



GLOBAL CHARITY TRENDS

ENGAGING AN EVOLVING CIVIL SOCIETY

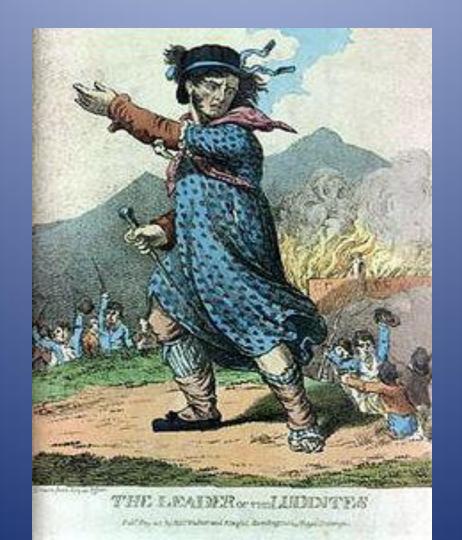
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PRESIDENT, ICFO



ENGAGING AN EVOLVING CIVIL SOCIETY

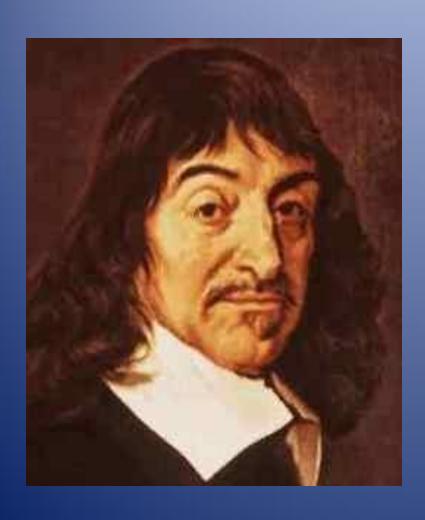






Rene Descartes





- I think, therefore, I am.
- Everything is selfevident.
- An optimist may see light where there is none, but why should a pessimist always run to blow it out?



Steve Jobs





- iPhone, therefore, iAm.
- You can't just ask
 customers what they
 want and then try to give
 it to them. By the time
 you get it built, they will
 want something new.
- I want to put a ding in the universe.



New College, Oxford







New College Hall







ENGAGING AN EVOLVING CIVIL SOCIETY



Definitional problems

 According to some, "civil society" simply means the fundamental reduction of the role of politics and public policy in society to expanding free markets and individual liberties.

 According to others, "civil society" is the most viable alternative to the authoritarian State and the tyrannical market



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 Civil society refers to the arena of uncoerced collective action around shared interests, purposes, and values.

•Its institutional forms are distinct from those of the state, family, and market, though in practice, the boundaries between state, civil society, family, and markets are often complex, blurred, and negotiated.

•London School of Economics, Centre for Civil Society



LYRE BIRD -- AUSTRALIA







Five Ages of History and Media Ecology

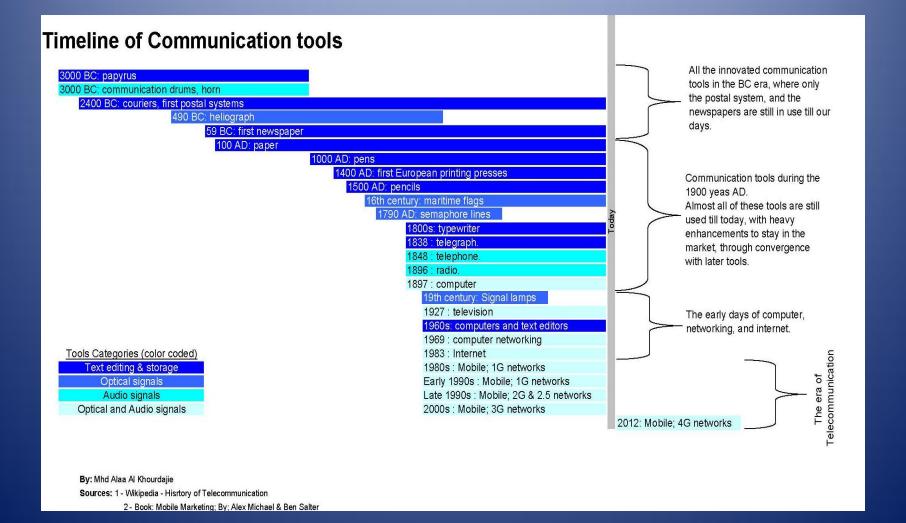


- •Oral Tribal Culture 195,000 years
 - Writing Culture 4,954 years
 - •Print Culture 1454-1939
 - •Electronic Culture 1939-2000
 - •Digital Era 2000-?



Five Ages of History and Media Ecology





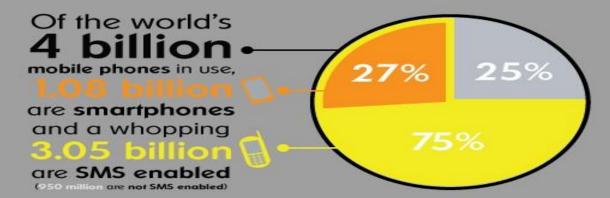




Mobile Marketing

People are spending more time on their mobile phones than ever before. This new marketing world consists of terms like smartphones, SEO, mobile sites, geolocation, and social marketing. As marketers we have to understand these new types of consumers and how best to reach them. Technologies like geolocation and mobile tagging can help us better understand the mobile consumer and deliver more relevant messages. Learn the state of mobile marketing in the following infographic, brought to you by Microsoft Tag.

What is the size of the mobile market?





How fast is mobile internet growing?

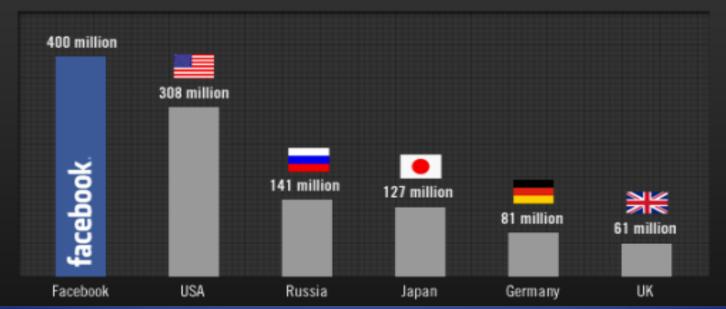




facebook

How the world's largest social network site has reached juggernaut status.

Facebook compared to countries







1.6% share

Facebook Vs Twitter

However Facebook faces another contender to the "most popular" title. During the last 3 months
Twitter.com jumped 414 positions up in popularity ranking. 500% more people visit the site now than they did 3 months ago. So which site is better – and for what?

Population:



indonesia: 230 million people



Facebook: 200 million members

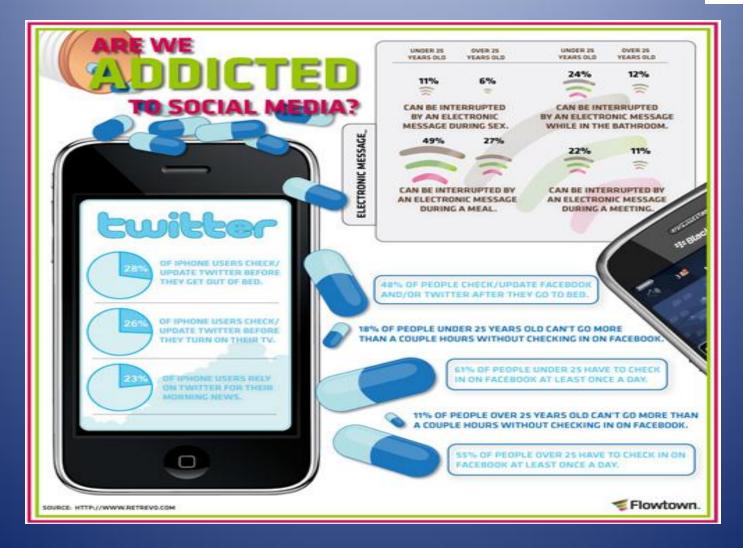


190 million people









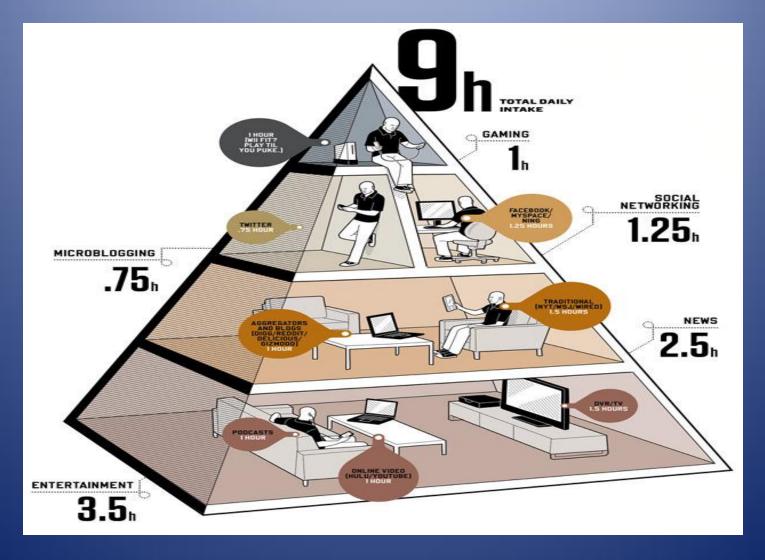












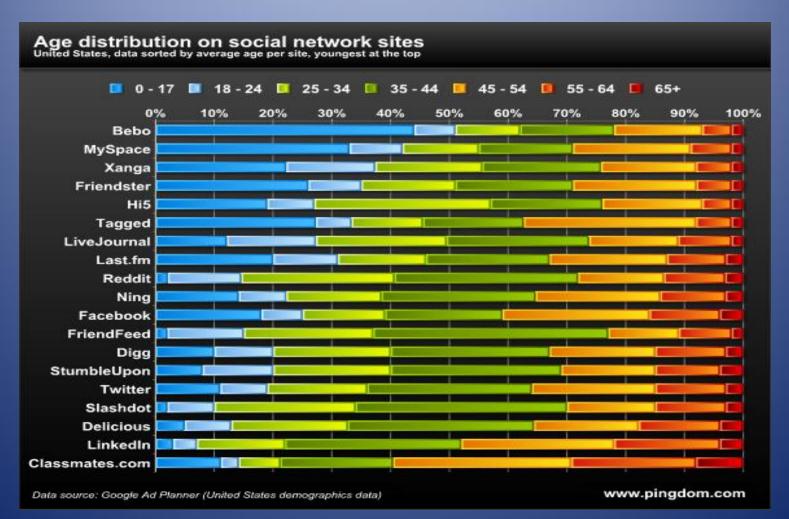
















THE CMO'S GUIDE TO:

SCAP HE SOCIAL L

2010 IS THE YEAR CMOS WILL HEAVILY INVEST IN SOCIAL MEDIA. HERE'S A GUIDE TO HELP YOU UNDERSTAND HOW BEST TO LEVERAGE MAJOR SOCIAL MEDIA SITES.

OK.

WEBSITE

A microblogging site that enables users to send 'tweets', or messages of 140 characters or less

facebook

flickr

Linked in

A social networking site for business professionals

You Tube





@!b

g reddit

del.icio.us

A social bookmark-ing site used for sharing and storing bookmarked pages

CUSTOMER

Use keyword search monitor-ing through a program such as Hootsuite, Twittump or Radian 6 to track what people are saying about you and your competitors.

Unnecessary to spend too much time on this, though properly tagged photosets of company events can help customers put a face on the team behind your brand.

Not the primary tocus, but cus tomer engagement opportuni-ties are possible by answering industry-related questions, establishing yourself as an expert in the field.

Whether you seek to entertain, inform, or both, video is a powerful channel for quickly engaging your customers, responding to complaints, and demonstrating your social-media savey.

Not the site's primary strength. Not the stres primary strength, though occasionally an objec-tive third-party writeup as a PR effort, perhaps to counteract bad press or customer senti-ment, can be promoted.

Paid StumbleUpon traffic can be a very targeted method of communicating, but whether you're reaching your existing customers is purely random and costly to determine.

Editor-driven and moderated, so this shouldn't be your primary focus.

The community is fickle, and anything perceived as spam will be destroyed. However, look deep into the categorized 'subreddits' to unearth small niche communities, and you could get valuable feedback

Site is intended for people to bookmark content. You can see what people tag with your brand name, but communica-tion with them is nonexistent.

GOOD! BRAND EXPOSURE

Offers unique opportunities for Web site integration and to engage with customers in a viral way, helping your company stand out from the

Facebook brand pages are great for brand exposure. Jump-start your brand exposure through the ad platform, or hire a Face-book consultant to help you grow your brand presence.

Participation in industry-related Participation in industry-related groups might get your photos, and thus your brand, viewed by people with similar interests, but numbers will be small.

Effective for personal branding and demonstrating your organization's professional prowess. Encouraging employees to maintain complete profiles to strengthen your team's reputation is advisable.

One of the most powerful brand-ing tools on the Web when you build your channel, promote via high-traffic sites, and brand your videos.

Opportunities are huge, espe-cially for promoting objective press/blog coverage of your brand. Make sure content doesn't read like an ad, or your site might be banned for being overly commercial.

A paid campaign can be good for brand awareness, especially following efforts to get free, organic traffic to your home page. Targeting is very accurate, but keep in mind you're paying 5 cents per visit (\$50 CPM).

Noncommercial sites are heavily favored by moderators, so business sites should not waste time in this uphill battle.

TRAFFIC TO YOUR SITE

BAD!

promotion is an art form -promote your brand too heav-ily and turn off followers, yet receive little attention

iraffic is decent and on the rise thanks to share buttons and counters, but don't expect massive numbers of unique visitors to go to your site.

Even if you get tens of thousands of visits to a photo hyperlinked with your URL, click-through rates are among the lowest around.

Traffic goes to the videos. If the goal is to get traffic back to your site, then add a hyperlink in the video description, but don't expect traffic to correlate closely with video views.

The grandfather of traffic spikes, so become active in the community or find someone who is. If your site is corporate, then blog on a noncommercial Web domain to establish yourself as a thought leader.

Enables a diverse range of people to discover your content and share links via the su-pr link shortener on Twitter. Tagging helps, but you don't want the same people repeatedly giving you a thumbs-up.

graces, and you have a chance to hit absolutely massive num-bers – but it's a long shot.

If Reddit loves you, then traffic If Reddit loves you, then traffic is often right up there with Digg and StumbleUpon. Be careful: Push too hard for votes from your friends and risk being banned, but don't push at all and you'll wind up with nothing.

informative, massive reference pieces bookmarked for later use can net you a few thousand recurring monthly visitors.

SEO

Value to your site's SEO is limited, but tweets will rank high in search results - good for ranking your profile name and breaking news, though shortened URLs are of little benefit.

Little to no value, aside from blogs picking up and featuring your posted links. Not worth the time expenditure.

Heavily indexed in search engines, passing links and page ranks. Also helps images rank higher in Google Images and in building inbound links.

Very good for building links back to your site because videos rank high. Also a tried and true way for your brand to gain exposure.

Very good because even if your story doesn't become popular, then your page will still be indexed quickly. If your story does become popular, this is likely the best site in terms of getting linked to by bloggers.

If you make the front page of Yahoo, then you will get a ton of backlinks, but chances are unlikely unless you are a large, established brand.

Make the front page and many reputable sites will pick up your story, generating valu able backlinks and extending trust to your site.



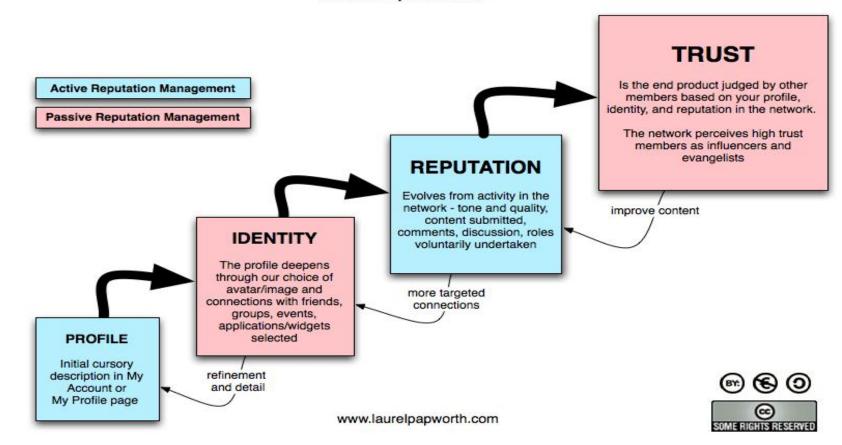






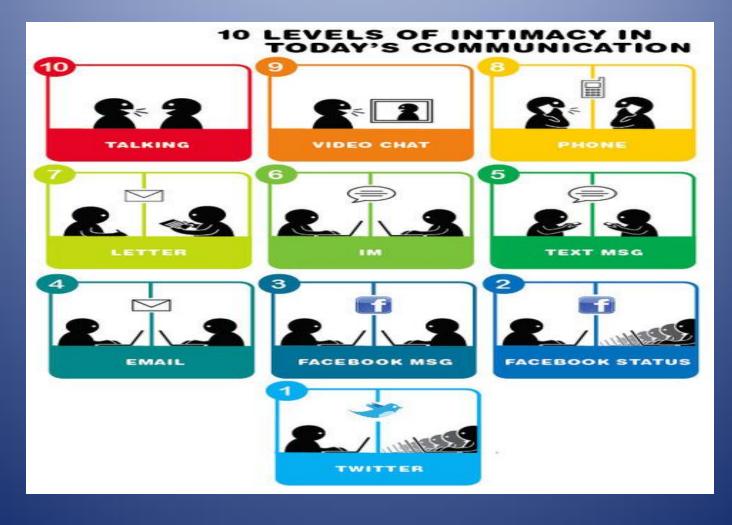
SOCIAL WEB - REPUTATION MANAGEMENT CYCLES

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ENGAGING AN EVOLVING CIVIL SOCIETY









GLOBAL CHARITY TRENDS ENGAGING AN EVOLVING CIVIL SOCIETY

AND NOW THIS:

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Twitter: @HonRVanB



What Does This Mean?



- Decentralization Passivity
 - Absentivity
 - Disincarnation
 - •Isolation -- Absence
 - Narcissism
- Instant Gratification vs. Deferred Gratification
 Goallessness.



TRANSPARENCY & ACCOUNTABILITY



