

Digital Marketing Strategies for Small Business





About Me

CANDICE SCARBOROUGH-SANCHEZ

I'm a tech enthusiast on a 20+ year journey from software sorcery to donning the hat of a Technical Director. When I'm not immersed in developing cutting-edge cyber security solutions, I'm igniting young minds as a undergraduate Computer Science educator at University of Maryland Global Campus (UMGC).

In the vast digital landscape, I've witnessed the challenges faced by women and minorities, especially black individuals, with limited access to education and mentorship. The stats are real, and I'm on a mission to change them. As an advocate for diversity, I've embraced a passion for mentoring, aiming to bridge the gap and empower underrepresented voices in the tech world. Recently, I embarked on a thrilling venture – the "Glitch Grind Glow" podcast. We're turning tech glitches into glows by increasing knowledge and guiding minority tech startups.





agenda

"Don't sit down and wait for the opportunities to come. Get up and make them."

MADAM C.J. WALKER

- WHAT IS DIGITAL MARKETING?
- 2 UNDERSTANDING YOUR AUDIENCE
- 3 | SOCIAL MEDIA STRATEGY
- 4 BREAK
- 5 | SEARCH ENGINE OPTIMIZATION (SEO)
- 6 | SEARCH ENGINE MARKETING (SEM)

- CLOSING THOUGHTS
- ACTIVITY



What is Digital Marketing?

DIGITAL MARKETING

Marketing efforts using digital channels like search engines, social media, email, and websites.

IMPORTANCE FOR SMALL BUSINESSES

Levels the playing field for small businesses to reach customers online and compete with bigger brands.

POPULAR TACTICS

SEO, content marketing, paid ads, email marketing, and social media marketing.



Understanding Your Audience



Know Your Audience

1 RESEARCH DEMOGRAPHIC DATA

Collect data on age, gender, location, income, education level, and other traits of your target audience.

SEGMENT YOUR AUDIENCE

Divide your audience into groups based on demographics to cater content specifically.

3 ANALYZE USER PERSONAS

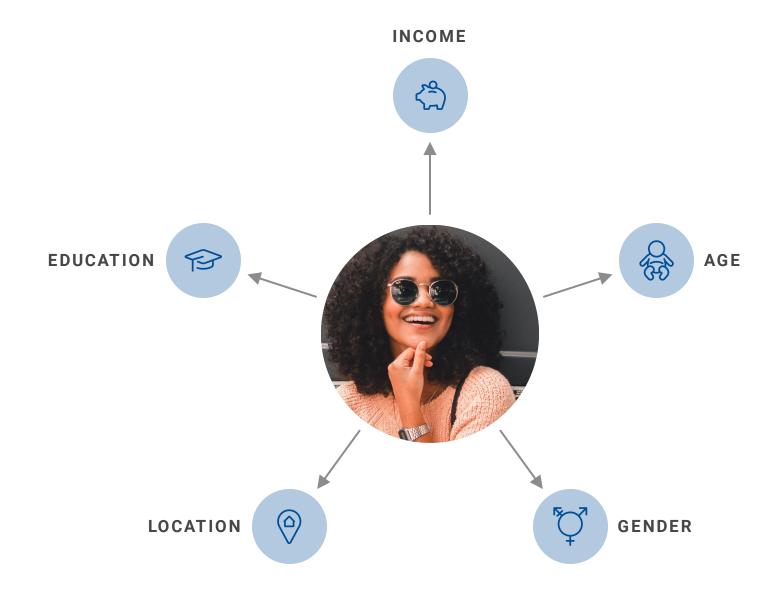
Create fictional representations of your target groups to guide content creation.



Demographics

Persona #1

Showcase the demographics for each of your target audiences





Example User Persona



PERSONA OVERVIEW

Provide 2-3 sentences describing key traits, goals, behaviors of the example user persona



KEY CHALLENGES

List 1-2 key problems or challenges the persona faces related to the presentation topic



SOLUTIONS

Suggest 1-2 potential solutions or offerings that could address the persona's key challenges



Use Case: Personal Training Services

Characterize your top buyer personas and determine insightful psychographic information.

BUSY PROFESSIONALS:

AGE: 25-45

GENDER: ALL

OCCUPATION: PROFESSIONALS WITH DEMANDING JOBS

(EXECUTIVES, MANAGERS, ENTREPRENEURS)

INCOME: MIDDLE TO HIGH INCOME

Value convenience and time efficiency

Willing to invest in personalized training to optimize their limited time
Interested in holistic health, including mental/emotional well-being
Prefer online training or flexible scheduling options

FITNESS ENTHUSIAST:

AGE: 18-35

GENDER: ALL

OCCUPATION: DIVERSE, WITH A FOCUS ON FITNESS-

RELATED INDUSTRIES

INCOME: VARIED; WILLINGNESS TO INVEST IN THEIR

FITNESS

Passionate about fitness and maintaining an active lifestyle

Seek community and engagement with like-minded individuals

Interested in continuous learning and staying up-to-date with fitness

trends

Willing to invest in specialized training programs or coaching



Can't I just market to everyone???

It's generally not a good idea to market your products or services to all user personas. Different personas have different needs, motivations, and behaviors. Targeting personas who are not a good fit for your offering is an ineffective use of marketing resources and can even turn off potential customers who fit your ideal customer profile. The best approach is to identify your 1-3 primary personas and craft messaging specifically tailored to their priorities.





SMART Goals Framework

SPECIFIC

Goals should be as specific and detailed as possible, answering the five W's: Who, What, Where, When, Which, Why, and How.

MEASURABLE

Goals should be quantifiable and trackable with specific metrics to measure progress.

ACHIEVABLE

Goals should be realistic and attainable within available resources and capabilities.

RELEVANT

Goals should align with overall business objectives and digital marketing strategies.

TIME-BOUND

Goals should have defined timelines with clear deadlines for completion.



Use Case: SMART goals for Personal Trainer Website



INCREASE CUSTOMER ENGAGEMENT

Set SMART goals to increase customer engagement on social media through likes, comments, and shares



IMPROVE CLIENT RETENTION

Create SMART goals to improve client retention rates by building ongoing relationships and trust



EXPAND SERVICE OFFERINGS

Use SMART framework to set goals around expanding training services to new market segments



SETTING SMART GOALS WILL HELP FOCUS MARKETING
EFFORTS AND MEASURE SUCCESS FOR A PERSONAL TRAINER
BUSINESS.



Social Media Strategy

Crafting an effective social media plan

BE CONSISTENT

Post regularly on the platforms you choose to build a loyal audience.

KNOW YOUR AUDIENCE

Research which platforms your target customers use most to reach them effectively.

QUALITY OVER QUANTITY

It's better to be highly active on 1-2 platforms than barely active on many.

TRACK PERFORMANCE

Use analytics to see which platforms drive the most engagement and sales.

OPTIMIZE CONTENT

Tailor content like images, captions, and videos for each platform's algorithm.

INTEGRATE EFFORTS

Cross-promote content across platforms you use to maximize reach.



Reasons to Focus Digital Marketing on Instagram

VISUAL CONTENT MORE IMPACTFUL

Instagram is
focused on visual
content like
pictures and videos
which are more
engaging than text
alone.

YOUNGER DEMOGRAPHIC

Instagram's user
base skews
younger than
Facebook and
Twitter which fits
small business
entrepreneurs.

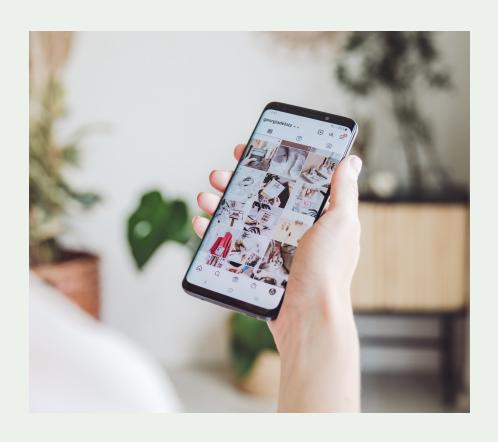
SHOPPABLE POSTS

Instagram shopping features allow users to click to buy products directly in the app.





Digital Marketing Strategies for Instagram



1 SET UP AN INSTAGRAM BUSINESS PROFILE

Convert personal profile to a business profile to access analytics and promote posts.

POST HIGH-QUALITY IMAGES AND VIDEOS

Post original, relevant images and videos that represent your brand and products.

USE RELEVANT HASHTAGS

Include a mix of popular and niche hashtags to increase discoverability and reach target audience.

4 RUN TARGETED ADS

Create and optimize Instagram ad campaigns to promote products, reach new audiences and increase engagements.



The Instagram Algorithm

ALGORITHM DETERMINES CONTENT RANKING

The algorithm analyzes engagement metrics like likes, comments, saves, etc to rank content

FAVORS RECENT, POPULAR POSTS

Content posted recently that gets high engagement is ranked higher

VALUES AUTHENTIC CONTENT

Content from real people sharing their lives is favored over promotional content



Reasons to Focus Digital Marketing on Facebook



LARGE AUDIENCE

Facebook has over 2 billion monthly active users, providing access to a large target audience for small businesses.

DETAILED TARGETING

Facebook ads allow targeting users by location, demographics, interests and behaviors, allowing small businesses to effectively reach their target customers.

ENGAGING FORMAT

The newsfeed format of Facebook allows for engaging ads including images, videos and carousels to capture user attention.



Digital Marketing Strategies for Facebook

TARGET SPECIFIC DEMOGRAPHICS ON FACEBOOK

Use Facebook's targeting options to reach your ideal customers based on location, age, interests, behaviors, and more.

CREATE ENGAGING FACEBOOK ADS

Design visually appealing ads with compelling headlines, descriptions, and images that capture attention.

LIVE AND STORIES

Broadcast live videos and share ephemeral stories to engage your audience in real time.





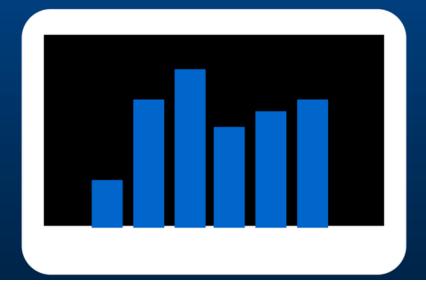
Facebook Algorithm

The Facebook algorithm is a complex system that determines what content appears in each user's News Feed. It prioritizes posts that spark meaningful interactions between people, especially close connections. It also aims to show users content that is relevant to their interests. The algorithm constantly evolves based on new data and tests.

Everything

YOU SHOULD KNOW ABOUT FACEBOOK'S

News Feed ALGORITHM





Reasons to Focus Digital Marketing on X (formerly Twitter)

LARGE AUDIENCE

X has over 200 million monthly active users which presents a large potential audience for small businesses to reach.

REAL-TIME MARKETING

X moves fast allowing for realtime interactions and marketing opportunities.

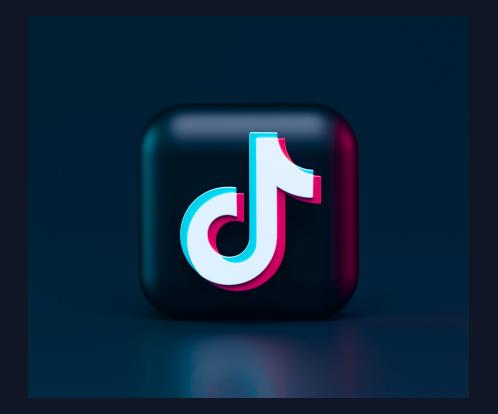
TARGETED ADS

X allows granular targeting options for ads to reach very specific demographics and interests.





Reasons to Focus Digital Marketing on Tiktok



YOUNGER AUDIENCE

Over 50% of TikTok users are under 30 years old, making it a great platform to reach younger audiences.

HIGH ENGAGEMENT

TikTok has one of the highest user engagement rates of any social media platform, keeping audiences more engaged with content.

VIRAL CONTENT

TikTok's algorithm is designed to quickly spread viral content, making it easier for businesses to reach a wide audience.

Digital Marketing Strategies for TikTok



GIVEAWAYS & CONTESTS

Run giveaways and contests for your followers to engage with your content and brand.



HASHTAGS

Use popular and niche hashtags to increase discoverability.



INFLUENCER MARKETING

Collaborate with influencers in your niche to reach their audience.



BEHIND-THE-SCENES CONTENT

Give an inside look at your business operations to build a connection.



The Role of Influencers in Digital Marketing



AWARENESS

Influencers drive brand awareness in their niche, reaching a large engaged audience.



CREDIBILITY

Influencers are seen as trusted voices, lending credibility to your brand.



ENGAGEMENT

Influencers engage their followers and drive them to take action.



How to Get Influencers to Help You with Your Digital Marketing



IDENTIFY INFLUENCERS WITH LARGE FOLLOWINGS IN YOUR NICHE

Search social media platforms to find influencers relevant to your industry who have over 10k followers. Sort by engagement levels.



OFFER FREE PRODUCTS/DISCOUNTS IN EXCHANGE FOR POSTS

Send free samples of your products to influencers and ask if they would be willing to feature your brand on their social media in exchange for the free products.



PAY FOR SPONSORED POSTS/STORIES

If influencers do paid promotions, you can pay a fee to have them post about your products or brand. Be clear about expectations.



INVITE THEM TO EXCLUSIVE EVENTS

Host an event and invite relevant influencers. They may be inclined to post about it if they attend.

Offer VIP treatment.



BUSINESS SCENARIO



Your company wants to increase its brand awareness among young adults aged 18-24. Which social media platform would you prioritize and why? Outline a brief campaign strategy that includes the type of content you would use and how you would measure its success.



Content Strategy

Platforms like TikTok,
Instagram, and Snapchat are
highly popular among this age
group, with TikTok leading in
terms of engagement and
time spent on the app.

Focusing on TikTok as the primary platform, complemented by Instagram for its wide reach and diverse content formats.

□ TIK TOK

- Short, engaging videos that leverage current trends, challenges, and popular music to capture attention.
- User-generated content campaigns encouraging participation with branded hashtags.
- Collaborations with influencers who resonate with the 18-24 age group.

INSTAGRAM

- Stories featuring interactive elements (polls, questions, swipeups) to engage users.
- Reels to share longer-form content and behind-the-scenes looks.
- Posts that encourage engagement through comments, shares, and saves, focusing on visually appealing images and videos.

SUCCESS MEASUREMENT

- Engagement rates (likes, comments, shares).
- Hashtag performance and usergenerated content participation.
- Growth in followers and reach on each platform.
- Conversion rates, if applicable (e.g., visits to website, sign-ups).
- Influencer campaign performance through tracking codes or dedicated hashtags.



Encourage Engagement

RESPOND WITHIN 24 HOURS

PERSONALIZE RESPONSES

REPLY TO QUESTIONS

SHARE EXCLUSIVE CONTENT





Break



SEO and SEM

How Do Search Engine Crawlers Work



SEARCH ENGINE CRAWLERS CRAWL THE WEB

Search engine crawlers are programs that browse the web looking for new content to add to search engine indexes.



CRAWLERS FOLLOW LINKS

Crawlers start with a list of websites and URLs to visit, then follow links on those pages to discover more content.



CRAWLERS PRIORITIZE POPULAR SITES

Search engines give higher priority to crawled content from popular, high-quality sites to provide better search results.



SEO





Having an SEO strategy helps your website rank higher in search engines when people search for related keywords.



SEO BRINGS TARGETED TRAFFIC TO YOUR SITE

SEO helps direct people who are looking for your products/services to your website, resulting in higher quality traffic.



SEO BUILDS AUTHORITY AND TRUST

A good SEO strategy establishes your brand as an authority in your space, building trust with potential customers.



IN SUMMARY, HAVING A GOOD SEO STRATEGY IS CRUCIAL FOR ANY SMALL BUSINESS LOOKING TO GET FOUND ONLINE AND ESTABLISH AUTHORITY IN THEIR INDUSTRY.

SEO Techniques

SEARCH ENGINE OPTIMIZATION (SEO) IS THE PROCESS OF TRYING TO RANK IN A SEARCH ENGINE'S ORGANIC RESULTS.

KEYWORD RESEARCH

Understanding the words and phrases your customers type into search engines

ON-PAGE SEO

Craft content for searchers

• OFF-PAGE SEO

Build trust and authority from other websites

• TECHNICAL SEO

Ensure search engines can find, crawl and index your content



Keyword Search Tools

Keyword search tools like Google Keyword Planner allow you to research potential keywords and keyphrases to target with your website content. By identifying the terms your target audience is searching for, you can optimize pages and blog posts around those keywords to increase traffic and conversions.

FREE KEYWORD RESEARC

Keyword Planner

Google Trends

'ds Everywhere

O7 KeywordTool.io

d Surfer

O8 AppTweak Keyword

com

O9 Answer The Public

Search Console

Keyworddit



On-Page SEO





Use targeted keywords in title tags and meta descriptions so pages show up in relevant searches



IMPROVE SITE SPEED

Use image compression, minify code, and optimize web hosting to improve site speed and SEO



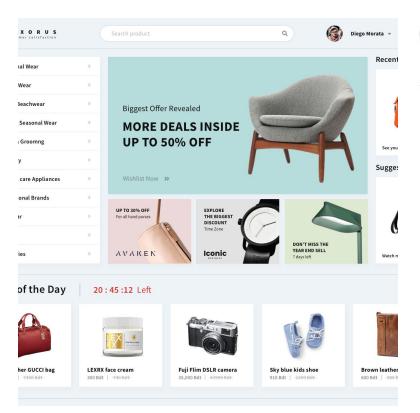
ENHANCE USER EXPERIENCE

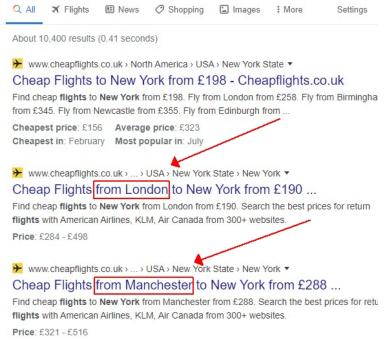
Make site easy to navigate with clear CTAs to improve time on site and decrease bounce rate



Real World Example of Optimized Page Elements

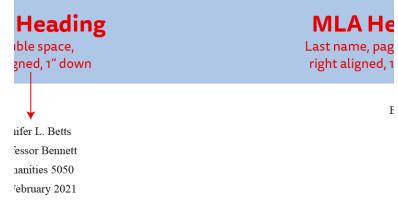
site:cheapflights.co.uk flights new york





OPTIMIZED PAGE TITLE EXAMPLE

Page title optimized with target keywords:
'Affordable Women's Clothing Online - Fast
Shipping'



Analogy of Art

You can't speak about art without thinking of some of the different greats of the time da Vinci, Van Gogh and Renoir. These artists were at the top of their game. Exploit hrough the ages along with the different major artistic movements.



OPTIMIZED HEADING EXAMPLE

H1 heading optimized for keywords: 'Trendy Women's Fashion at Low Prices'

EXAMPLE SITE SCREENSHOT

Screenshot of example ecommerce site homepage optimized with relevant keywords in page title, headings, and content.

s inbound marketing

▶ Videos

Images

Books

■ News

: More

69,800,000 results (0.46 seconds)

ubspot.com → inbound-marketing ▼

t Is Inbound Marketing? | HubSpot

d marketing is a business methodology that attracts customers by cre t and experiences tailored to them. While outbound marketing ... ot's inbound marketing · Grow Better · Ultimate Guide to SEO

Meta Descriptions

A meta description is a short summary of a web page's content that search engines show under the page's title in search results. It concisely explains what the page is about and convinces users to click on it. For example, a local bakery's homepage meta description could read 'We make artisanal breads and pastries with locally-sourced ingredients. Visit our bakery in Springfield or order treats online for pickup.'



OFF-PAGE SEO



LINK BUILDING

Building inbound links from high authority websites to your site



SOCIAL MEDIA MARKETING

Promoting your content and website on social media platforms like Facebook,

Twitter etc. to drive traffic

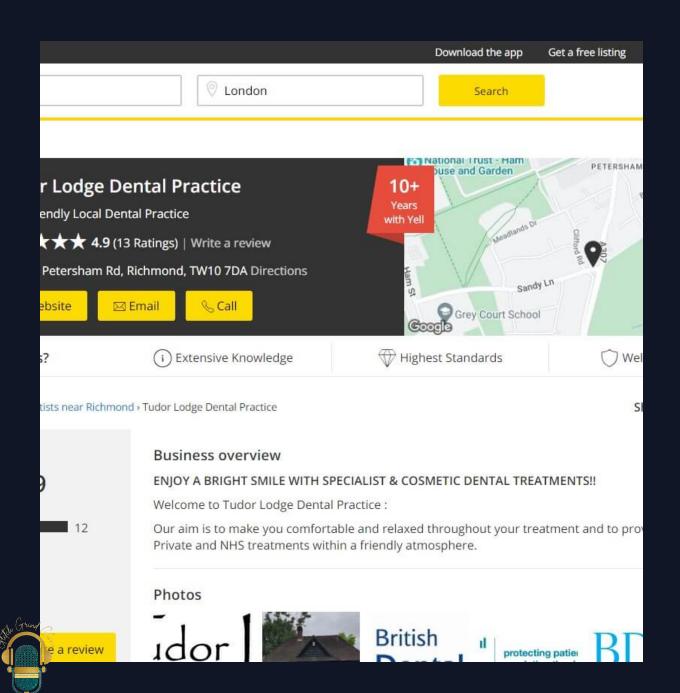


CONTENT MARKETING

Creating high quality, relevant content like blogs, videos, infographics etc. to attract visitors



LEVERAGING OFF-PAGE SEO TECHNIQUES LIKE LINK BUILDING, SOCIAL MEDIA MARKETING AND CONTENT MARKETING CAN HELP BUILD HIGH QUALITY BACKLINKS AND INCREASE TRAFFIC TO YOUR WEBSITE.



Quality Backlinks

A well-researched guest post written by an industry expert on a reputable site is an excellent example of a quality backlink. By providing unique value and insight to readers, guest posts establish the author as an authority and provide a natural way to link back to the contributor's site. When pursuing guest posting opportunities, focus on relevant sites with high domain authority in your niche to maximize SEO benefits.

Search Engine Marketing Strategies



PPC ADVERTISING

Pay-per-click advertising allows businesses to bid on keywords and pay for prominent placement in search engine results pages



SEO

Search engine optimization involves optimizing a website and its content to rank higher in organic search results



PAID SOCIAL MEDIA MARKETING

Paid ads on social media platforms like Facebook and Instagram can help target specific demographics and promote brand awareness



BY UTILIZING VARIOUS SEM STRATEGIES LIKE PPC, SEO, AND PAID SOCIAL, BUSINESSES CAN INCREASE THEIR VISIBILITY AND DRIVE MORE QUALIFIED TRAFFIC TO THEIR WEBSITE.

Crafting Effective Email Campaigns



PERSONALIZATION

Personalize email content with customer names, preferences, past purchases, etc.



SEGMENTATION

Divide customers into groups based on demographics, interests, behavior etc. and target them.



PERSONALIZATION AND SEGMENTATION HELP CRAFT MORE RELEVANT AND EFFECTIVE EMAIL CAMPAIGNS.

Importance of Analytics in Digital Marketing

Using analytics allows you to track website traffic and analyze user behavior to make data-driven marketing decisions.

GOOGLE ANALYTICS

Google Analytics provides valuable insights into your website visitors and how they interact with your site.

TRACKING WEBSITE TRAFFIC

Google Analytics tracks the number of visitors, where they come from, and how they navigate your website.

MAKING INFORMED DECISIONS

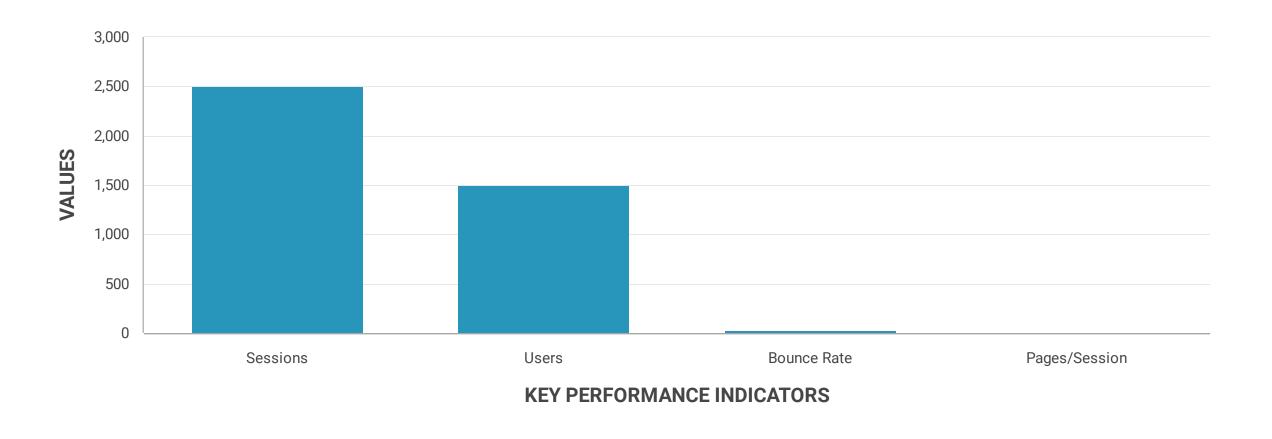
Leverage Google Analytics data to optimize your website, improve user experience, and make smart marketing choices.

ANALYZING USER BEHAVIOR

Google Analytics helps you understand how users interact with your site and where they run into issues.



Google Analytics Key Performance Indicators





How A/B Testing is Used in Digital Marketing

A/B testing, also known as split testing, is a method used in digital marketing to compare two versions of a webpage, ad, email, or other marketing asset to determine which one performs better. Marketers create two versions of content, serve version A to some website visitors or email subscribers and version B to others. They then analyze the conversion rates, click-through rates, or other metrics to see which version generated more of the desired action. This allows digital marketers to continually improve marketing assets over time.



Track and Analyze

	1	SET UP ANALYTICS TRACKING TO CAPTURE INTERACTIONS, CONVERSIONS, AND CUSTOMER DATA
	2	TRACK AND ANALYZE KEY METRICS LIKE TRAFFIC SOURCES, CONVERSIONS, CAMPAIGN PERFORMANCE ETC.
	3	SEGMENT DATA BY ACQUISITION CHANNELS, CAMPAIGNS, USER TYPES, BEHAVIOR ETC. TO IDENTIFY TRENDS
	4	REVIEW REPORTS REGULARLY AND OPTIMIZE LOW PERFORMING AREAS
	5	USE A/B TESTING TO IMPROVE CAMPAIGNS, SITE, AND FUNNELS
od Ce	6	AUTOMATE REPORTS AND SET UP ALERTS FOR KEY METRICS THRESHOLDS



Showcasing Examples of Small Businesses Succeeding with Digital Marketing



LOCAL COFFEE SHOP'S SOCIAL MEDIA

Increased engagement on their Instagram account by running targeted ads and posting customer photos.



BOUTIQUE USING GOOGLE ADS

Drove sales by running Google search ads targeting keywords like 'affordable women's clothing'.



LANDSCAPER'S YOUTUBE CHANNEL

Grew their business by starting a Youtube channel with DIY lawn care tips and promoting it on their website.

Baseline of Digital Marketing Tools



GOOGLE ANALYTICS

Measure website traffic and user engagement



GOOGLE ADS

Run pay-per-click advertising campaigns



MAILCHIMP

Manage email marketing campaigns



HOOTSUITE

Schedule social media posts



Top SEO Tools

GOOGLE SEARCH CONSOLE

Free tool from Google to track your website's search performance.

GOOGLE ANALYTICS

Analytics tool to analyze website traffic and engagement.

MOZ

Tool for keyword research, link building and site audits.

AHREFS

SEO toolkit for link building, keywords research and content analysis.

SCREAMING FROG

Crawl tool to analyze technical SEO issues.



Thoughts? Questions?

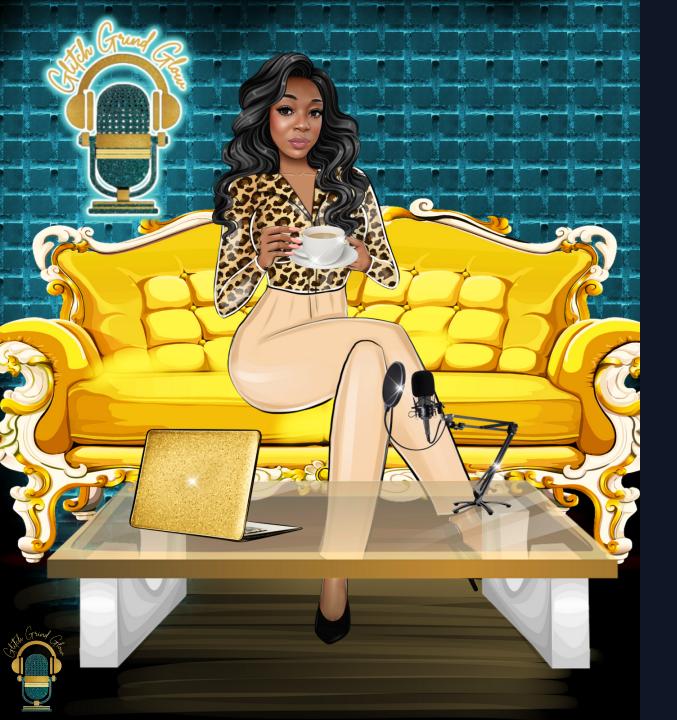






TEST YOUR KNOWLEDGE





{Candice}

See more work and learn more about individual projects on my website—or better, drop me a line and we can talk in person.

- candice@glitchgrindglow.com
- glitchgrindglow.com
- glitchgrindglow
- glitchgrindglowpodcast
- linkedin.com/candice-scarborough



Check out the latest episode of Glitch Grind Glow

NOW STRIAMIN STYOUTUBE AND SPONE VAND APPLE MUSIC

