## THE FA CLUB & LEAGUE FOOTBALL FORUM





## HOW TO USE MARKETING TO BUILD FOR THE FUTURE

Thursday 7<sup>th</sup> May 2020





#### **FORMAT & HOUSEKEEPING**

- To help with recording quality, please mute sound and turn your video cameras off until the discussion at the end.
- The webinar will be recorded and available to view again
- Slides will be emailed to all participants who signed up
- Any questions you have through the presentation jot them down on a
  piece of paper or in the chat and we will open up the floor for discussions
  at the end.



#### WHAT WE'LL COVER TODAY

- How to communicate during a crisis Covid-19
- Why is marketing important for a football club?
- How can we do marketing well?
- Who can help us drive our marketing in the future?
- How marketing looks (and performs!) when it is done right
- Questions





TheFA

FOR ALL



The FA

6.2

DIGITAL COMMUNICATIONS
WITH CHILDREN (UNDER 18s)



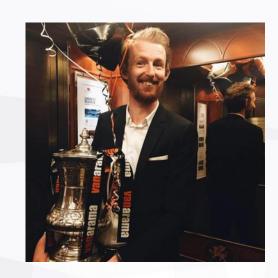
Version: 1.1 Published: MAY 2019



#### **INTRODUCTIONS**



**Charlotte Richardson** 



**Jeff Hutton** 



#### HOW TO USE MARKETING TO BUILD FOR THE FUTURE



online . mobile . instore



## HOW TO COMMUNICATE DURING A CRISIS - COVID-19



#### **DON'T STOP COMMUNICATION**





#### **TONE OF VOICE**

- 1. Remember, your voice matters
- 2. Football will be a source of comfort
- 3. Demonstrate your values
- 4. Distraction and levity can be valuable
- 5. Don't forget those who can be forgotten...



#### **BROMLEY FC EXAMPLES....**

- Used the players to record videos of them keeping themselves fit and active and shared online as a motivator to our own fans
- 2. Set up 'live' streams of archived games every Saturday at 3pm so fans could 'virtually' get together in front of their screens and watch a game 'together' sharing comments in a live chat and via social media etc
- 3. We pulled together our fresh food stock that would go to waste due to our closure and created food parcels to donate to local residents / food banks
- 4. Recorded podcast episodes for supporters with our first team management team who recalled funny and previously untold stories about the Club and previous players that fans had never heard before
- 5. Checking in our elderly season ticket holders via phone calls to see if anything they needed or anything we could assist with (prescription pick ups, food parcels)



## WHY IS MARKETING IMPORTANT FOR A FOOTBALL CLUB?



Run more effectively



Attract more commercial partners



Increase participation and engagement from multiple stakeholders



Showcase the strengths of your club to the wider community whilst ensuring longer term stability and sustainability



- Marketing "The management process responsible for identifying, anticipating and satisfying customer requirements profitably." Chartered Institute of Marketing
- Engagement Engagement is the term for an interaction between a user and a brand.
- Reach Reach is the total number of people who see your content.
- Impressions Impressions are the number of times your content is displayed, no matter if it was clicked or not by a user.
- PR Public Relations "Public Relations is the discipline which looks after reputation, with the aim of earning understanding and support and influencing opinion and behaviour. It is the planned and sustained effort to establish and maintain goodwill and mutual understanding between an organisation and its publics." Chartered Institute of Public Relation



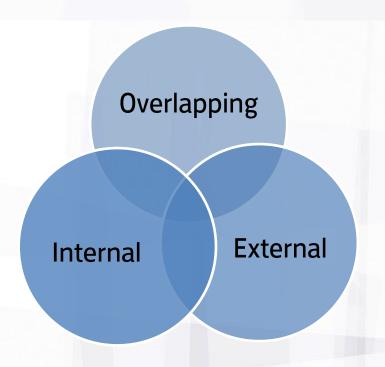
## HOW CAN WE DO MARKETING WELL?



## **WEBSITE**







#### **Overlapping**

- Promote sponsors and partners
- Publish success stories
- Share photos/videos from the club
- Increase brand engagement
- Grow club/league database

#### **External**

- Raise your club/league's profile
- Increase brand awareness
- Showcase teams within your club/league
- Promote opportunities to play
- Recruit volunteers

#### <u>Internal</u>

- Publish scores, fixtures, tables
- Complete player registrations
- Manage your fixture schedule
- Integrate with Whole Game System
- Keep parents/coaches informed
- Take payments
- Publish club documents



Increase participation and engagement from multiple stakeholders



## Three tips...



Nail your copy



De-clutter your website



Be mobile friendly



## Attract more commercial partners





Showcase the strengths of your club to the wider community whilst ensuring longer term stability









#### Bayliss Executive Travel

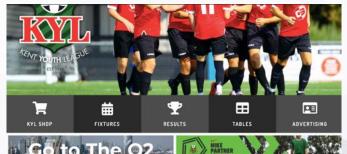
Buyliss Executive Travel are one of the leading specialists in the South East of fingland to coach hire and corporate travel. Established is 2004, costoner service has been the floors of their business, building a profession and in reputation and client base which can only be described as impressed their drivers will talk the spisan whilst you relias and enjoy the journey.

Website: www.baylissexecutivetravel.co.ul Telephysne: 01304 363600

#### **FUJ!FILM**

#### Fujifilm

FUJIFILM Speciality Ink Systems develops inkjet





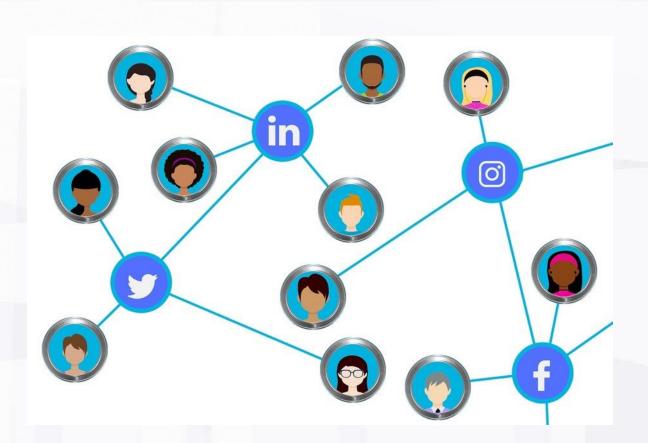
### **SOCIAL MEDIA**















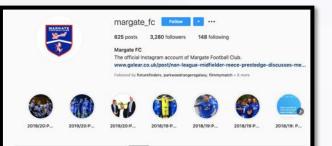












## #InThis Together













### **E-MARKETING**







#### **Run more effectively**

• GDPR • Engagement • Tailored communications



### Increase participation and engagement from multiple stakeholders

Personalisation
 Planning
 Target segmentation



#### **Attract more commercial partners**

Campaigning • Positioning

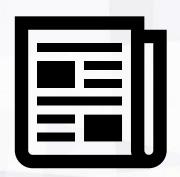


Showcase the strengths of your club to wider community whilst ensuring longer term stability and sustainability

Content circulation •Simple commitments



### **LOCAL MEDIA**









### **PARTNERS**













Run more effectively



Attract more commercial partners

Showcase the strengths of your club to the wider community whilst ensuring longer term stability and sustainability



# WHO CAN HELP US DRIVE OUR MARKETING IN THE FUTURE?

These platforms and ideas are all great, but we know the workforce is stretched, so who can help us get these into action and improve?



- 1.Digital Tech
- 2. Target groups
- 3. Local colleges and universities
- 4.County FAs



## How marketing looks (and performs!) when it is done right







### **Bromley**Football**Club**

#WeAreBromley



#### **ABOUT ME**



- Saw my first Bromley FC game when I was 15, instantly fell in love, welcoming atmosphere, friendly people, access to the players, felt like 'real football' not what I was seeing on the TV
- Volunteered until I was 18 helping film matches, assisting the club secretary, match day programme & website content
- Started 'full time' when I was 18 Kit man, Press Officer, Club Secretary, Jack
  of all trades..... I'm sure you all understand....
- Been part of our journey from the Ryman League (avg. crowds 250) to the top
  of the Non league game, The National League (avg. crowds 2,000+)
- Currently General Manager and in charge of Media & Communications



## WHY ARE WE HERE?



- We are just custodians of our Club. We recently celebrated our 125 year anniversary and we are responsible in playing our part in making sure our Football Club is still here in another 125 years.
- To make Bromley FC a financially sustainable, community-focused football club playing at the highest level possible in the English game.
- We will achieve this by:
  - Developing home grown Academy talent
  - Actively engaging with our members, supporters and wider community
  - Delivering a viable financial performance within an integrated business strategy; and
  - Investing in our employees, pitches, stadium and educational facilities



## **HOW WE VIEW 'MARKETING'**



- **Attraction** –In order to survive, prosper and continue to play our part and make a positive contribution within our community for another 125 years we need to grow our fanbase and attract our 'next generation' of supporters
- Affinity We must forge that emotional connection between our club and our supporters / community by engaging with them, providing them what they want / need, making them feel apart of what we are trying to achieve – Don't get caught up on 'selling'
- Loyalty Comes with great responsibility but once earnt allows us to experiment with what we can offer, what we can provide, what we can 'monetize' in order to help reinvest and grow our club further



## WHAT WE NEED TO DO



- We need to <u>promote</u> our fixtures / opportunities / services / 'products' as far and wide as possible
- We need to always be <u>telling our story</u>
- We need to create <u>easy access</u> to our matches / opportunities / services / 'products'
- On the next slides I'm going to try and show you how we set out to achieve these via different all our different marketing channels....



## **SOCIAL MEDIA**



- Simple Are we using simple imagery that the audience can see what we're promoting / sharing just by looking at the image before they've even read any text?
- Engaging Are we giving fans content they can interact with, that they can express an opinion on, that they can relate to?
- Accessible Is there a link our audience can click to gain more information, make a purchase or register?



## **SOCIAL MEDIA**













## **MATCH POSTERS**



- You're not alone!
- Ask your fans, sponsors, participants to help you promote your events
  - "WE NEED YOU! We'd love you to help promote our upcoming games and help us to continue to grow our crowds"
- Make posters easily available via the website so fans can download and print and display in their
  offices, shops, schools etc Ask them to send you a photo so you can thank them publicly on social
  media etc You'll be surprised by the response and just how many fans want to be seen publicly to be
  helping their beloved club
- Same goes for sponsors, email the poster ask them if they'll kindly promote our latest games More crowds, better awareness for their sponsorship - Again ask them to send you a photo so you can thank them publicly on social media, fans view of that sponsors grows as they can see the companies genuine attempt to support the club just like the supporter
- Make sure your main sponsors branding features within the poster to give them extra exposure also



## **MATCH POSTERS**









## **TELLING OUR STORY**



- Highlight the 'real moments' that happen within your club not just the 90 minutes of football
- Get fans to share their stories / tell our story via social media and use of a #hashtag
  - We do a 'On this Day' and 'Goal Morning' feature where we recall memorable previous matches that
    occurred on this day X amount of years ago, more recent ones will see fans reply with their own
    comments from the day or a funny story that happened, shared by the Club it then creates a
    conversation amongst our fanbase Likewise with a video of a random goal every morning, everyone
    will have their own little story or memory related to that goal which can spark a conversation
- Creating an engaged online community via social media
- Provide regular updates via our website, email marketing



## **TELLING YOUR STORY - HASHTAG**



- We wanted a quick and easy way to constantly, almost subconsciously, remind people that we are / want to be the heart-beat of our community, we want to be a proud ambassador / representative of our town and our people
- Why do we want that? Because in an ideal world we all want as many people and organisations as possible to feel and care as strongly about out football club as we do and to have an emotional affinity / loyalty
- This is obviously created by all the work you do; mascot opportunities, community soccer sessions, free tickets, donating raffle prizes to charities, school assemblies, but how can you summarise all of that in the shortest form possible?
- <u>In a #hashtag</u> Previously it would be via your 'Club Motto', and potentially it still is, is your motto short? Why not use it as a #hashtag?



## **#WeAreBromley used by others to share Bromley related content**









Sponsor

Youth Volunteer Coach

Supporters



## **TELLING OUR STORY – REAL MOMENTS**



- How do we tell the full story of our matchdays or our community projects or our Club in general?
- Not just the 90 minute action on the field, the <u>'real moments'</u> that make us all ticket and gives us that satisfaction;
  - The proud parents whose kids are the mascot that day and leading the team out
  - Our Manager who goes out of his way before a game to say hello to our elderly fans
  - The mascot who scored a goal at half time on the stadium in front of a crowd
  - The man of the match who spent time talking to supporters in the bar after a game
  - The players who lost the opening game of the season but had time to shake the hand of a young supporter as they got off the team coach on the way home



## We all do great work within our match days and events but if we don't document it and share it, who actually knows about the good work we are doing?

















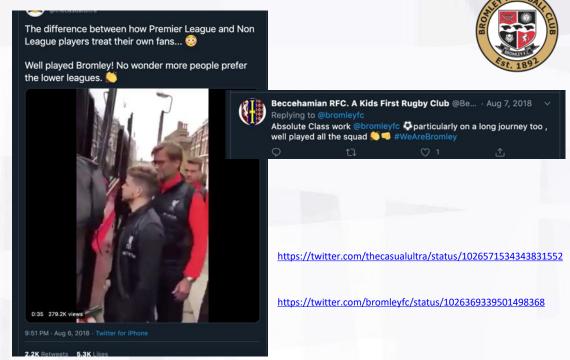
## **TELLING OUR STORY – REAL MOMENTS**



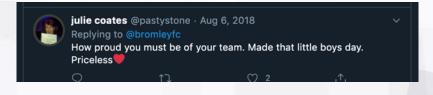
- Video & Photos are the best way to capture these moments
- We used students from UCFB and have been able to film an almost 'behind the scenes' look of our match days in order to catch those 'real moments' and share with everyone
- We provided students with travelling expenses (our league actually reimburse us now as part of the UCFB link up) and UCFB provide students with the the equipment (camera / laptop) they need in order to film and edit a video
- The student sends us the final video and we have the opportunity to edit, tweak before uploading to our official platforms
- Make contact with your local collages / sixth forms / universities'
- No significant cost to Club













## **TELLING OUR STORY**

## Weekly e-newsletter



Good evening supporters, as ever we hope this email finds you safe and well! Find below a summary of the latest content from the Club to help keep you informed and occupied during this time. Wishing you all the very best from us all at Bromlev FC.

Join first-team players on Instagram tomorrow

myles\_for\_the\_nhs

A number of Bromley first-teamers will be helping a NHS fundraising campaign set up by Hartlepool United's Myles Anderson, as they run miles for the NHS, tomorrow at 3pm.

Click here to read more >

Goal of the Month



We are revisiting each month of the 2019/20 season to bring you a 'Goal of the Month' competition. We began with July today, to see the choices and how to cast your vote visit the link below.

#### Matchday Replay



Last weekend we re-ran the entire 90 minutes of our clash with Sutton United from January 2019. Missed it? No problem, you can re-watch it in your own time using the link below!

Target 500! We've almost hit 350!



For supporters who do believe they are in a position to be able to support Bromley Football Club financially we would like to direct you to our volunteer led '100+ Club'.



### Weekly Audio Podcast



'Ravens Weekly' Bromley FC Official Podcast

# edit | Id Analytics | Total plays: 625

#### 69: Special - In conversation with Neil Smith & Mark Hammond

14 Mar. 16:04



SPECIALIST FIRE DOOR MANUFACTURERS Production of the Charles Countries



+ Playlist El Headliner (> Embed

Episode 69 is unexpectedly here, proudly sponsored by GPM Group! Due to the late postponement of our National League fixture with Chorley we took the opportunity to catch up in conversation with Manager Neil Smith and Academy Director Mark Hammond for a podcast special! It's a long one, an hour and forty minutes, so sit back, listen and enjoy! Don't forget to let us know your feedback!

A big thank you as always to Graeme Martin (@MrDogstand on twitter) for our fantastic opening and closing track!

We always welcome views, messages and questions from listeners and supporters. You can get involved and tweet us @bromleyfc using #RavensWeekly or email podcast@bromleyfc.co.uk

#### Subscribe

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#### Next



Podcast Special II - Smudge & Hammo again...

#### Top Episodes



Ep 1 - We're back! (Again!) by 'Ravens Weekly' Bromley FC Official Podcast

Ep 38 - A trip down memory lane with Jerry Dolke by 'Ravens Weekly' Bromley FC Official Podcast

Ep. 43 - Neil Smith & Robin Stanton-Gleaves

by 'Ravens Weekly' Bromley FC Official Podcast

#### Related Episodes



Ep 50 - Why not dream big by 'Ravens Weekly' Bromley FC Official Podcast



Ep 45 - Kidney Stone by 'Ravens Weekly' Bromley FC Official Podcast



Ep 29 - We're all grafting for each by 'Ravens Weekly' Bromley FC Official Podcast

Report this episode

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## **PARTNERS / SPONSORS**



- Attraction, Affinity, Loyalty A reminder that those marketing principles at the start apply across everything and everyone, your fans, your participants and your sponsor
- You want to attract your partners / sponsors, you want them to become emotionally attached / care for your club / be proud of the fact they support you and ideally you want to retain them long term and where possible grow that support
- So you've done the hard bit, you've found a sponsor!
- Great! What are you giving them? What are they getting in return? You're not just going to stick a board up in the ground to be seen a few times a month are you......
- Well, luckily because you've been marketing yourself and because you've been telling your story you actually have 'products' you can align their sponsorship to now....



## **PARTNERS / SPONSORS**



 You've only got so many 'prime' advertising boards behind a goal, on the half way line etc so you need to be able to justify the money that sponsors want to support you with so why not align their sponsorship with elements of your own marketing / story telling.....













 Also, remember all those nice images / content that we used to promote to the outside world what our football club does and is about. Look again....

## **PARTNERS**















## **EASY ACCESS**

- Online sales for tickets, soccer schools, services;
  - Range of different options out there and charges
  - May seem like a loss leader at first but making it cheaper when purchased in advance or online assists with being able to predict crowds / participant numbers etc allowing for better planning but also increases the sense of commitment from the supporter / attendee
- Online forms forms to speed up registrations;
  - Collect as much relevant information as you need ahead of your events / sessions / fixtures
  - The easier and straightforward the actual arrival is made the better the first impression and the better the chances of retention / loyalty



## WHY DOES ANY OF THIS MATTER NOW?



















# EMAIL RECEIVED FROM MAXINE DURING COVID-19



----- Forwarded message ------

From: Maxine

Date: Sun, Apr 26, 2020 at 10:05 AM

Subject: Season Ticket 20/21 To: <info@bromleyfc.co.uk>

Hello Bromley FC,

I'm emailing you about possibility of me getting a season ticket at Bromley FC next season. I understand that, given the current circumstances, it may not be possible to plan ahead for the new season at this stage. However, I've been so so impressed with the way you've stayed connected with your fans and, even though I only went to a handful of games this/last season (as a Chelsea ST holder) I was so impressed with the atmosphere and the matchday experience.

I've not been impressed with the Chelsea players' decision not to take a pay cut; I've known for years that Premier League players aren't in touch with the real world but this hurt me and led me to decide, as painful as it is, that I won't be attending matches at Chelsea for the foreseeable future, if at all.

Not only am I a Chelsea fan, but I'm a football fan, and have been for 40 years. Bromley FC is my local non-league club and I've decided that I'd rather give my money to you guys and girls and support my local team which is only a short bus ride away.

Thank you for making your fans feel valued, for keeping them in the loop and for making us feel a part of your club. I feel more wanted and valued at Bromley FC than I do at the club I've been supporting for 35 years.



I look forward to hearing from you.

Maxine

## **SUMMARY**



You are what you put out

## **GET IN TOUCH**

- <u>jeff@bromleyfc.co.uk</u>
- https://www.linkedin.com/in/jeffhutton1/
- https://twitter.com/jeffhutton



## FINAL FIVE PRACTICAL TIPS

- 1. Add marketing to your committee agenda so it plays an active part of your plans and future seasons
- 2. Take a look at your social media channels and the free analytics they have to help you focus. Commit to those platforms and do them well
- 3. Keep your communications consistent and do this by using scheduling tools. Studio Creator on Facebook can be used for your FB and Instagram posts. Hootsuite and Tweetdeck are great for Twitter posts
- 4. Don't be afraid to ask for feedback. Use surveys, polls and questionnaires via your website and social media. They don't have to be super formal
- 5. Be creative. It's a simple one but it's one to remember. Marketing is fun and when you see the positive impact it has both on and off the pitch, enjoy it!



THE FA CLUB AND LEAGUE FOOTBALL FORUM

**FREE WEBINAR** 

# HOW TO USE MARKETING TO BUILD FOR THE FUTURE

Guidance on how to communicate during times of uncertainty as well as ways in which marketing can be used now and in the future.

Time: 20:00 – 21:15

Date: 7<sup>th</sup> May 2020

Register your interest here:

http://bit.lu/2Fx202R





## **OPEN DISCUSSION/QUESTIONS**

- **Ask Questions**
- Share your own experiences
- Share your current challenges
- Solutions





If you'd like to contribute, either

- Please type your name and club/org. into the chat box so we can effectively bring you into discussion or
- 2. Please type a question/comment which one of the presenters will raise



THE FA CLUB AND LEAGUE FOOTBALL FORUM

**FREE WEBINAR** 

HOW TO USE SOCIAL MEDIA EFFECTIVELY

A look into the range of social media channels available to clubs and leagues, how best to maximise their functionalities and save volunteer time.

**Time:** 20:00 -21:30

**Date:** Wednesday 13<sup>th</sup> May 2020

Register your interest here: <a href="http://bit.ly/2Fx202R">http://bit.ly/2Fx202R</a>



FOR

## THE FA CLUB FOOTBALL FORUM

**FREE WEBINAR** 



# THANKYOU