



# Human Capital Marketing Essentials: Buyer Personas, Lead Funnels and Content Plans



#### I am Maren Hogan

If you want to speak with me after, just walk up here! @marenhogan



# No one grows up and wants to be in HR right?

### Substitute the word PROSPECT or CLIENT for the word CANDIDATE or EMPLOYEE

"The aim of marketing <u>recruiting</u> is to know and understand the <del>customer</del> <u>candidate</u> so well the <del>product or service</del> <u>role</u> fits him and sells itself." - Peter F. Drucker

### Just as marketing is about attraction and upsales, so too, is recruiting.

# In order to hire like a boss, you need to recruit like a marketer.



### Marketing Tactics and Terms to Know:

- Buyer Persona/Candidate Persona
- Campaign
- Content Funnel
- Editorial Calendar
- Lead Funnel
- SEO
- Content Marketing
- Digital Ads Retargeting, Social



## Buyer Personas/ Candidate **Personas:** Marketers love guessing, so long as they're **right.**

With evergreen requirements & a very distinct company culture, difficult to fill requirements help you make decisions.

- Benefits
- Job Ads
- Events
- Digital Media
- Content





### Personas

 Who this person is
What they do all day
What issues keep them up at night

# Casting Call

Picture your new hire as if they were in a movie.



## **Forensic Evidence**

Once you have created a sketch of your persona, go through LinkedIn profiles to what their colleagues do, read, how long they have been in a certain position and groups they're in.

## Write the Script

Figure out what makes them tick, use the info gleaned from people like them to gauge whether they listen to Spotify or Pandora, value work-life balance over money or are due for a move in the next 6 months.

### Step 1

#### **Create Job Family Personas**

# Make the Candidate the Star of the Ad

- Age Range
- Education
- Skill Level
- Career Goals
- Personality Type Most Successful in the Role

I'm famous!



- What motivates your candidate?
- What are they looking for in an employer?
- What are their hobbies and interests?
- What kind of work/life balance benefits them the best?
- What challenges stem from their upbringing?
- What are their long term professional and personal goals?
- What objections may they have to working in your industry or company?
- What life-stage are they currently in? What milestones have they met or what milestones do they expect in their future?

- Survey Monkey
- QZZR
- Facebook
- LinkedIn
- Professional Hubs
- Quora
- Reddit
- ...ASK!



# What Does All Of the Information Tell You?

THAT IS BRAND NEW INF

Buyer Persona Profile Profile	Success Factors Barriers	: Decisio	on Criteria Buyer Journey
Perso	na Name	Industry, Geographic o Other Segments	Dr
Role		Reports to	
Educe	tion 🗖	Solutions, Sales Play of Campaign	
MY RESPONSIBILITIES	HOW I AM EVALUATED		INFORMATION RESOURCES
Effective planning and implementation of marketing content Establishing and adjusting strategies to meet goals Engaging in business partner relationships with clients and/or cross- relationships with clients and/or cross- functional resources Project management, executing reporting and presenting results Delivering work product and staying current with industry standards and trends.	Knowledge of marketing project v process and digital process lifecycle Attention to detail and accuracy Quality of written, presentation an communication skills Knowledge of digital and social m analytics	vorkflow end verbal ledia d reporting,	IRUST MALIGN RESOURCES ITRUST Edusiness professionals (peers) Consultants Internet / websites Business social media Events / conferences Personal social media

### Candidate Persona Title

#### • Personal

- $\circ$  Lifestage
- $\circ$  Background/ Upbringing Morals
- $\circ$  Background/ Upbringing Challenges
- Work/Life Balance Needs
- $\circ$  Personal Goals

#### • Professional

- $\circ$  Workforce Expectations
- $\circ$  Workplace Expectations
- $\circ$  Professional Goals

# Make The Candidate the Foundation Of Your Decision

EENY, MEENY, MINEY ...

#### Grew up in rural area

Is getting his business degree, but doesn't know what to do after school

Doesn't mind relocating

Has the desire to make money fast



### **PROTEIN CO** BUSINESS MAJOR

#### Doesn't want a desk job

Craves fast paced environments

Used to working in crisis situations

Adapts well to working odd hours and/or changing work schedules

#### **PROTEIN CO** EX-MILITARY/VETERAN PERSONA

Hardworking and disciplined

Knowledge of heavy equipment and safety skills for operating heavy equipment

Desire to relocate and move out of rural area

Conservative values, passionate about beliefs, set in their ways

### **PROTEIN CO** RURAL PERSONA

Seeks structure and stability before other work rewards

Enjoys teamwork and is not individualistic in nature

Is attracted not by compensation as much as by benefits and family "feel".

#### MIDWEST PHARMA

Education is very important to them and status drives them

Seeks status and is likely an introvert by nature

Highly focussed on a specific goal and wants to contribute to a larger body of work

Experienced working in other "innovation labs" in Boston

#### **CAMBRIDGE** PHARMA

#### Post-doctoral

Might want to continue education in the form of conferences and classes

Experienced career scientist

Crave prestige as a motivator and the ability to have flexible work hours



# SAN DIEGO

--

#### 45-55 to years old

Financial administration and oversight of funds and reports to CFO

Well-versed in the B2B environment, specifically around finance

Oversees operations related to the funds

### FINANCE EXEC BACKGROUND/JOB

#### Highly analytical

Manages time well

Evaluated on management skills and communication

Terrified of falling behind

### **FINANCE EXEC** TRAITS/STRESSORS



### **FINANCE EXEC** TRAITS/STRESSORS

#### Candidate Persona Examples

Managers who have the desire to own their own business, but haven't followed through because of the risk or lack of resources would be targeted for an unstructured company a new business or even a structured corporate organization that needs to enter a new market or provide a new service or product.



# Provide Recruiters With Candidate Personas

# LinkedIn. KNOW!

If you want to attract female candidates, add professional women's organizations and schools to your keyword search like "American Business Women's Association." To find minority candidates you could add, "LGBT in higher ed," or, "Blacks in higher ed," and so on.

Build relationships with diverse candidates by joining diverse groups on LinkedIn. After a relationship is established, you can start to post relevant jobs to the groups that most closely match the target demographic.



#### Research from Our Multi-generational Job Search Study Shows

- 57% of Gen Y job seekers value meaningful work and job security.
- Gen Y job seekers value workplace flexibility (30%) and higher salary (41%) more than Gen X and Baby Boomers.
- Almost half (48%) of Gen Y has considered going back to school instead of continuing their job search.
- 31% of Gen Y job seekers have considered starting their own business instead of continuing their job search.



#### The Job Advertisement Should Advertise

- Current or optional flex scheduling
- Competitive compensation ranges and mention any pay-for-performance programs, employee referral programs, or any other monetary reward programs your company offers
- Opportunities for managing individual or team projects to appeal to their entrepreneurial side
- Any internal learning and development programs or college tuition reimbursement benefits
- Any part of the company's mission that speaks to Gen Y's value of producing meaningful work



# Lead Funnel

1
At Red Branch Media, not only do we build lead funnels to understand what kinds of content the prospect needs to see, but how warm that lead is, what kind of questions are popping in their minds at the time they are in that stage and how many form fields they will likely be willing to fill.

- Funnel Location
- Temperature
- Candidate Personas

#### We have free templates



### How to sell your job to pactive candidates.

### Bed Bath & Beyond coupons ...

#### The job specific stuff is:

- The team
- The manager
- The department
- The activities
- The responsibilities
- The comp

#### The high level stuff is:

- The career site
- Culture content
- Your facilities
- Company benefits





# But you know what people always miss here?



#### If you fail to sell the impact, **YOU LOSE**.

For example, you might be looking for a 45-year-old technical engineer with ten years of experience.

Understand who they are: Candidate personas



#### Understand when they want to hear it: Editorial calendar

My children have turned on me, I have lost control of them.

STARZ

### Understand what will resonate: Content funnel

### Need

#### You MUST start with the need.

#### Ask yourself these Qs about your ads:

- Do they tell a story?
- Do they contain biased language?
- Are they filled with jargon or titles unique to your company?
- How many paragraphs before you speak to the candidate?
- How long since they've been updated?



#### Understand **how** to nurture them: **Lead funnel/Templates**

Nothing is more powerful or intoxicating than a company telling you **THEY NEED WHAT YOU GOT!** 

## Need

#### Identify the need you have today.

- Talk to other people in the dept
- conduct exit interviews with folks who've had the conversation before
- ask the supervisor of the position what is needed on the team and in the department
- assess your educational and experience requirements



## Attraction

#### What brings people there, keeps people there.



Feedback Responsibility Authority Meaning Privacy Connection Control Flexibility

## Communication

The thing I want to touch on here is **respect.** 

Respect people's **preferred** method of communication.

It **SHOCKS** me how few marketers and recruiters fail to understand this basic tenet of communication.



## Communication

Did you know that more than half of surveyed job seekers are comfortable with the idea of interacting with machine-learning chatbots?



50%

Are you aware that 59% of employees say a company's social media presence was part of the reason they chose their workplace?



80% of employers say social recruiting helps them find passive candidates.

Communication starts well before the first email is sent or phone number is dialed

> Here's looking at your profile way too late at night, kid.

## Nurturing

Strategically engaging the job seeker well after they've left your site

Nurturing is key to keeping candidates within the process.



### Content

## **Numero Uno?**

They all run on content.

### **CONTENT INCLUDES**

- Resource List
- Ratings
- Hidden Thought
- Research Focused
- Series
- Product Spotlight
- Mini Case Study
- Industry Spotlight

- Now and Then
- Shopping List
- Opinion
- Reasons
- Infographic
- Podcast Post
- Video Post
- Stats Piece/Brief

- Quote Based
- GIF Post
- Quora
- Reddit
- Trend Pieces

### **CONTENT INCLUDES**

- Newsjacking
- Pop Culture Tie In
- How To (at least 3 steps)
- 10x (long as HEEEELL)
- Example (at least 3)
- Fight Club
- Q+A (can be faked)
- Why

- Comparison/versus Templates
- Roundup
- Metaphor
- Personal Story
- Predictions
- Fails!
- Guides
- Worksheets

- Checklists
- Podcast
- Comics
- Cartoons

### **CONTENT INCLUDES**

- Tear sheets
- Listicles
- Diaries
- Infographics
- One Graphic
- Diagram
- Meme
- Posters

- Cartoons
- Screenshots
- GIFs
- Illustrations
- Handwritten things
- Polls
- Surveys
- Quizzes

- Webinars
- Presentations
- Photo Galleries
- FAQs
- Recaps (events/twitter chat)
- Placed articles
- Press releases
- Video

## Align Your Buyer Personas With the Sales Stages

We don't sell jeans. We sell denim.

### CONTENT MARKETING SALE STAGES



#### Consideration





#### Awareness

of the company and open role

#### Consideration

to apply for the role



to move forward with the interview process

## 3 stages can be aligned with your candidate personas:

CANDIDATE PERSONA	AWARENESS	CONSIDERATION	DECISION
Persona 1			

### AWARENESS

#### USE:

- GIF/list posts posts think Buzzfeed style)
- Short videos (funny and informational)
- Quora/answering questions
- Reddit/posting in relevant groups
- Memes
- Comics
- Quizzes





waiting for an editor's response be like...







### CONSIDERATION

#### USE:

- Infographics showing your makeup (diversity, depts they may not know about)
- Blog articles about great work or fun projects
- Quote Posts
- Employee Testimonials/Showcases
- Q & As
- Personal Employee Stories
- FAQs
- Behind the scenes peek (employees, the HR department, company parties)





Phil Vaughan December 30, 2016 at 9:13am 🏵

Having Worked with Triage for over 5yrs now, I have to say they do a Great Job of taking care of me and assuring that everything goes soomthly at my assignments. They do a wonderful job of making sure I have everything I need so I can focus on doing my job at the hospital without distractions. Ray, my recruiter is always looking out and ahead for me. keeping one eye on my current status, and the other looking ahead for the next assignment. Having worked with mulitple companies over my 17yrs of Traveling, I can turly say, I feel appericated for what I do, working with Ray and Triage.

Like · Comment

<1



## DECISION

#### USE:

- How To (at least 3 steps)
- Comparison/versus (Why we're better than the other guys)
- Guides (How to be a successful FILL IN THE BLANK)
- Worksheets
- Templates
- Checklists
- Diagrams
- Reviews



#### 1. Bring variety to the space.

Variety in an office is the best way to engage and satisfy a wide range of workers. Often the more focused or introverted employees require the ability to disengage from chatter and high traffic areas in order to do their best work, while extroverts will feel disconnected and unmotivated if they arent near their teammates.

If the office is your canvas: Create levels in more ways than one. Introduce sit-stand desks so employees can spend the day changing their body's position for better posture and focus. Also bring in levels of solitude by having areas where teams can meet and brainstorm or break away from noise and work alone.

#### Sing levels & variety to your office to make your range of #employees feel engaged and inspired:

If the differ has guidelines: Use communal areas to your advantage. Invite teams to hold morning meetings in the longe or on the paid. Schedule as finalize gab session once or twice a week, where everyone stands up and talks over their walls. Even opening up the one empty cubicle as the place to stash sweet treats can make for impromptur run-ins that stir conversations and remind everyone who sits only a wall away.



### Create Content that Not Only Attracts

but is still relevant for those earlier in the funnel







#### Retention

Keep em' in the process

Beat your competition to the off and onboarding

Renewal

#### **Sales Enablement**

Give your managers the tools they need to seal the deal

**EXAMPLES** 

On

#### Triage

#### A 13-WEEK PACKING CHECKLIST FOR TRAVELING MEDICAL PROS

Leaving home and setting up shop somewhere new means something different for every person. Don't let all the prep get in the way of understanding what needs to be packed to continue enjoying the comforts of home. Use this categorized checklist as a guide to understand what you should wear during your travels, what you should pack and what you can buy when you land.

If you're the type of person who runs every possible situation through your head and packs an item for each of those possible outcomes, you're an over-packer by nature. If you're the type of person who thinks, "We'll get to it when we get to it," you're a textbook under-packer. You might be liable to assume you can "pick it up at the store when I get there."

If you're the type of person who packs the night before a huge move (every person on the planet) this checklist is your life.

#### WHAT TO WEAR

No matter the season or state, a jacket and pants are always staples you want to bring along for one of those freaky "Murphy's Law" situations. They also take up lots of room. These are items you should consider wearing during your travels or stuffing in your carry-on not to eat up precious space in your bags.

	Rain jacket	Sunglasses
	Jeans/Sweatpants	Scarf
	Weather boots	Watch
	Hat	Empty To-Go coffee mug



## NOW WE'RE ALMOST READY....

## ALIGNMENT IN INDUSTRY

If you are recruiting in a specific field or industry, it may make sense for you to grab the editorial calendars of those professional associations.

## You fit in here, right here.

### COMPETITIVE INTEL & RESEARCH

First, there is nothing your competitor is doing that you cannot do better.

### MEDICAL RECRUITING

They work their butts off shining a light on their candidates and recruiting them with videos, contests, social media.




### This is what they want to

READ WATCH CONSUME

### **EVENTS**

Your editorial calendar for hiring is **NOTHING** without events underpinning it.

9

16

8

15

44.4-0230

14

17 18 19 20 21 22 23

25 26 27 28 29 30

10.11

## OKAY, GOT ALL THAT?

Now let's talk structure.

Okay, Got it. Yeah.

# **1** THE FUNNEL BUILD



### Grab your own <u>funnel here</u>

(make sure to

```
save as a copy)
```



Publish Date	Status	Title	Author/ Tone	Focus Keyword	Document Link/ Published Link
Month, Year		Campaign Name			1
Week 1	Published	1			
Week 2	Scheduled				
Week 3	Needs Approval		I	1	
Week 4	Copy in Progress				

### **Titles with 8 words**

had the highest click-through rates and **performed 21% better than average.** 

21%



### Using a color or hyphen

to indicate a subtitle **improves headlines by 9%** 



### Attach an image

to increase clicks by 27%



# Use numbers in your headline

to increase the click through rate



HubSpot 🔤

### **Blog Ideas Generator**

Want More Blog Ideas? Let Us Think of Ideas for You

Enter A Noun To Get Started

Add



FAQs

# **3** EDITORIAL TIME

	А	В	С	D	E	F			
1	Jer .								
2	X REDBRANCH media								
3									
5	Red Branch Media Editorial Calendar								
6	Use the following chart to track the status of each article and align your content with the SEO strategy.								
7					3 ,				
8	Publish Date	Status	Title	Author/ Tone	Focus Keyword	Document Link/ Published Link			
9	Month, Year		Campaign Name						
0	Week 1	Published							
	Week 2	Scheduled							
2	Week 3	Needs Approval							
3	Week 4	Copy in Progress							
4									
5									
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\*\*\*Grab your own editorial calendar here (make sure to save as a copy)\*\*\*

# SOME TIPS

### COPY

Require your content team to provide "inspires" on whatever subject matter or type of content they're creating.

#### **INSPIRE**



- · Method 1: Stay up really late (at least 3am 6am) the night before (calling/Skyping mates in different timezones or a TV marathon can help) then sleep for the majority of the day before your first. nightshift.
- · Method 2: Go to bed as usual the night before , sleep in until late morning, have a big feed for lunch then go back to sleep for an afternoon/evening nap.

#### On nightshifts

by Deanne Chiu

Tweet 🖪 Share 1.8K

Going onto nightshift

2. Drink water and eat food (bring real food, not just junk, and a big water bottle that you can reached when you are writing notes). Drinking enough water is my absolute number one piece of advice. It's hard to be high functioning when you are symptomatically dehydrated. (Same goes for a BSL of 1.8!)

#### BLOG



#### **6 TRICKS FOR JUMPING** FROM DAY-SHIFT...

If you are making the transfer from the night shift to the sought after day shift it's time to...

READ MORE

### CTAS

These are the most important aspect of your content and should be at top of mind no matter what stage or persona you're working in!



### **REPURPOSE IT!**

Now once you get on a roll of creating lots of content, you can go back and repurpose it all to create even better more engaging content.



# WAIT, WHAT?!

This entire presentation was created from content myself or my team had already made!

## Tools

- SEO Tools
- Candidate Persona Tools
- Nurturing Tools
- Marketing Automation Tools



# Templates

#### We built these templates for you: redbranchmedia.com/rbm-template-vault/

- Content Funnel for Every Buying Stage
- The TOFU/MOFU/BOFU Matrix
- Content Funnel Templates
- Email Campaign Calendars
- Digital Ad Manager
- Twitter Chat Manager
  - ... and more!



# That's a Wrap!

To get in touch send me an email at: maren@redbranchmedia.com

To get the resources we discussed visit: redbranchmedia.com/rbm-template-vault/

To read our blog on this subject follow this link: redbranchmedia.com/blog/what-marketingand-recruitment-have-in-common/

