# How NGOs can use Social Media

### **United Nations** Department of Social and External Affairs 19 March 2010

## slideshare.net/farra

Farra Trompeter @farra \* farra@bigducknyc.com





# It's about reaching and connecting people



### traditional media

### Encyclopedia Brittanica

**New York Times** 

Print newsletter

### social media

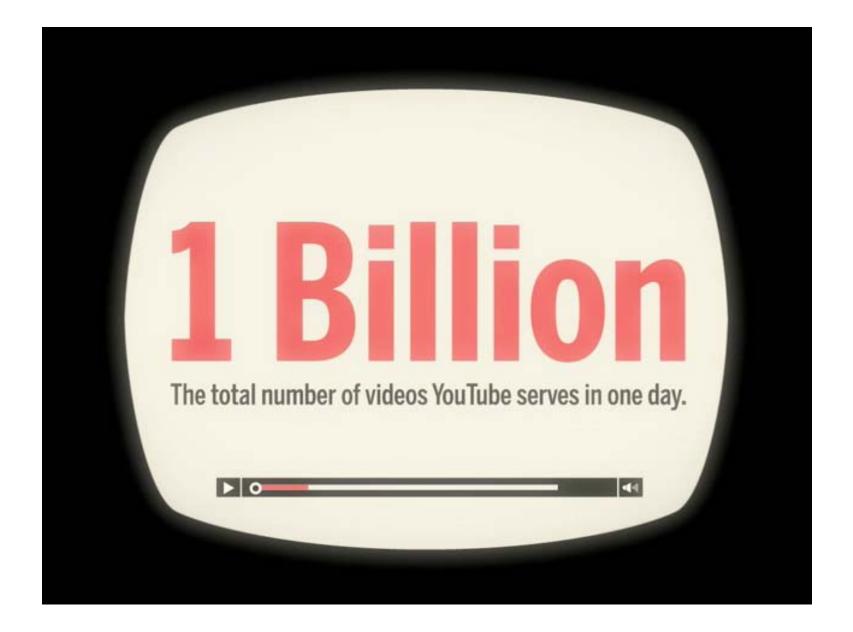


Wikipedia

TechCrunch

eNewsletter, Twitter, Facebook





http://www.web-strategist.com/blog/2010/02/28/a-sense-of-scale-social-networking-by-thenumbers-video/



# Maybe you shouldn't...

Social media is **not**...

- Free
- A silver bullet for fundraising
- An opportunity to control your message
- An opportunity to tell everyone what you think
- Inherently appealing and cool to millenials
- An alternative to clear messaging/mission



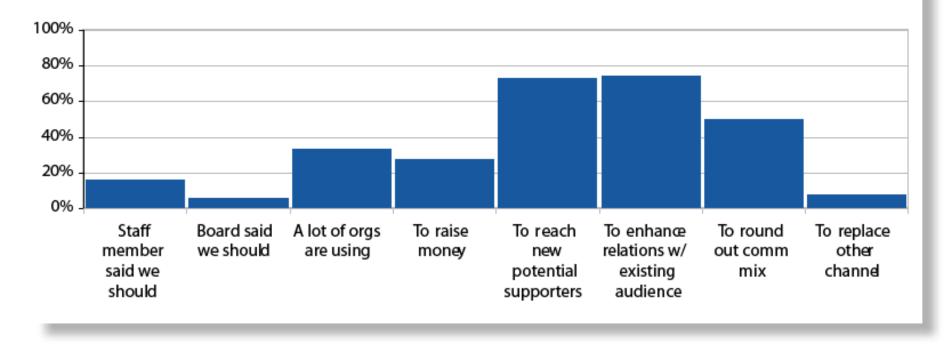
# That said...

Social media is...

- Pretty low cost
- Growing by leaps and bounds
- An opportunity for conversation
- A great way to reach certain audiences
- A complement to the messages you're sharing through other channels



### Why Nonprofits Are Using Social Media



http://www.idealware.org/sm\_survey/download.php

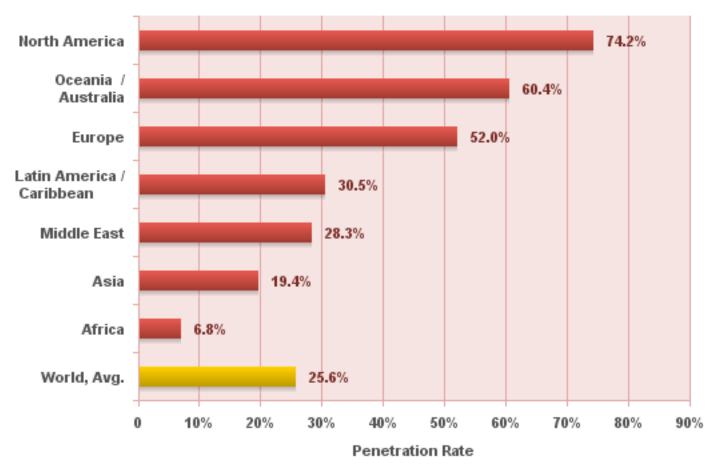
# Average social network user = 37

Feb 2010



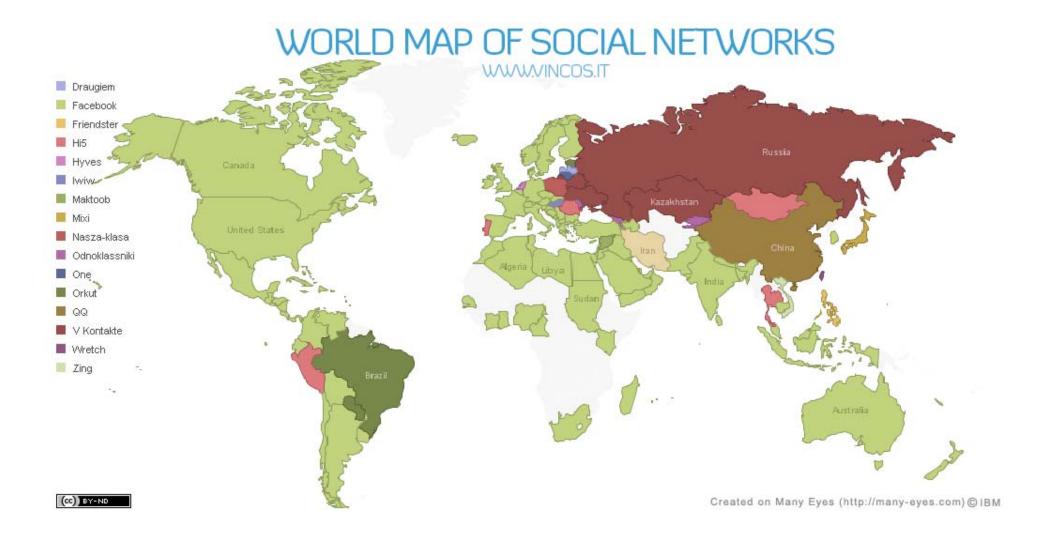
http://royal.pingdom.com/2010/02/16/study-ages-of-social-network-users/

### World Internet Penetration Rates by Geographic Regions

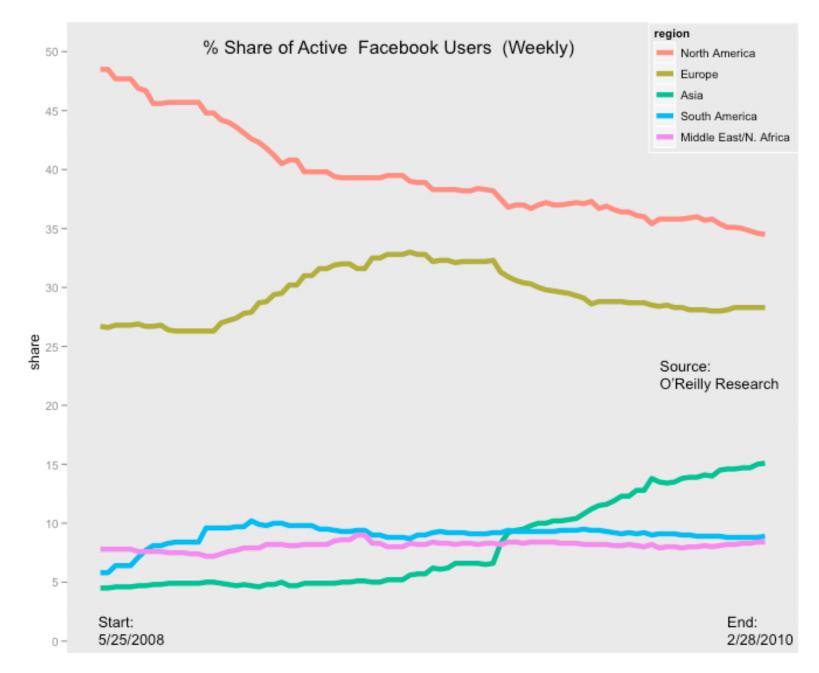


Source: Internet World Stats - www.internetworldststs.com/stats.htm Penetration Rates are based on a world population of 6,767,805,208 and 1,733,993,741 estimated Internet users for September 30, 2009. Copyright © 2009, Miniwatts Marketing Group

#### http://www.internetworldstats.com/stats.htm



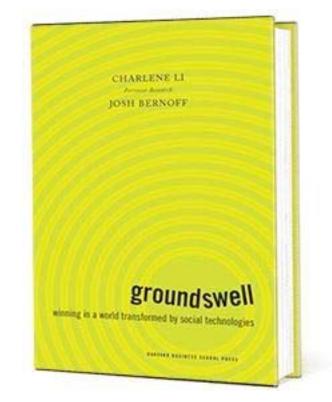
#### http://www.vincos.it/world-map-of-social-networks/



#### http://radar.oreilly.com/2010/03/facebook-users-from-asia-or-middle-east.html

# Why do people participate?

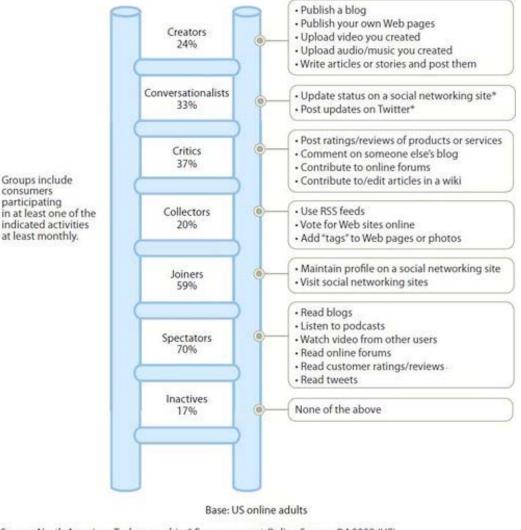
- Keeping up with friendships
- Making new friends
- Succumbing to social pressure from existing friendships
- Paying it forward
- The altruistic impulse
- The prurient impulse
- The creative impulse
- The validation impulse
- The affinity impulse



Source: Groundswell (book)



# How do people participate?



Source: North American Technographics\* Empowerment Online Survey, Q4 2009 (US) \*Conversationalists participate in at least one of the indicated activities at least weekly.

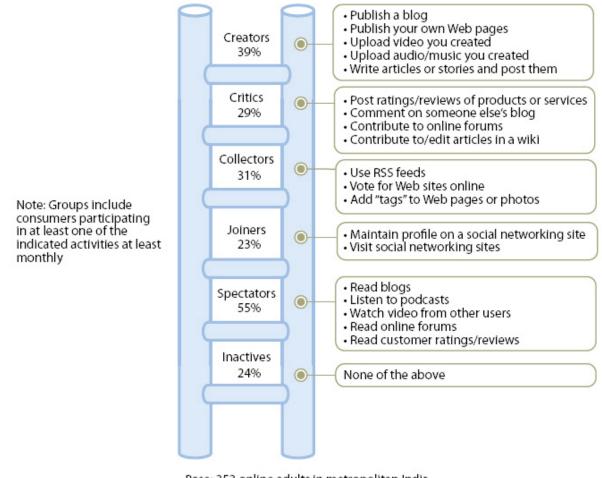
56291

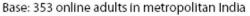
Source: Forrester Research, Inc.

http://blogs.forrester.com/groundswell/2010/01/conversationalists-get-onto-the-ladder.html

# How do people participate?

Figure 2 Indian Social Media Users Create And Consume Content





Source: Asia Pacific Technographics® Survey, Q2 2009

55680

Source: Forrester Research, Inc.

http://www.gauravonomics.com/blog/forrester-report-on-social-technographics-in-india/

# How do people participate?

#### Consumer Profile Tool (now with 2009 data)

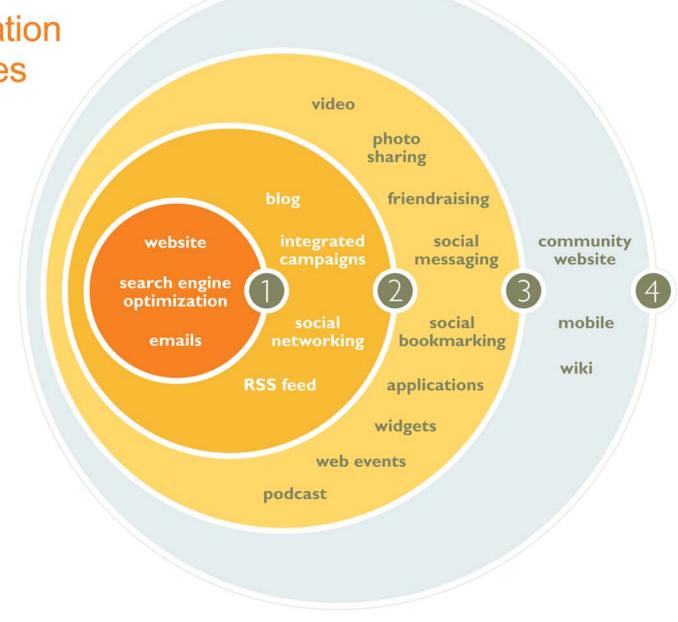
Not Specified	Metro China 👻	Not Specified	Y	
Consumer		Index (All	adults = 10	
Creators	44%		100	
Critics	46%		100	
Collectors	37%			
Joiners	32%			
Spectators		79%	100	
Inactives	17%		100	
	Help About Forrester			

Copyright 2009 Forrester Research

http://www.forrester.com/Groundswell/profile\_tool.html



### Online Communication Opportunities





# Start by listening



© robertcarlsen

# Listening Online

Set up Google alerts, Technorati search, Twitter search, etc. <u>http://socialmedia-listening.wikispaces.com/Tools</u>

- Your name and people connected to your organization
- Your organization's name
- Program or event names
- Peer/competitor names and program/event names
- Your tagline or other key phrases
- URL for any web properties (main website, blog)
- Related issues/topics
- Common misspellings

Source: Beth's Blog, Beth Kanter



- From: Google Alerts <googlealerts-noreply@google.com>
- Subject: Google Alert "farra trompeter"
  - Date: March 9, 2010 5:08:17 AM EST
    - To: Farra Trompeter

#### Google Web Alert for: "farra trompeter"

Farra it's a beautful day.... time to get some... - Farra ... Farra it's a beautful day.... time to get some donuts!

#### Workshop on How NGOs can use Social Media

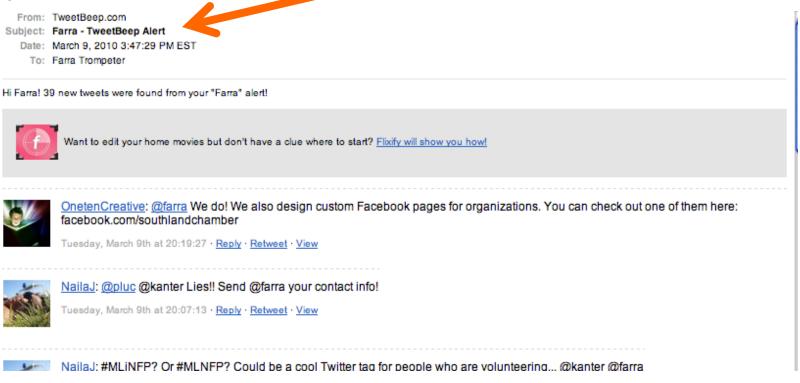
... on "How NGOs can use Social Media Tools" in New York on Friday 19 March 2010 with Ms. Farra Trompeter, Vice President of Big Duck (www.bigducknyc.com), ...

#### Links on "See3 Communications" | Facebook

Farra Trompeter. Honored to be a judge for this. February 22 at 6:25pm. See3 Communications. The submissions are already rolling in...thanks for your time ...

#### Social Media Bootcamp | Resources

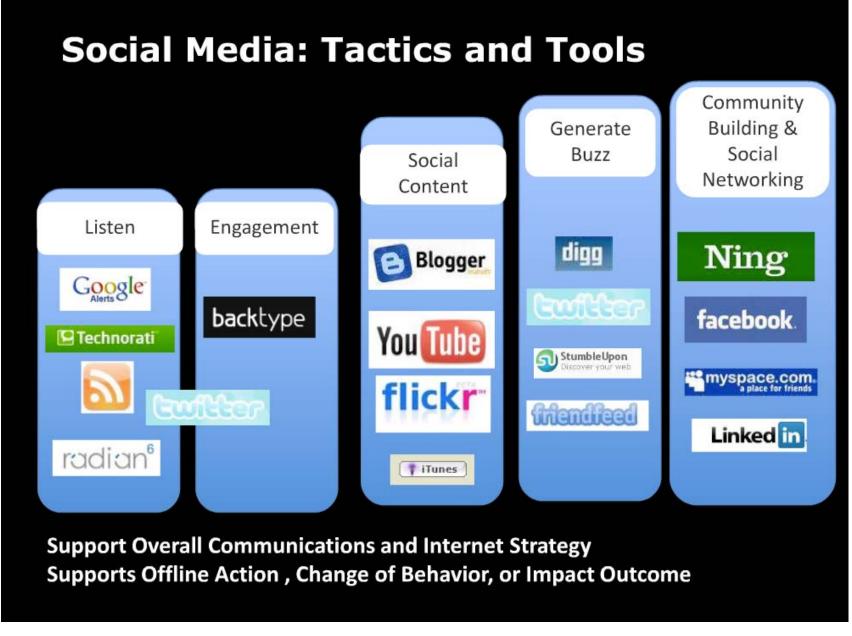
... an existing social media strategy in a small group setting with one-on-one support from workship, leaders. The workshop leaders included. Farra Trompeter ...



### Select the tools based on goals + audience, and what you can manage.



© BoomeraATV



http://beth.typepad.com/beths\_blog/2010/02/reflections-social-media-and-ngo-workshop-in-india.html

### **Managing Social Media**

### **Integrated Social Media - SMB**



http://www.slideshare.net/AmberNaslund/ebook-social-media-time-management-2618863

### Be nice, share, and say thank you.



© OMP Production

#### MALARIA **KILLS A CHILD** EVERY 30 SECONDS **WE CAN** STOP IT

TEXT NET TO 85944 to donate \$10 with your mobile

A one-time donation of \$10 will be added to your mobile phone bill or deducted from your prepaid balance, dessaging & Data Rates May Apply. All charges are billed by and payable to ur mobile service provider. Service is vailable on most carriers. Donations are collected for the benefit of the ria No More" by the Mobile oundation and subject to the nd at www.hmgf.org/t. You can unsubscribe at any time by eplying STOP to short code 85944; Reply HELP to 85944 for help.



#### malaria MalariaNoMore NO MORE

🗏 Lists 🔻 🖓 🔻

#### RT @highcroftracing: Miles to End Malaria is back. Text "MILES" to 85944 to make a one-time \$10 donation to @malarianomore

about 17 hours ago via TweetDeck

Following I Compared I Compared International Compared Internatio

Help us end malaria deaths: Join the MNM Team! Currently hiring in Marketing, Programs & Data. Interns too! http://bit.lv/Su0pl

about 19 hours ago via TweetDeck

RT @malariapolicycenter honored key malaria champions Zeke & Rham Emanuel and Tim Ziemer today: http://bit.ly/aMurOr 6:03 PM Mar 17th via TweetDeck

#### RT @malariapolicycenter honored key malaria champions Zeke & Rham Emanuel and Tim Ziemer today: http://bit.ly/aMurOr

6:03 PM Mar 17th via TweetDeck

MNM has that catchy Zinduka! (Swahili for "Wake Up!") song stuck in our heads today ... http://bit.ly/dAOE9Y 3:05 PM Mar 16th via TweetDeck

Thanks to everyone 'lending a hand' to help us End Malaria! Keep 'em coming http://bit.ly/azSb04 #socialmediaenvoy 11:08 AM Mar 16th via TweetDeck

Psyched to see malaria becoming a buzzword, thanks to #socialmediaenvoy: http://bit.ly/93ca9c 6:11 PM Mar 15th via TweetDeck

Awesome! RT @aplusk: this is very cool http://bit.ly/bcWSD8 #socialmediaenvov 4:31 PM Mar 15th via TweetDeck

END MALARIA = http://bit.ly/azSb04 #socialmediaenvoy 11:52 AM Mar 15th via TweetDeck

"It starts with one small step." RT @WeThinkSocial: Interview

#### Home Profile Find People Settings Help Sign out

Name Malaria No More Location Global Web http://www.malari... Bio Malaria No More is determined to end malaria deaths in Africa by 2015. 16,023 19,357 745 following followers listed Tweets 653 Favorites Lists @MalariaNoMore/uamalariachampions @MalariaNoMore/malariano-more-staff View all Actions message MalariaNoMore block MalariaNoMore report for spam Following 2 2 2 2 9 View all. RSS feed of MalariaNoMore's tweets

#### Home Profile Find People Settings Help Sign out Name End Violence Location United Nations, New **UN\_UNITE** York Web http://endviolenc... Bio UN Secretary-General's Campaign to End Violence Against Women 142 36 \* Follow Lists \* - \$ following followers listed Tweets 59 http://bit.ly/9GPBRN Favorites 5:29 PM Mar 11th via Facebook GAINST Actions block UN UNITE report for spam http://bit.ly/cyJRDJ 2:39 PM Mar 4th via Facebook Following

http://bit.ly/90HD4D 2:32 PM Mar 1st via Facebook

http://bit.ly/9xyi7S 2:31 PM Mar 1st via Facebook

Sexual Violence in the US Military: http://news.bbc.co.uk/2/hi/americas/8511010.stm http://bit.ly/cjoF0B 12:04 PM Feb 16th via Facebook

http://bit.ly/abGpKl 1:03 PM Feb 4th via Facebook

http://www.un.org/News/Press/docs/2010/sgsm12725.doc. htm http://bit.ly/cNcibl 1:03 PM Feb 4th via Facebook

Somali communities say no to female genital cutting http://bit.ly/6Bszo2 2:26 PM Dec 17th, 2009 via Facebook

Somali communities say no to female genital cutting: http://www.unicef.org/infobycountry/somalia\_52125.html http://bit.ly/8lq2FB 2:25 PM Dec 17th, 2009 via Facebook

Human trafficking fuels violence against women: http://bit.ly/8XhWCQ http://bit.ly/6Hwy2T 5:47 PM Dec 15th. 2009 via Facebook

### should be more conversation, less marketing

(3)

RSS feed of UN\_UNITE's tweets



TO END VIOLENCE

AGAINST WOMEN

# If you want people to care, make it about them... not you!

Share Resources (70) - Successful learning in the 21st Century is not what you know, but what you can share, so 70 % of my Twittertime is spent sharing others voices, opinions, and tools.

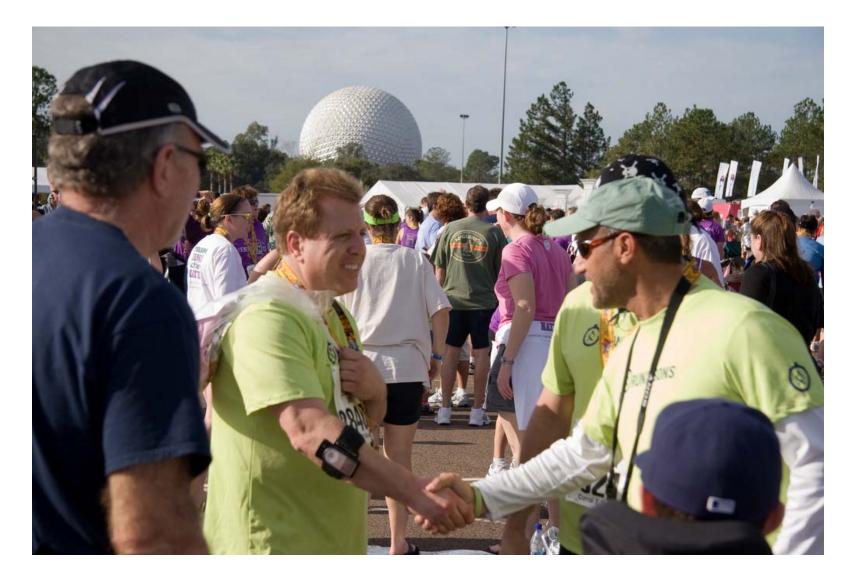
**Collaborations (20)** - 20% of my Tweets are directly responding, connecting, collaboration, and co-creating with like-minded Twitter colleagues. From these important tweets, lifelong professional and personal relationships have been forged.

Chit-Chat (10) 10% of my Twittertalk is "chit-chat-how'syour-hat" stuff. It is in these "trivial" details shared about working out, favorite movies, politics, and life in general that I connect with others as a human being. These simple chit chats are what have allowed me to know that I am never alone, and there is **support whenever, wherever, and however I need** it!

http://www.angelamaiers.com/2008/09/my-twitter-enga.html

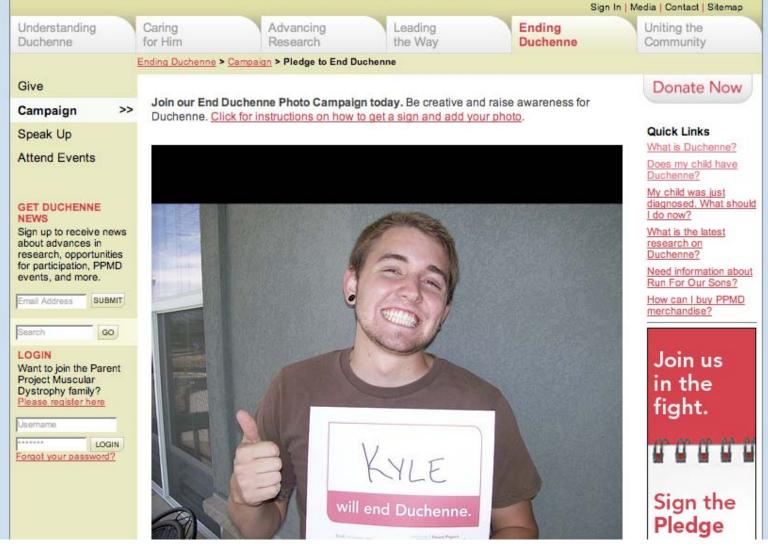


### Help the community connect.



© parentprojectmd

#### LEADING THE FIGHT TO END DUCHENNE Parent Project Muscular Dystrophy



flickr	10			
Home <u>The</u>	e Tour	Sign Up	Explore -	
Search		Photos	S Groups People	
			Parent Project Muscular Dystrophy	SEARC
			Full text Tags only	

We found 2 results matching End and Duchenne and Photo and Campaign.

View: Most relevant • Most recent • Most interesting





#### photos by End Duchenne

Tagged with endduchenne Taken on August 5, 2008, uploaded August 11, 2008

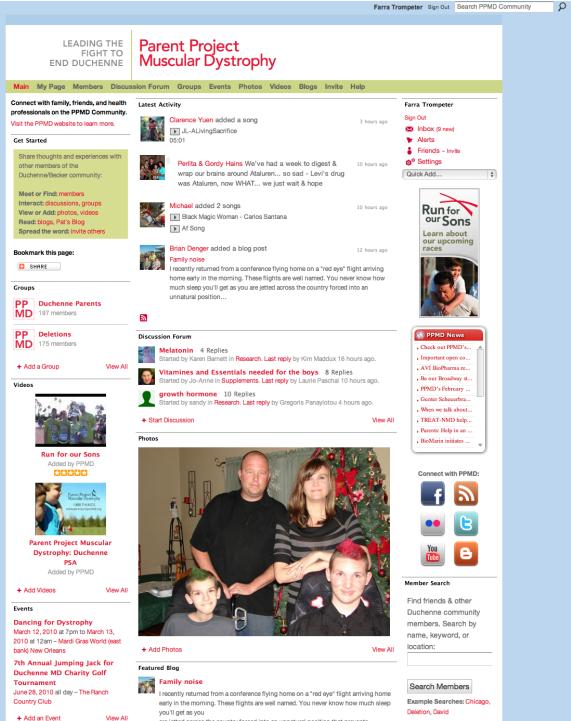
PP MD See End Duchenne's photos or profile.



#### photos by End Duchenne

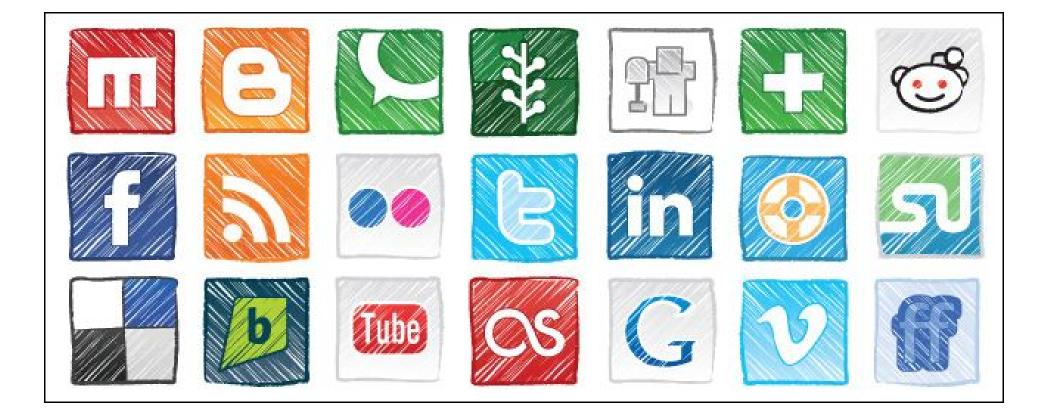
Tagged with endduchenne Taken on August 5, 2008, uploaded August 11, 2008





+ Add an Event

# Bring all your online communications together.





- > On International Women's Day, Strong Recommendations to the **Business Community to Advance** Women's Empowerment and Inclusion (08.03.10)
- > UNIFEM Currents March 2010 (05.03.10)
- > more news

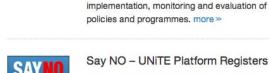
- Contemporary Women Artists of Northern Manhattan (United States, 04.03.10-30.04.10)
- > 5th Annual International Women's

WomenWarPeace.org

Virtual Knowledge Centre to End Violence against Women and Girls **iKNOW Politics** 

Presupuesto y Género





Say NO - UNITE Platform Registers More than 180,000 Actions on Ending Violonoo Against Momon

Global Virtual Knowledge Centre to End

Violence against Women and Girls

UNIFEM launched a Global Virtual Knowledge

on 4 March. The one-stop centre will support

Centre to End Violence against Women and Girls

practitioners around the world in effective design,

\$

- Nations Development Fund for

- > Women in the Heights -



#### Our Mission

ACCION's measion is to give people the financial tools they need - microloans, business training and other financial services - to work their way out of ocverty.

#### **Our Microfinance Services**

Learn more about our innovative microfinance and microlending products and services:

#### Nondinance in Commental + Serika-Marketing and Product \*

Social Monitoring + VIEW ALL +

#### Our Impact

Client Success Stories + Partner Statistics & Results = Pertnar Textimonials +

#### Learn More

Microcredit ys. Microfinance +

#### Events

Building on the Past to Reshape the Future: Advancing Community Reinvestment - NCRC 2010 National Conference Wed, 10 Mar 2010 -Sat, 13 Mar 2010 All Day Event

#### **2nd China Microfinance Investor**

Conference Thu, 25 Mar 2010 Fri, 26 Mar 2010 All Day Event.

#### New & Noteworthy 3/4/10: ACCION Launches Microfinance Operational

in Inner Mongolia: ACCION announced today that it has inaugurated ACCION Microoredit China (AMC) in Chilleng, . Inner Mongolia, to deliver financial services to the region's working poor. AMC is the first microfinance institution in which ACCION has taken a majority share. Click here for the full press releaser +

3/2/10: Empower Women, Fight Poverty - Support the GROWTH Act: March 8th is International Women's Dey - a global day to osiabrate the past achievements of women and salar opportunities for future change, Join us in celebrating this important day by unging Congress to pass the GROWTH Act. - This innovative bill would give millions of woman worldwide the microfinance tools to lift themselves and their children out of poverty. Our goal is to flood Congress with 10,000 letters by March 8th.

2/20/10: Update on Halti: Thank you to all of you who coneted to our Support Haiti Fund. We are sending all fund conations directly to SDGESDL, ACCION's microfinance partner in Haiti. In the coming weeks and months, SOGESOL, with ACEJON's assistance, will be extending financial support in the form of grants and other microfinance solutions to the thousands of Haltians they serve, enabling them to start rebuilding their homes and Indhoods. Click here to donate to ACCION's Support Halti Fund +

1/25/10: ACCION Comes Full Circle in Brazil: ACCION has received the green light from the Brazilian government. to establish ACCION Microfinanças, a new microfinance. organization in the state of Amazonas, Brazil. II was in Brazil where ACCION first pioneered microfinance in 1973. The MFI will apply new approaches and innovations in microfinance to best serve the area's poor. Learn more -



It could be a scene from Nacheth: Ties wernen hover over boiling caudrons, stating large large of curding blood, impervious to the artoke sairing around there, But no, the is a chicken feed swarees and blood the first alog\_\_\_\_

Grace Galus Ulays Client of ACCION partner Akiba Commercial Bank In Tennania





The Capital Grille has long participated in Share Our Strength's Taste of the Nation events nationwide.





Providence, RI.



Get Local to find out about Share Our Strength in your community.

Enter ZIP Code or City, ST to find a restaurant, event or food bank



unito for										
unite for children							unicef 🥴			
HOME INFO BY COUNTRY	WHAT WE DO				NITE FOR CHILDREN	PRESS CENTRE	THE STATE OF THE WORLD'S CHILDREN	UNICEF TELEVISION UNICEF RADIO	SOCIAL MEDIA	
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-4€ with audio

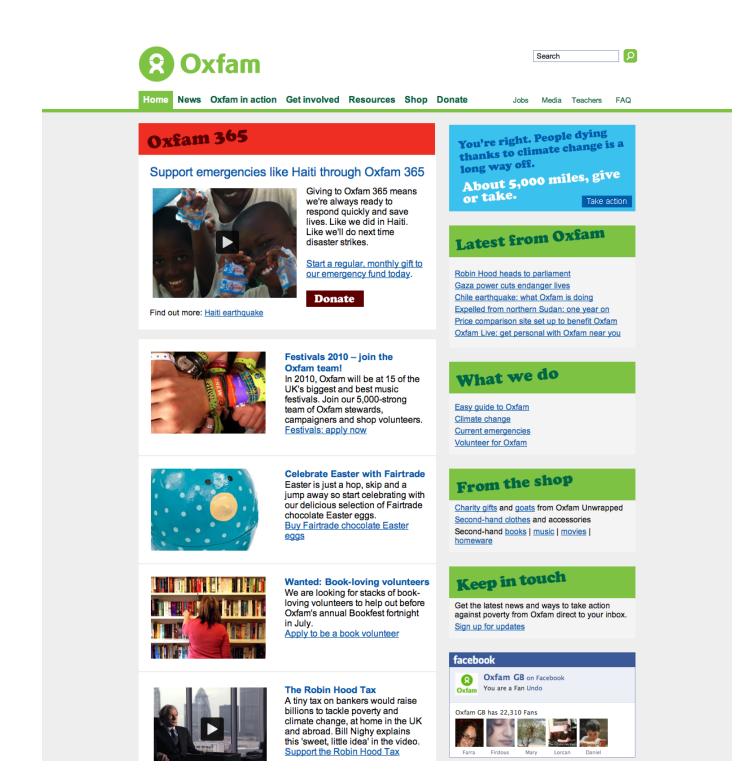
#### A holistic approach

# Expand your definition of success

- Increased awareness of your cause
- Shift in your org's reputation
- New <u>and</u> repeat program participants, activists, donors
- Increased requests for your programs
- Pageviews/clicks/comments/fans/etc.
- New email addresses/contact info
- Signatures/actions taken
- Dollars raised
- Mentions online









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# We've all got something amazing in common: we're all human.

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Running events
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Other ways to get involved Donate now Volunteer Recycle Festivals Work with us Calendar Corporate support

#### Thanks - you'll be hearing from us soon!

But why wait? Find out how you can get involved in the fight against poverty here and now. When people get together to make a difference, anything is possible. Just ask Gandhi and Mandela. We call it being Humankind, and here's how it works with Oxfam:



#### Data protection – the small print

We will keep you informed about our projects and activities. However, if you would rather not receive such information, please email us at changes@oxfam.org.uk, phone 0300 200 1300 or write to:

Supporter Relations, Oxfam House, John Smith Drive, Cowley, Oxford, OX4 2JY.

We will not share your details with any other organisations, and you can unsubscribe at any time - you'll find the unsubscribe link at the bottom of any email from Oxfam.

#### Share this page



### As seen on TV...

Be aware, be moved, be involved. Be Humankind.

Watch our TV ad

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An unconventional history of an unique organisation. Find out how it all started.

History of Oxfam

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Email updates

Fundraise Trailwalker UK Trailtrekker Oxjam London Marathon Sunset Walk

### Robin Hood heads to parliament

This entry was posted by lan Sullivan on March 12th, 2010 at 4:27 pm and is filed under 'For All' health and education campaign, 'Here & Now' climate change campaign, Campaigns, Campaigns Blog, Campaigns News, General, Health and Education for All.

Our colleagues over in Sherwood Forest (the totally online Sherwood Forest), have been busy making a big buzz about implementing the Financial Transaction Tax, aka Robin Hood Tax.

Thousands of you wrote to your MP telling them what a marvellous idea a tiny 0.05% tax on financial transactions would be. So the MPs responded to this public pressure by deciding to have a debate. The brief video below explains the ins and outs. Unfortunately it was too late to be considered for the Oscar for best set.



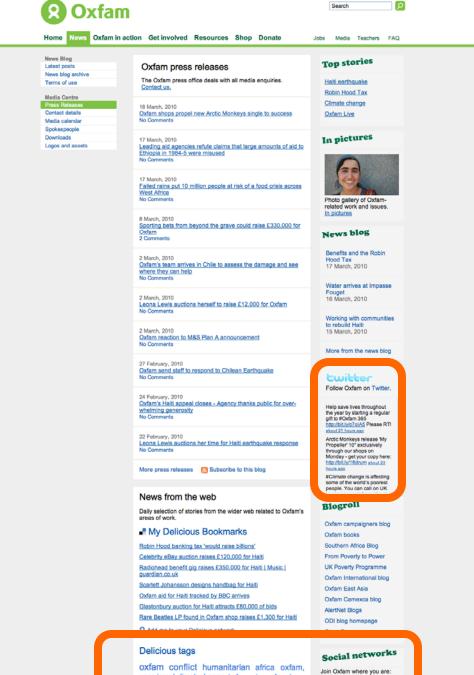
### This blogger



lan Sullivan is an online campaigner at Oxfam. View all posts by lan Sullivan

## **Campaigns blog**

Robin Hood heads to parliament 12 March, 2010



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oxfamr	Bookmarks 66	Tags	Options 🔻
	Display options 🗸		102
04 550 40		+africa	3
04 FEB 10	Rare Beatles LP found in Oxfam shop raises £1,300 for Haiti SAVE	+aid	2
	A rare copy of The Beatles' first album 'Please Please Me' found in an Oxfam shop has raised more than £1,300 for the charity's Haiti appeal.	+alexrenton	1
	haiti, earthquake, oxfamshops, oxfam	+America,	1
00 O OT 00	Southoost LLS, exposed to alimete change impact: Oxford L Crean Business	+annielennox	1
22 0 0 1 09	Southeast U.S. exposed to climate change impact: Oxfam   Green Business SAVE	+barbarastocking	1
	Poverty and climate hazards make the southeast United States the country's most vulnerable area to climate change impact, Oxfam America said on	+basementjaxx	1
	Wednesday.	+blogging	1
	america, poverty, climate, south east, us, united states, climate change, vulnerable, green oxfam	+bobgeldof	1
17 SED 00	There are two women to see you, Gordon Pregnant Zoe Ball and celebrities turn up at No10 SAVE	+bookfest	1
TT OLF 03		+books	3
	Zoe Ball, Holby City actress Patricia Potter and 16 other pregnant women arrive at 10 Downing Street to petition the PM to back free healthcare for women and	+budget	3
	children in developing countries.	+burundi	1
	healthcare gordonbrown zoeball patriciapotter malawi mozambique ghana liberia nepal burundi sierraleone oxfam	+carbonemissions	2
16 SEP 09	More than 4.5m children will die if money for aid is diverted to climate change - Oxfam SAVE	+chad	1
		+change,	1
	Millions of children could die because cash for food aid is diverted to tackle climate change, Oxfam has warned.	+climate	1
	climatechange globalwarming copenhagen oxfam	+climate,	1
15 SEP 09	Celebrities back Oxfam campaign SAVE	+climatechange	9
		+comicrelief	1
	A host of celebrities including singers Annie Lennox and Rachel Stevens have backed a campaign to raise the profile of women working in the developing world.	+conflict	1
		+copenhagen	4
	shechangeslives malawi southafrica annielennox rachelstevens zoeball katethornton oxfam	+creditcrunch	6
	Droughts force Indian farmers to sell wives to pimps SAVE	+darfur	2
	Farmers in India made destitute by "climate change droughts" have been forced to sell their wives to brothels to pay off moneylenders.	+development	2
		+disaster	1
	climatechange drought india oxfam	+donations	1
11 SEP 09	Guy Stringer: director of Oxfam   Times Online Obituary SAVE	+drought	2
	Former Oxfam Director Guy Stringer's obituary	+earthquake,	1
		+east,	1
	guystringer oxfamdirector oxfam	+economics	4
10 SEP 09	Slim pickings: the exploitation of migrant workers SAVE	+editors	1
	Migrant workers tend to sit at the bottom of the supply chain, vulnerable and open to exploitation. Hashi Syedain investigates what's being done about it – and	+ethical	1
	where HR's responsibilities lie	+europeanunion	1
		+exploitation	1
	migrantworkers exploitation oxfam	+fashion	4

#### Actions

 Invite your friends to become fans too - it would be great to get Oxfam near the top of the non-profit searches.

 Oxfam 365 emergency fund – Giving to Oxfam 365 means we're always ready to respond quickly and save lives. Like we did in Haiti. Like we'll do next time disaster strikes. Donate now.

3. Climate change costs live. Let's sort it Here and Now – Take action to stop climate change pushing poor people further into poverty. Click here

 Do more - Find out what other actions you can take with Oxfam. Click here



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 Invite your friends to become fans too - it would be great to get Oxfam near the top of the non-profit searches.

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Rajesh Semrete Selassie Aggarwal My Brilliant Ethiopian Orthodox Tewahedo Roots

Reggae Artiste Fikre Selassie is available to perform at any festivals/concerts

in the world & also any others that will be organised to raise money for Mother Africa, Haiti, Chile & The World...Please Get in Touch with me...with Gods Love – Love this....http://www.myspace.com/fikreselassie100



Thanks for finding Oxfam on Facebook! Please click on the link above to become a fan (if you're not already).

### Ready to change the world? Here's what you can do to start:

1. Have a look around our Facebook area and feel free to contribute to it - and don't forget to invite your friends to become fans too, it would be great to get Oxfam near the top of the non-profit searches.

 Oxfam 365 emergency fund - Giving to Oxfam 365 means we're always ready to respond quickly and save lives. Like we did in Haiti. Like we'll do next time disaster strikes. Donate now.

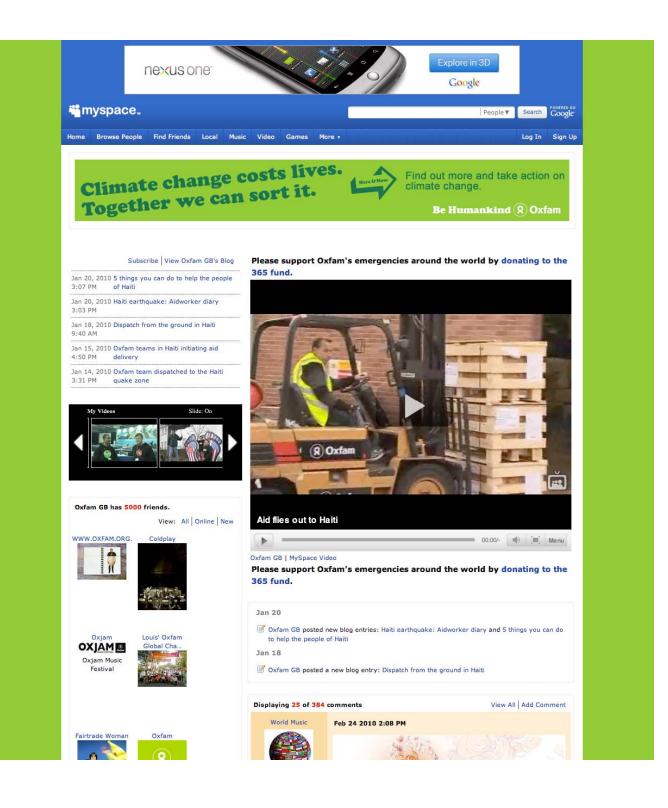
3. Take action on climate change - Climate change costs lives. Let's sort it Here and Now.

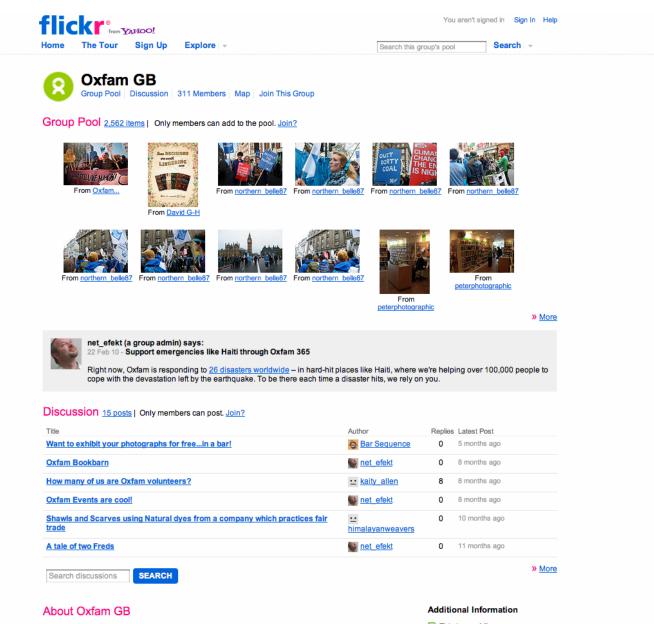
Take part in an Oxfam event - Whether you like trekking, walking, running or dancing there's an event for you.
 Find out more.

5. Do more - Find out what other actions you can take with Oxfam. Click here









Oxfam is a global organisation, doing whatever it takes to end poverty.

This flickr group is for all the **Oxfamr's** (all flickr users who may be directly or indirectly involved with Oxfam).

There are loads of ways people are already directly involved with Oxfam – from buying Fair Trade products from Oxfam shops, to sporting challenges, to volunteering at festivals, to campaigning...

Just submit any Oxfam or Oxfam related pictures that you have, and together all your photos will help show the world a bigger picture about Oxfam – and what all the Oxfam's around the world are doing.

- This is a public group.
- Members can post 50 things to
- the pool each month.Accepted media types:
- Photos
- Video
- Accepted content types:
   Photos / Videos



# Resources

# Resources

- NTEN: We Are Media <u>http://www.wearemedia.org</u>
- Social Technographics <u>http://blogs.forrester.com/groundswell/</u>
- Beth's Blog: Social Media and NGO/CSR Workshop in India <u>http://bit.ly/aHcpbV</u>
- Frog Loop: Build Your Own Listening Dashboard <u>http://bit.ly/3JIwZ</u>
- Using Social Media To Meet Nonprofit Goals <u>http://www.idealware.org/sm\_survey/download.php</u>
- Nonprofit Social Media Benchmark Study http://www.e-benchmarksstudy.com/socialmedia/



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