy rainforests.

SHARE this to show that even banks can be made to see sense!

HSBC boss Stuart Gulliver said he agrees with the hundreds of thousands of you who got in touch over the last few weeks.... See More

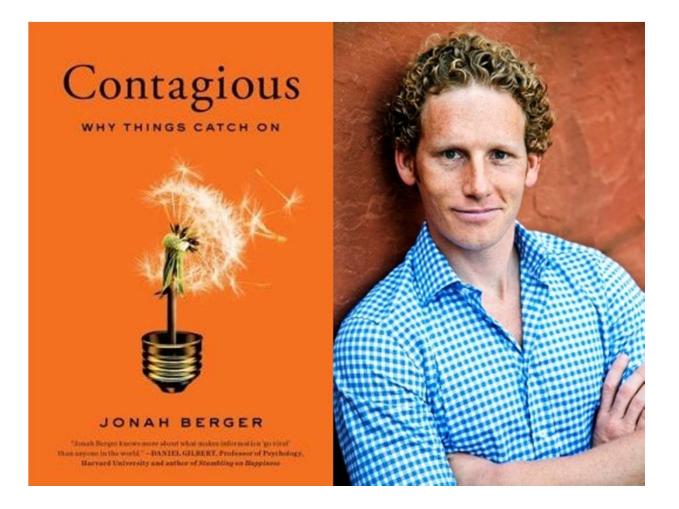
	😵 13K	Top Comments*
5,677	shares	420 Comments
de.	Graham Allaway Common welcome, albeit small, step in need to keep the pressure of through! Like · Reply · • 33 · Februa	n the right direction. We n to ensure they follow
	Greenpeace UK I Hi We'll be paying close at this new policy delivers. Like - Reply I 33 - Fo	tention to make sure
	✤ View more replies	
Ū	Michael Millar Brilliant! But to do what they say!	yes keep checking they
135	Write a comment	a 0



Self-esteem

GREENPEACE



































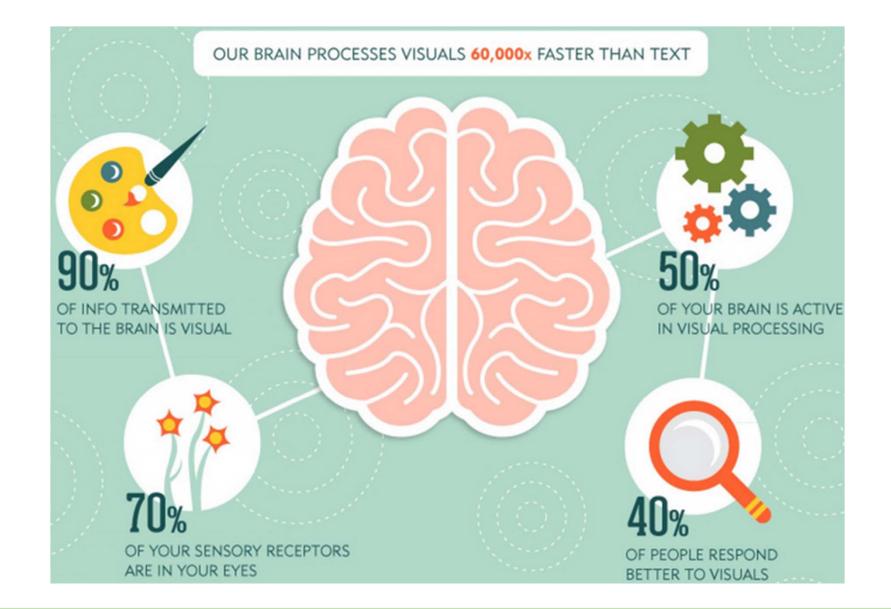




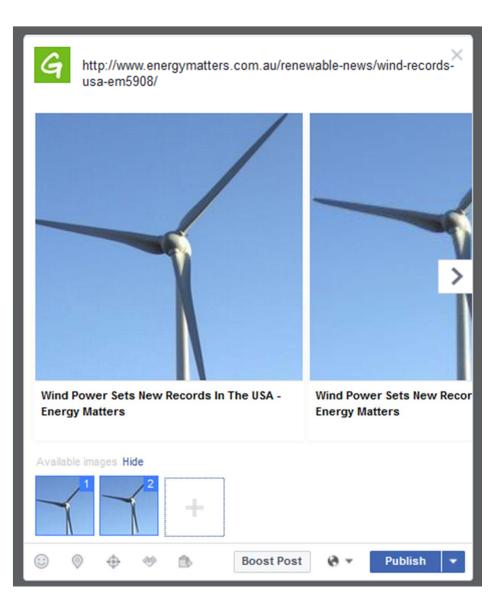
VISUALS











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Yup, It's happening: The energy revolution is on its way! 😁 😁 Check out why: http://gpurl.de/solar





Autoteile Schmidt

Published by Benjamin Borgerding [?] - Just now - ©

More and more Renewables behave like Olympic champions! e e

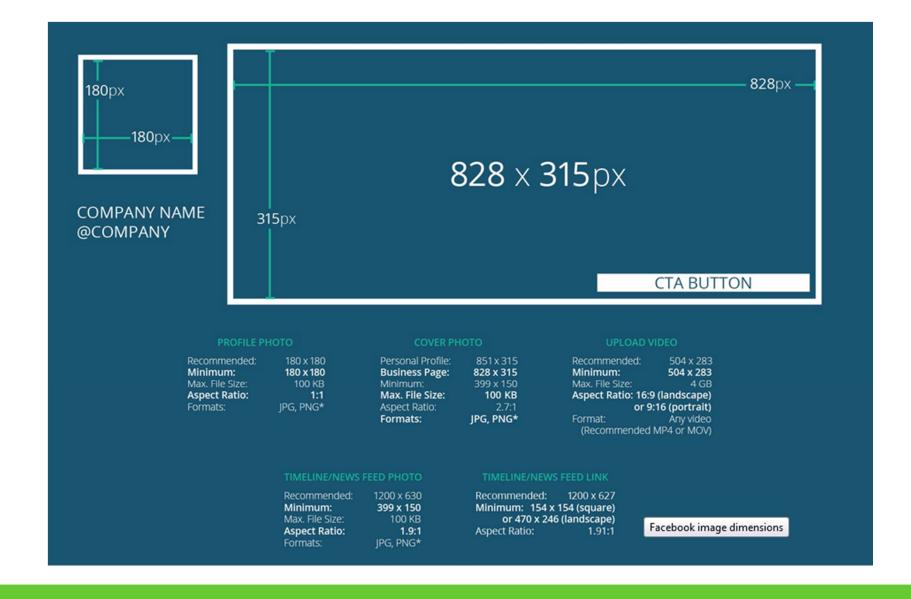


Wind Power Sets New Records In The USA - Energy Matters

14 U.S. states served by the Southwest Power Pool received more than half their electricity from wind power alone on February 12.

ENERGYMATTERS.COM.AU

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Some general advice for visuals!



Keep the message short and simple!



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Communicate in the agenda of the outside world – don't try and export the internal agenda, plan, jargon or message!





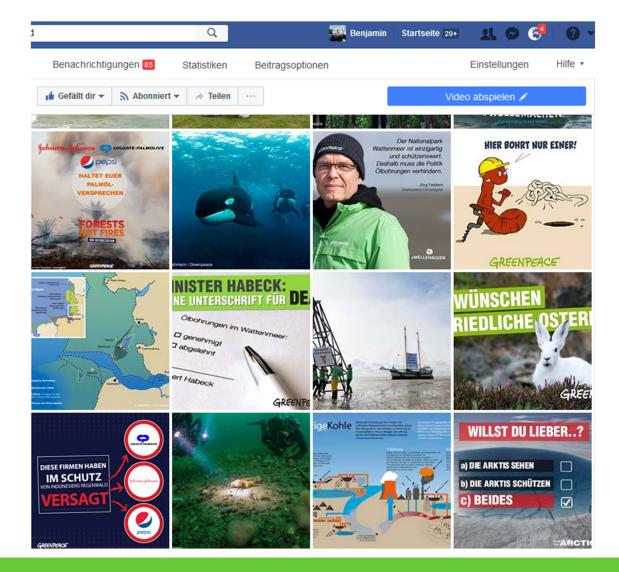
Be active and forward-facing – don't just respond!





Visual coherence

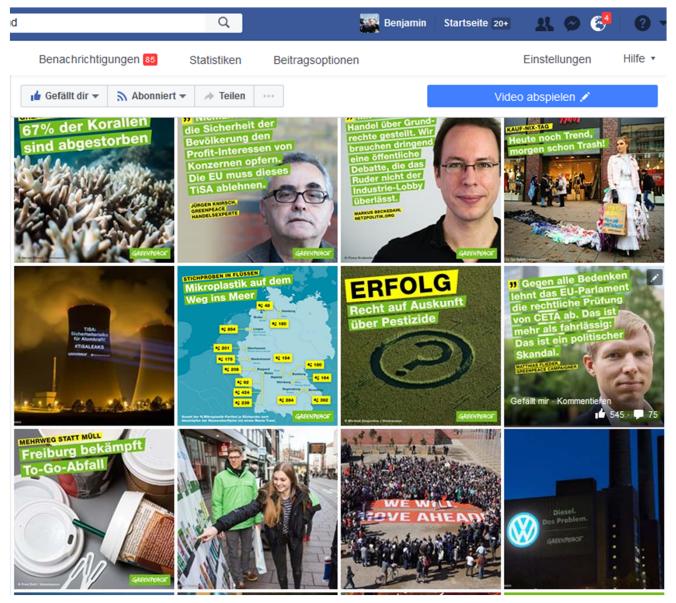




April 2015

www.greenpeace.de

GREENPEACE



6 months later

GREENPEACE

Practical Advice No.1: Be visually coherent!

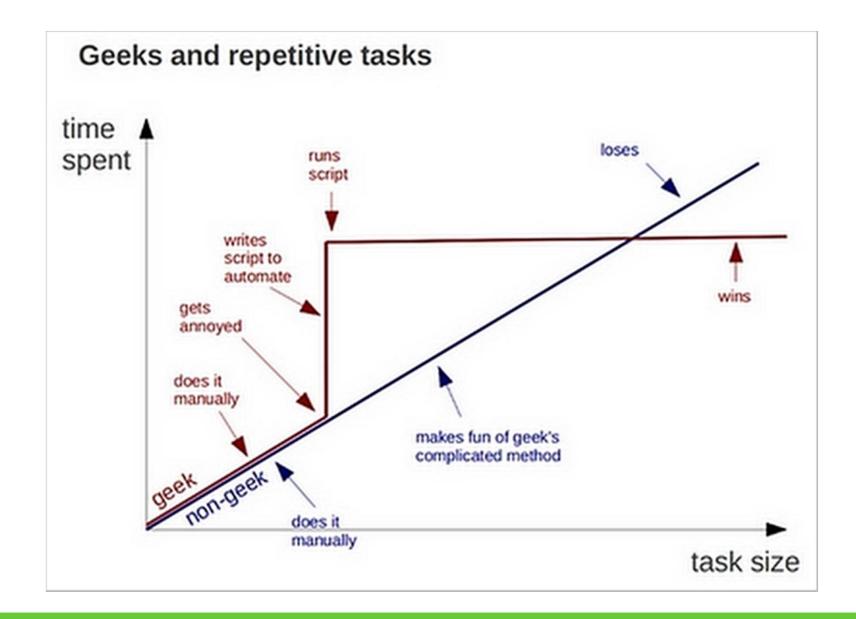
- Try to brand your visual content, it forms your identity, e.g. by using a colour scheme, a font, key visuals...
- For image content use the Goodle picture search (filter for license-free) or use online stock photo libraries with royalty-free pics, e.g.: StockSnap.io, Unsplash, Splitshire, Gratisography, Life of Pix, Death to Stock Photos, New Old Stock



Practical Advice No.1: Be visually coherent!

- Use free online tools to edit pictures or produce infographics (<u>https://www.canva.com/</u>, <u>https://infogr.am/</u>)
- Collect impressive figures and facts for later use





www.gr

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Create templates for successful formats!



myths/facts

map

inspirational quote



Create social media templates!

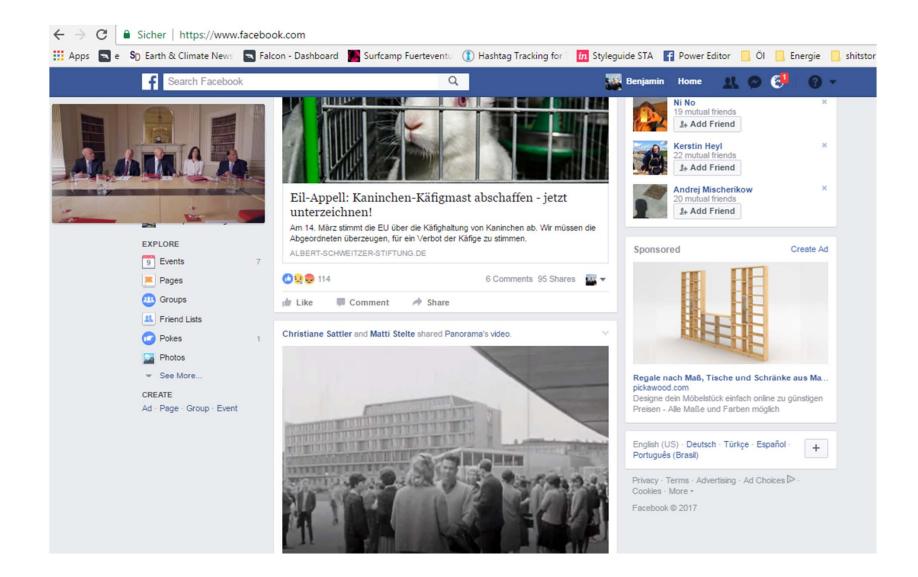
• Conceive of simple and shareable social media formats, save time and money by investing in templates of successful formats (e.g. facts & figures, inspirational quotes, success posts...)



"We're particularly pleased with our progress in video as we move towards a world where video is at the heart of all of our services."

(M. Zuckerberg)







Text > Bild > Video > 360° Live Video





Greenpeace USA und 2 weitere Personen haben Unicorn Riots Live-Video geteilt.

1.885.708 Aufrufe

Unicorn Riot ist jetzt live. 3 Std. · @

🖌 Seite gefällt mir



Cam 1 - Eviction of Main #NoDAPL Camp

Support our work here: http://www.unicornriot.ninja/?page_id=211

GREENPEACE

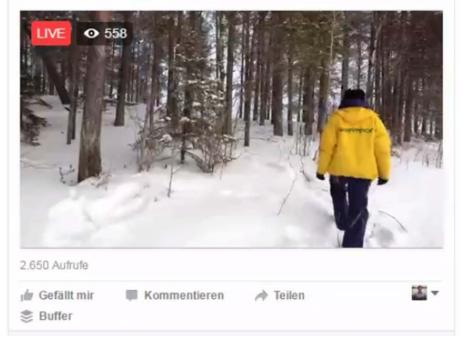
G

Greenpeace International ist jetzt live. 3 Minuten · ©

These beautiful islands are located in one of Finland's thousands of lakes. The old pine trees have been growing here for hundreds of years and offer a magical place for people to visit. But if we don't act now, all this beauty will be gone.

Sign here to demand that governments take action to protect the Great Northern Forest >> http://act.gp/GNR

Übersetzung anzeigen







National Geographic ist jetzt live.

Elephants for a Monday! Welcome to safariLIVE! Join us on a daily LIVE safari as we go in search of wild animals in the African wilderness. Post your questions below.

Übersetzung anzeigen





GREENPEACE



I fucking love science ist jetzt live. 1 Std. *

LIVE EAGLE CAM

Check out this amazing LIVE stream of Bald Eagles nesting in Florida. The Young chick 'E9' was born on New Year's Eve, so keep watching to see it being fed.

2

Thanks to Southwest Florida Eagle Cam for this stream.







GREENPEACE



Join the campaign to protect the Amazon Reef >> http://act.gp/2mi2fl9

Right now, oil companies are working hard to start drilling in the mouth of the Amazon River. This area is home to some amazing wildlife, and a GIANT REEF that we've barely even studied. If we're going to stop them, we need to move fast.

Sign the petition >> http://act.gp/2mi2fl9



12.058 Aufrufe





"Du musst dich zwischen Leben und Tod entscheiden" - In unserem 360° Video stellen wir Ihnen Menschen wie Aline vor, die aus Burundi fliehen musste und nun im benachbarten Tansania im Lager Nduta Schutz sucht.



24.215 Aufrufe





Lieber @sigmargabriel, erinnern Sie Kollege #Tillerson: An erster Stelle steht unsere Erde #G20Bonn #G20Germany #G20 #ResistOften #resist



RETWEETS GEFÄLLT 41 70

💽 🕍 🎇 📰 🏹 📖 🚺 🖏

GREENPEACE

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Practical Advice: Video!

Step by step: Get good at one format first.

Video allows for greatest possible closeness between sender and receiver: Create Behind The Scenes Content!

Immersive Storytelling is a great way for you to engage users, especially if you're doing work in exciting places and want to boost fundraising. 360° video cameras are already surprisingly inexpensive.



Practical Advice: Video!

For Facebook, Periscope or Instagram Live Videos:

- Work with a good host
- Plan storyline in advance: climactic *High Noon* story arc is perfect.
- Breaking News narrative is also great!
- Interactive AskMeAnything formats (esp. Instagram Live)

Don't do it, if:

- There's not much happening
- Connection, image or sound are low-quality
- You don't feel comfortable



COPY





"This is a difficult fight! But we can win if we all stick together!"



"This is a difficult fight! But we can win if we all stick together!"





"We have lots of love for this. And our love is a special kind of environmental love!"



"We have lots of love for this. And our love is a special kind of environmental love!"





"We have lots of love for this. And our love is a special kind of environmental love!"



Greenpeace e.V. (a) @greenpeace_de · 4. März Städte wollen atmen! Vielen Dank allen, die bei dem Aktionstag für saubere Luft in 57 Städten heute dabei waren! (b) #atemlos #diesel



🛧 4 🔁 13 🖤 54 ili



"If we want to keep this planet alive we can't afford to burn the fossil fuel that's still in the ground, so it'd be best for all of us to just leave it there!"



#KeepItInTheGround





350 dot org (20. Feb. Underground pipeline in Iowa leaks nearly 140K gallons of diesel. This can't continue. #NoDAPL #keepitintheground n.pr/2loeNVw pic.twitter.com/HdTxr7qJ1Q

4 6 **13** 272 **9** 126



"Today around the world people celebrate the beauty and diversity of animals and plants."



#WorldWildlifeDay

Greenpeace USA @ @greenpeaceusa · 3. Marz Happy #WorldWildlifeDay! We have to act now to preserve our planet's biodiversity. RT if you agree!

Original (Englisch) übersetzen

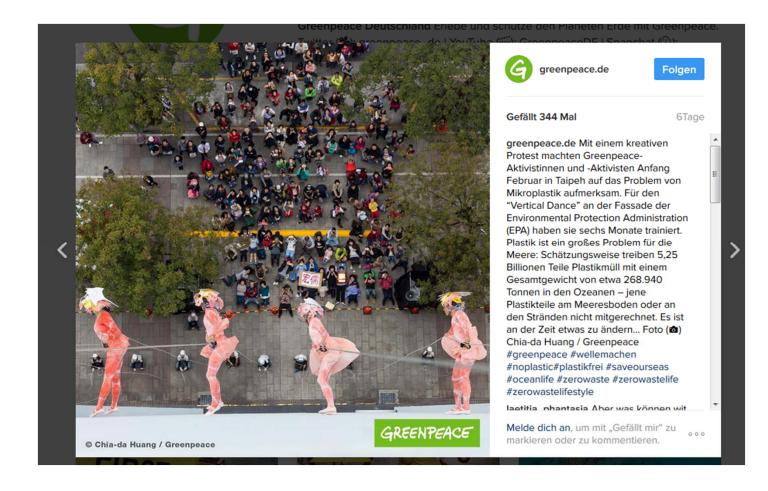


♠ 6 €3 215 ♥ 281



Emojis and hashtags are informational shortcuts. You can use them to convey complex emotions and concepts at a glance.







Lakota People's Law Project hat Evan Dukes Beitrag

3. März um 20:04 · €

The sacred fire is within us now. We will carry the fight to new front lines.

Evan Duke

geteilt.

3. März um 02:12 · @

The Two Rivers camp, protesting the Trans-Pecos pipeline, is the latest sign that the Standing Rock movement is inspiring indigenous-led activism across the U.S ...

Mehr anzeigen



Native Americans fight Texas pipeline using 'same model as Standing Rock'

The Two Rivers camp, protesting the Trans-Pecos pipeline, is the latest sign that the Standing Rock movement is inspiring indigenous-led



March 2 at 9:29am · 🚱

Shocking.

Time for Burger King UK to start protecting forests!



Burger King animal feed sourced from deforested lands in Brazil and Bolivia

Campaign group Mighty Earth says aerial drones, satellite imaging and field research show farmers carried out forest-burning for fast food giant's soy suppliers

www.greenpeace.de

THEGUARDIAN.COM

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Copy that!

- The message is in the visual: ONE clear, strong message that reflects your core values
- Sad but generally true: The less copy the better (there are exceptions!)
- With copy be very aware of framing! Repeat words you want to get stuck!
- Use informational shortcuts hashtags and emojis to convey complex emotions!
- Show attitude when posting curated content!



FUNDRAISING & ENGAGEMENT



Give and you will get in return!



Greenpeace Deutschland Gepostet von Falcon.lo 191 - 9. September 2016 - @

Wenn Fisch, dann nachhaltig - mit dem Greenpeace-Fischratgeber >> http://gpurl.de/fischratgeber

Die Deutschen haben im Jahr 2015 insgesamt 3,7 Milliarden Euro für Fisch ausgegeben - mehr denn je. Die Schattenseite: Viele Fischbestände weltweit leiden unter schwerer Überfischung. Verbraucher können die Meere schützen, indem sie bewusster und seltener Fisch essen. Eine Orientierung für einen nachhaltigen Fischkonsum bietet der kostenlose Greenpeace-Fischratgeber (auch als App).



Greenpeace Fischratgeber 2016 Welche Fischarten sind bedroht und welche kann Ich mit gutem Gewissen kaufen? Greenpeace Fischratgeber jetzt bestellen!

HTTPS://WWW.GREENPEACE.DE/FISCHRATGEBER

43.588 erreichte Personen



Zero Percent at The Signature Room at the 95th

Like Page

December 8, 2014 · 🚱

Our featured fresh-food-donor of the day is The Signature Room at the 95th! "Our mission is to be a restaurant Chicago looks up to... we want to be leaders in the community," says General Manager Angela Aspito.

Many thanks to Angela and the rest of her team for working with us to provide nutrition, dignity and care to under-resourced communities. Watch this short video created by a group of Loyola students to see the direct impact of our partnership. (cc: Thresholds)

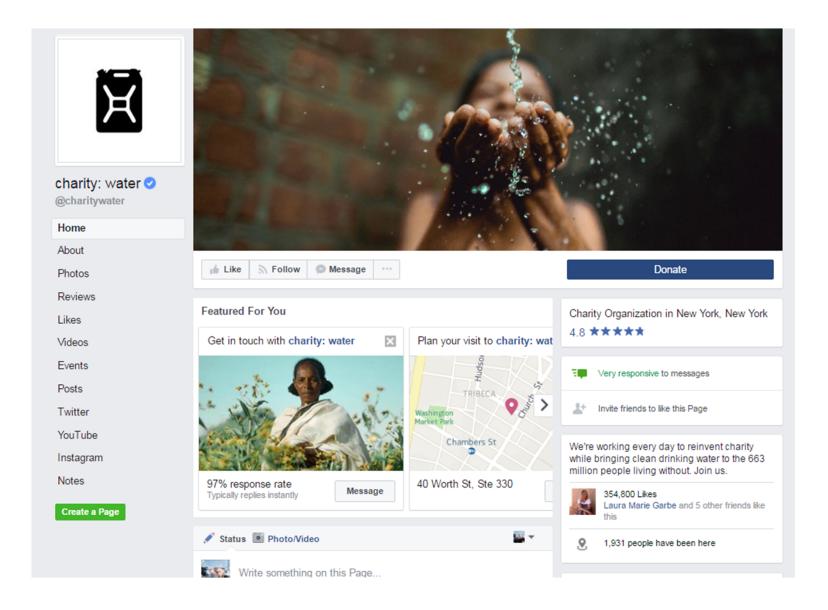


Wasted | Zero Percent Partners with The Signature Room to Help End Hunger in Chicago

YOUTUBE.COM

Like · Comment · Share · Buffer





Give and you will get in return!

- Offer something, get a reward
- Or vice versa: Reward donors with social media mentions!
- Don't overdo (direct) donation asks
- Pull, don't push: use donation button on FB





Greenpeace Deutschland

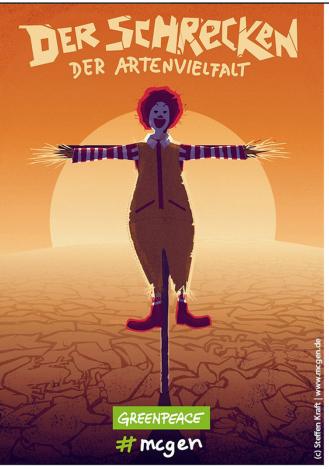
Gepostet von Benjamin Borgerding (?) - Gestern um 11:08 - 🕲

à à In 57 Städten in Deutschland gehen heute Greenpeace-Aktivisten für bessere Luft in den Städten auf die Straße und fragen nach: Was müsste in Sachen Verkehrspolitik dringend mal passieren?

Wie sieht es bei euch aus? Wie ließe sich der Verkehr und das Leben in eurer Stadt verbessern? Wir sind gespannt auf euer Votum per Emoji oder Kommentar!



Erreiche mehr Personen in den kommenden 8 Tagen This event starts soon. Try boosting it for 25 € to reach up to 7.100 people near Stadthalle Gelnhausen.



McDonald's Deutschland lässt Gen-Soja an Hähnchen verfüttern. Schluss damit!

Greenpeace Deutschland Gepostet von Benjamin Borgerding [?]

G Seite gefällt dir · 2. Oktober 2014 · Bearbeitet · 0.0

McDonald's lässt Gen-Soja verfüttern. Schluss damit! >>> Jetzt mitmachen

1) Geht: auf die Facebook-Seite von McDonald's! 2) Fordert per Kommentar oder Beitrag: "McDonald's lässt Gen-Soja an Hähnchen verfüttern. Schluss damit!"

3) Postet: das Bild und den Link auf die Seite http://gpurl.de/mcgen! Und natürlich: Großzügig sein mit "Gefällt mir"-Klicks für Gentechnik-Kritiker! 4) Teilt diesen Beitrag! (Ein Beitrag von User Steffen Kraft bei unserem Kreativwettbewerb auf www.mcgen.de)

Seto markieren	Ort hinzufügen	∦ Bearbeiten						
Gefällt mir · Kommer	tieren · Teilen	G -						
	essica Leona Juliette, anderen gefällt das.	Anne-Marie						
🕞 28 mal geteilt								
Benjamin Hollerung Und zu was mutiere ich dann, wenn ich mir nächstessmal 'nen Chickenburger bestelle? (2) Gefällt mir - Antworten - 2. Oktober 2014 um 14:32								
📮 3 Antv	vorten							
G Schreibe ei	nen Kommentar	0						
Gesponsert ®	Werbe	anzeige erstellen						





Quadratische Visitenkarten moo.com/de Quadratische Visitenkarten - die neue Art aufzufallen!

GREENPEACE



Greenpeace Deutschland shared Stop Tihange's event. Published by Benjamin Borgerding [?] - Yesterday at 9:58am - @

Kettenreaktion am 25. Juni: Menschen aus drei Ländern protestieren gemeinsam Hand in Hand für die Abschaltung der Atomkraftwerke Tihange 2 und Doel 3! Nur mit EURER Unterstützung wird die Menschenkette von Tihange über Lüttich und Maastricht nach Aachen Wirklichkeit!

Schaffen wir mehr als 10.000 Einladungen in das FB-Event innerhalb einer Woche? Helft mit!









If you don't have a platform to set-up petitions, consider working with:

Change.org Avaaz 350.org



Greenpeace Deutschland Gepostet von Hanno Groth [?] - 3. März um 10:17 - @

Heute ist Tag des Artenschutzes! Mach mit und hilf uns, das neu entdeckte Amazonas-Riff und ihre Bewohner vor gefährlichen Ölbohrungen zu schützen.

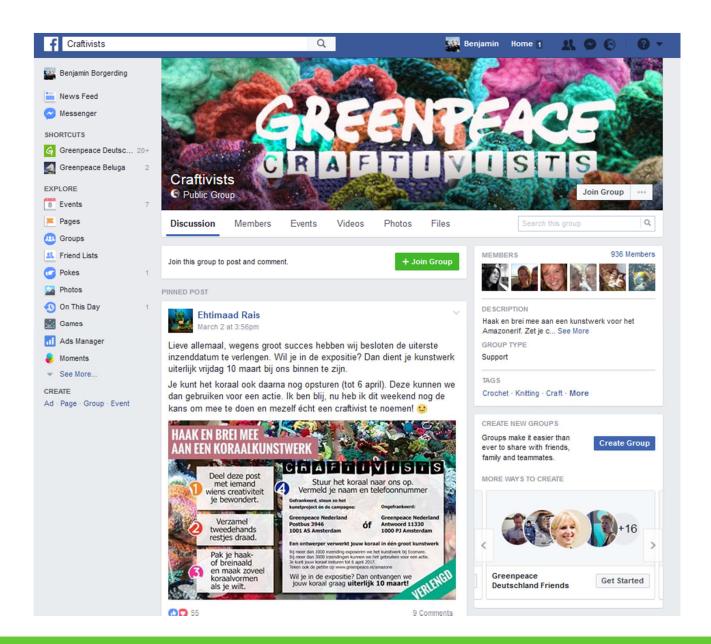


Schütze das Amazonas-Riff

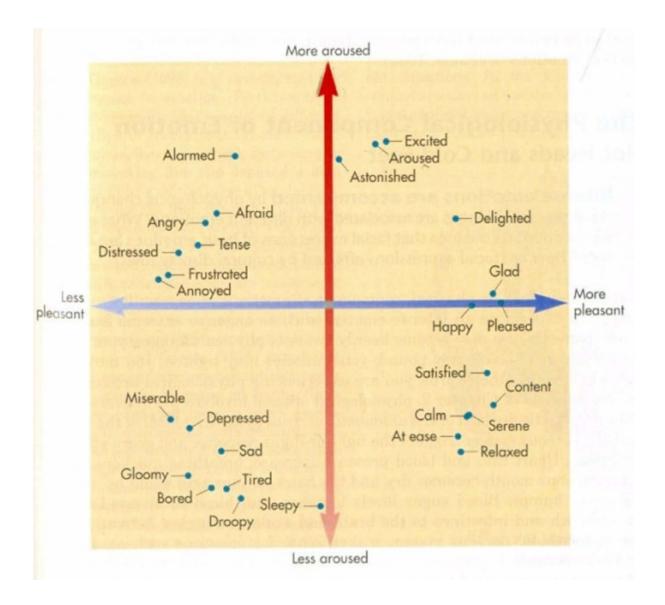
Greenpeace dokumentiert erstmals das gigantische Korallenriff in der Amazonas-Mündung und versammelt Unterstützer, die sich für den Schutz des Ökosystems stark machen.

GREENPEACE.DE











Greenpeace UK Page Liked · February 25 · ©

Join the petition >> http://act.gp/2IBLyk2

GREAT NEWS! Half a million people have already joined the campaign to defend the incredible Amazon Reef from reckless oil drilling.

Ready to join them? Sign here: http://act.gp/2IBLyk2

00	241	Top Comments*			
76 shares		9 Comments			
	Toby Boucher Sig Like · Reply · O 1	gned! • February 25 at 1:30pm			
k	Rick Laprade Sign	ned. • February 25 at 2:38pm			
-	Linda Couna l'ma				
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Show people how to engage!

- Empowerment: When you can offer engagement opportunities (low-threshold to high-threshold)!
- Try triggering activating emotions outrage and happiness, don't make people sad!
- Ask supporters to directly address the villains!
- Make people feel that they can be part of something bigger: Appeal to intrinsic values!

Practical Advice No.2: Develop routines!





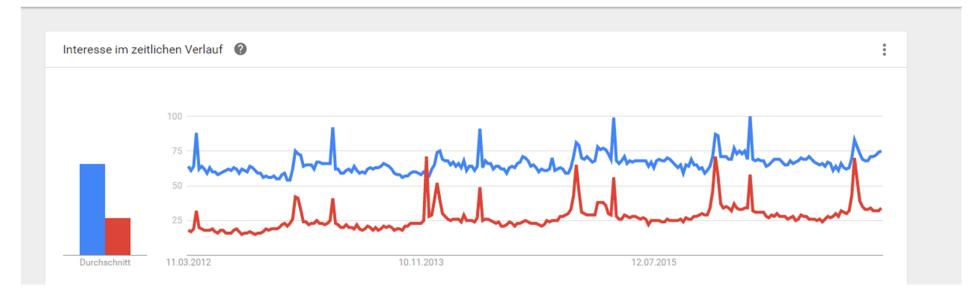
Practical Advice No.2: Develop routines!

- Reserve a daily (or weekly) time slot for Social Media content!
- Reserve time for community management
- Use tools (like hootsuite or buffer) to schedule content!
- Assign roles and responsibilities to team members!



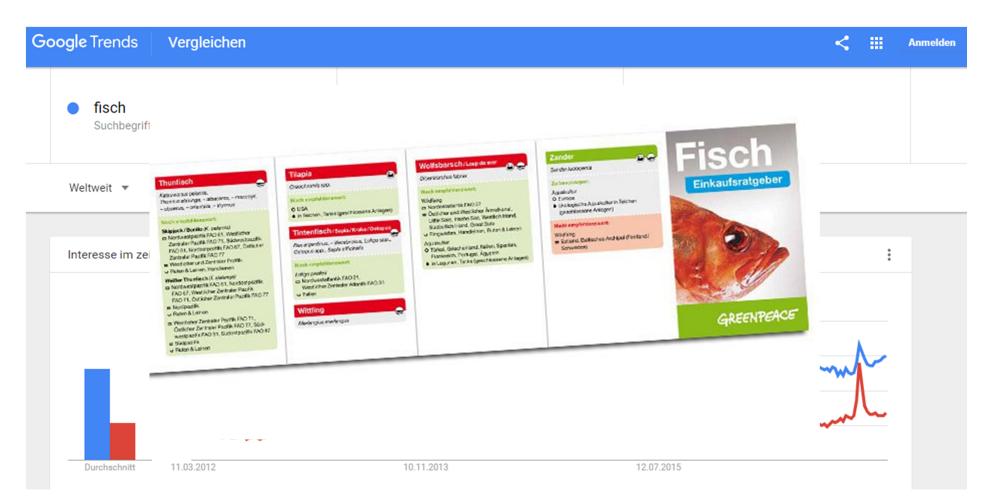
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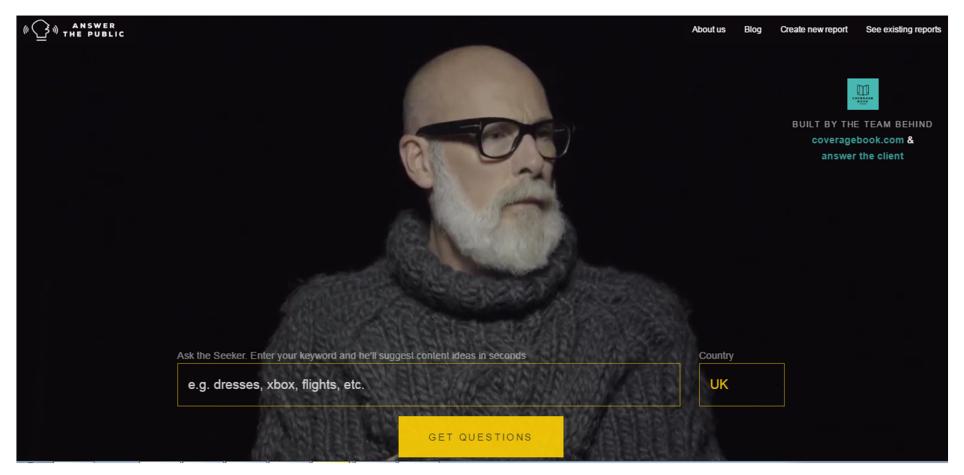


Practical Advice No.3: Be there!





Practical Advice No.3: Listen!



http://answerthepublic.com

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Practical Advice No.3: Be of interest!

 Identify important keywords and questions for you!
 <u>Google Suggestions</u> <u>http://ubersuggest.io</u>

http://answerthepublic.com

https://adwords.google.com/KeywordPlanner

 Use Google Trends to find out when people talk about relevant topics: <u>https://trends.google.com/trends</u> Interact (with the present)!

- Talk about what's currently happening: Facebook ranks breaking news content higher
- See if you can jump on debates check trending hashtags in Twitter
- List of Days of the Year: <u>https://en.wikipedia.org/wiki/List_of_comme_morative_days</u> - plan in advance
- Use Google Alerts (wisely)

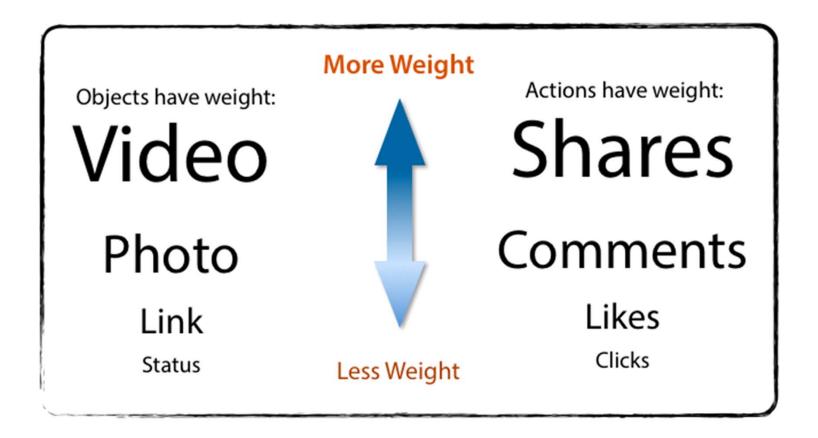


Community management!

- Keep an eye on mentions and comments at least once a day.
- On Facebook: Ask questions! Answer questions! On Twitter: Comment tweets, use @mention and marks, directly address opponents.
- When dealing with trolls find the right balance between careless negligence and stern sanctions.

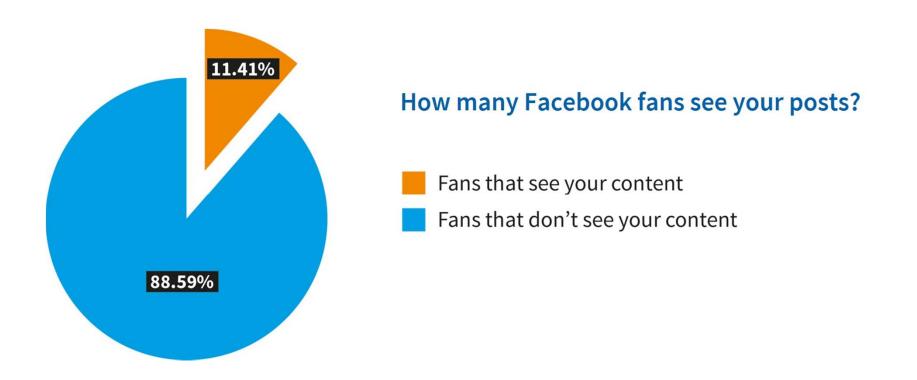


Practical Advice No.4: Some Facebook advice!



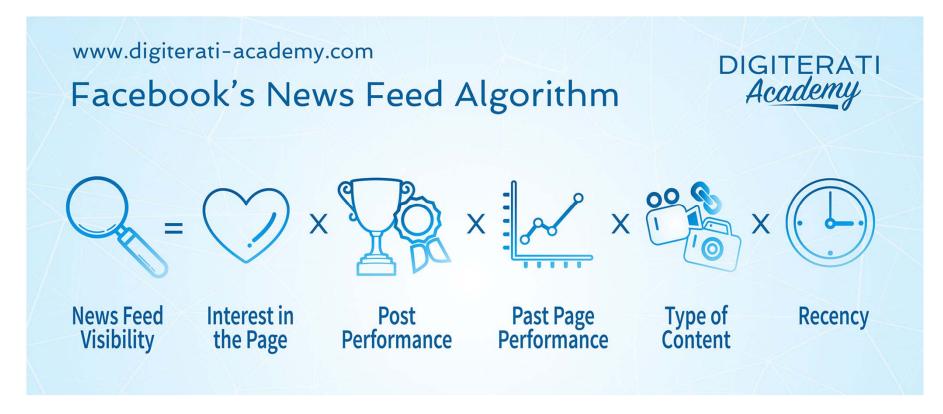


Some Facebook advice!



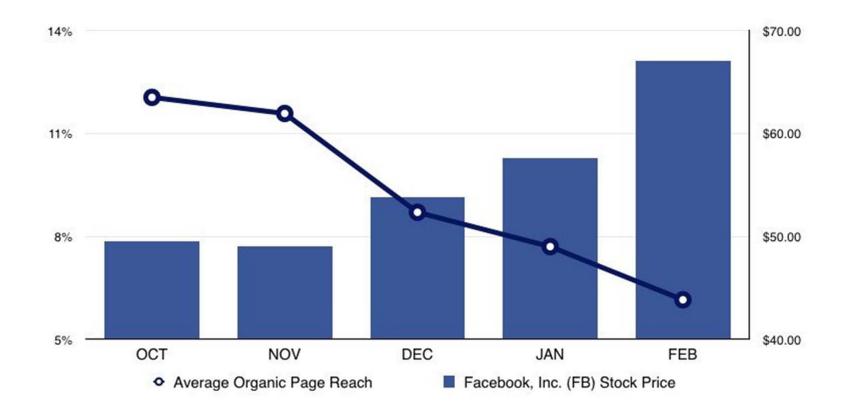


Some Facebook advice!



Excellent read: https://thedigiterati.com/cracking-facebooks-news-feed-algorithm-new-definition-edgerank/

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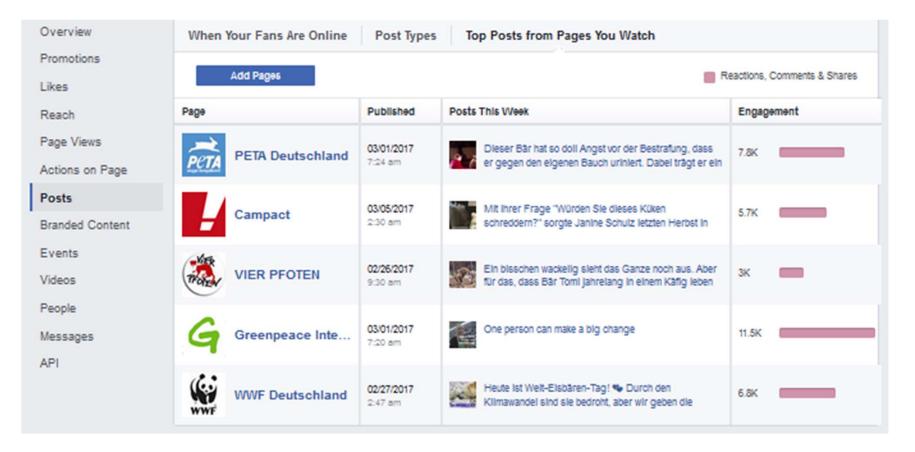
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Practical Advice No.4: Some Facebook advice!

- Community building is key: fans have to engage with your content again and again!
- Check best times to post on Facebook! Don't forget the weekends!
- Make good use of FB events
- FB groups are great for internal communication and special communication projects
- Recycle good content
- Interaction: Mention other pages, ask questions and answer questions!



Be inspired by what others are doing with monitoring function in FB Insights:





Use Facebook functions creatively!

Dakota Access pipeline

A million people 'check in' at Standing Rock on Facebook to support Dakota pipeline protesters

People answer call on Facebook to 'overwhelm and confuse' law enforcement officials, though police deny tracking activists on social media

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 ≺
 31,598
 Sam Levin in Cannon Ball, North Dakota, and Nicky
 Woolf in San Francisco

C This article is 4 months old

Tuesday 1 November 2016 00.50 GMT

Some fast Twitter advice!



Startseite 🗸 💭 Mitteilungen

ngen 🛛 🔀 Nachrichten

Irenas · Andern

#BVBSLB

@DasErste, @ZDFheute und 4 weitere twittern darüber

#FCBPSG @SZ, @ZDFheute und 4 weitere twittern darüber

#Weltfrauentag @SPIEGELONLINE, @ndaktuell und 4 weitere twittern darüber

#bachelor 6.619 Tweets

#Nockherberg @ZDFheute und @SZ twittern darüber

#ITBBerlin @dpa twittert darüber

#EhefürAlle 1.654 Tweets

#grimmepreis @EinAugenschmaus twittert darüber

#Feminismus @derfreitag twittert darüber

#Gleichstellung

Greenpeace @ @Greenpeace · 12 Std. Hold financial institut

Hold financial institutions accountable for their investments. Tell @Citi to say #nodapl >> act.gp/citibanknodap

S Original (Englisch) übersetzen



4 2 **11** 73 **11**8

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35 Mitglieder

Politiker A MdBs im Umweltausschuss und Mitglieder von GP 18 Mitglieder	G
Influencer Umwelt A NGOs, Medien, Institute, die zum Thema Umwelt arbeiten 52 Mitglieder	G
Mitarbeiter GPD A Mitarbeiter von Greenpeace Deutschland 35 Mitglieder	G
Japan ▲ 5 Mitglieder	G
greenpeace-gruppen Ehrenamtliche Arbeit für Greenpeace - in rund 90 Gruppen bundesweit 73 Mitglieder	G
Castor 2010	G



Practical Advice No.4: Some fast Twitter advice!

- Research relevant hashtags
- Check for trending hashtags and try to work with them, but don't try to hard
- Interaction: Reply to tweets, mention other (big) accounts and use the tagging function
- Use Twitter Lists: to attract new followers & to research interesting accounts
- If you can, add a picture and emojis to tweets to boost reach
- Use tagging function!



Thanks! Please, get in touch: Benjamin.Borgerding@greenpeace.de

