How to Launch and Manage Your Social Media Identity

Tools, Tips, and Samples for All

Presented for MassBay Organization Development Learning Group

- Marketing 2.0
- Inbound Marketing
- Persona (Non) Grata Identity
- Break Out
- Who's Going To Find You
- Tactics Building Your Presence Blog BREAK (Out)
- Tools Connect and Collaborate
- Tools Manage, Measure, and Modify
- Examples



source: http://www.inc.com/magazine/20100301/ceo-passions-hosting-benefit-concerts.html



 $source:\ http://www.flickr.com/photos/pburch_tulane/4195280723/$

Marketing 1.0 (outbound)

Advertising

Filter









Direct Marketing





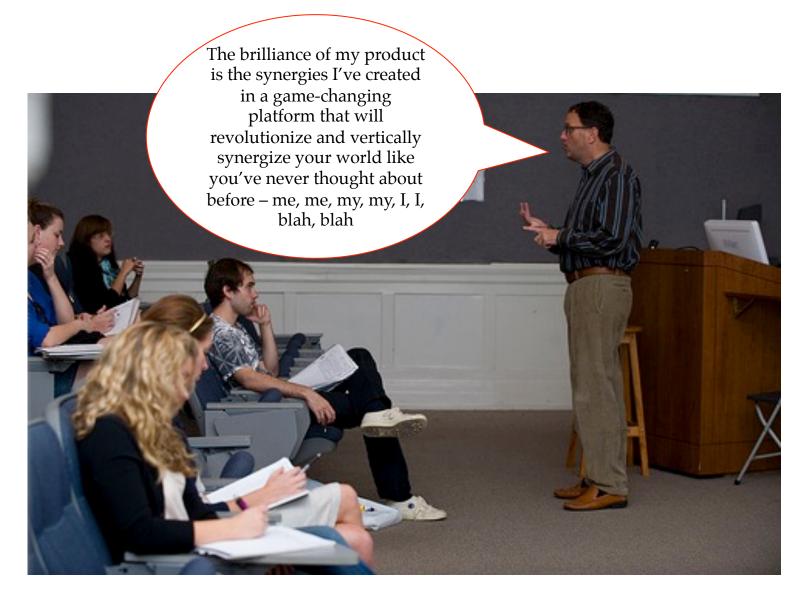








source: hubspot.com



source: http://www.flickr.com/photos/pburch_tulane/4195280723/

Marketing 2.0 (inbound)

Blog

Search Engine Optimization

Social Media













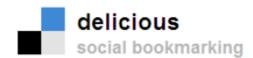














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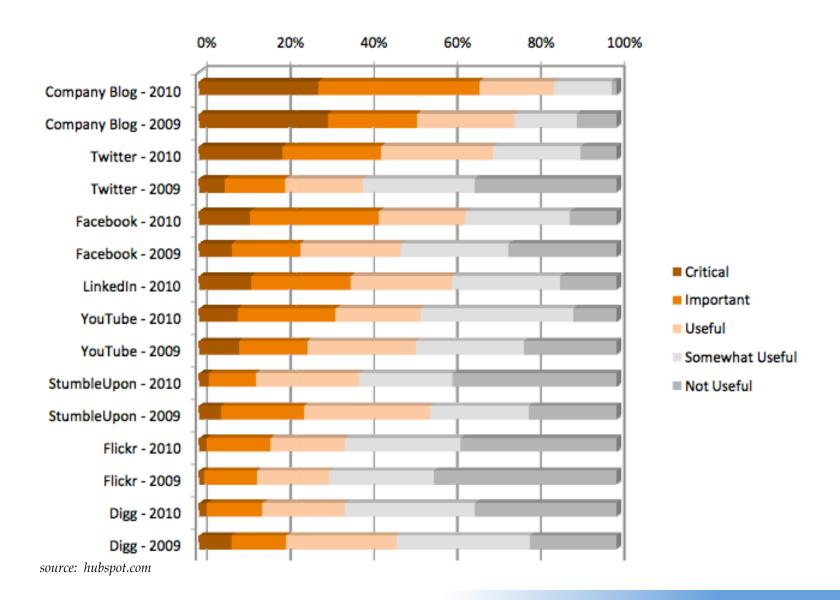
Marketing 2.0

- Marketing 1.0 the distribution is the value; command and control
- Marketing 2.0 the content is the value; contribute and collaborate

Where's the Party?



Marketing 2.0 (inbound)



Inbound Marketing

- 1. Getting Found
- 2. Being Sticky
- 3. Calls to Action

Inbound Environment

In 2009 17,000 interviews across 29 countries revealed:

- 36% think positively about companies that have blogs
- 83% have viewed video on the social web
- 57% of Internet users have joined a social network
- 73% have read a blog
- 34% post opinions about products and brands on blogs/ social media
- 184 million people worldwide actively maintain a blog
- In the month of April, 2009, Americans conducted 13 billion searches using Google

Source: Universal McCann Report: Power to the People, Social Media Tracker: Wave 3: http://www.universalmccann.com/Assets/2413%20-%20Wave%203%20 complete%20document%20AW%203_20080418124523.pdf

This is Web 2.0

- Visitors can contribute content or comments.
- Visitors can subscribe to your content.
- Visitors can share your content easily with others.
- Visitors can rate your content.
- Visitors can form communities and collaborate with each other.
- Visitors can influence the opinions of others positively or negatively.
- Visitors can get engaged in productive ways before they are ready to buy your widget.
- Visitors are not limited to your company website but can also link to other destinations on the web that interest them.

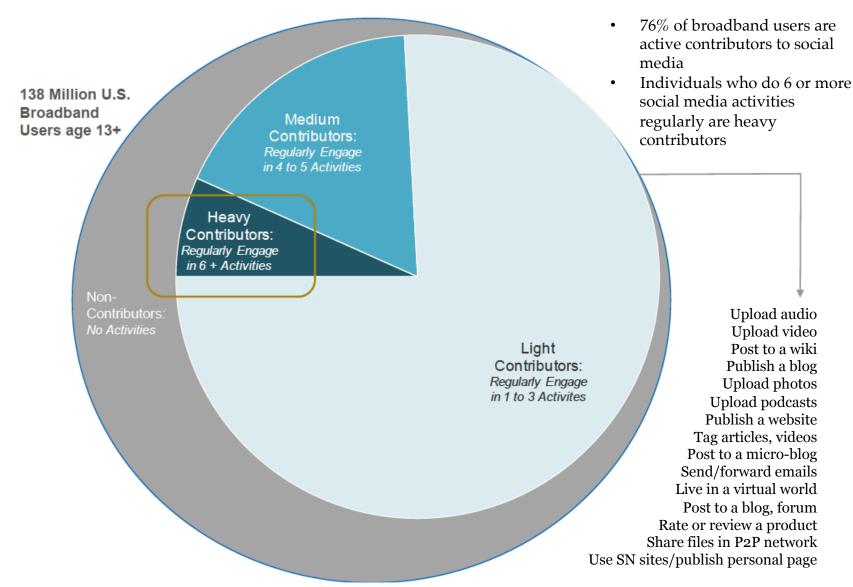
Persona (Non) Grata

- Identity
- Who are You Talking To
- What Interests Them
- Think Like a Publisher

The Strategy

- Who are your clients? Prospects?
- What are they interested in?
- What do you want to hear from them?
- What do you want to talk to them about?
- Segmentation
- What value can you offer?
- What are your goals?

I Don't Have Time for This

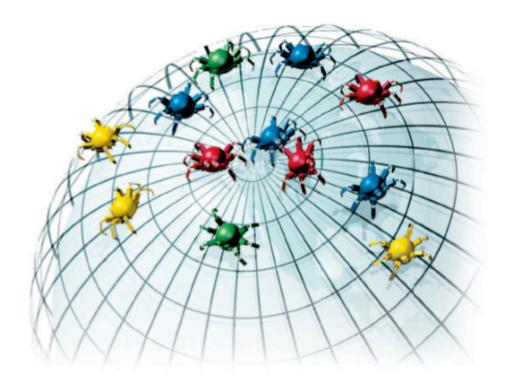


Who's Going To Find You

- Google
- SEO
- Calls to Action
- Move the Conversation Along
- Invest in Your Community

Tactics – Google and SEO

- Google makes a copy of the web
- Information is extracted
- An index is created
- Index is stored on servers world wide



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What Can You Say? Keywords and Phrases

- Search by keyword on Technorati, BlogSearch.Google.com
- Read learn the language, read daily (aggregators)
- Subscribe via RSS feed, READ DAILY
- Choose and commit build a top 10 list
- Comments add useful/informative comments, link backs
- Write start your own blog
- Blogrolls
- Guest Blog

Blogging – What's all the Hub-bub Bub?

In the **2008** Technorati Report: State of the Blogosphere, Technorati surveyed 1.2 million bloggers around the world who had registered with its service. Here are some summary statistics:

- 133 million blogs are registered with Technorati
- These blogs are from sixty-six countries in eighty-one languages
- Blogs have representation in top 10 website lists in all key categories Blogs are now a part of mainstream media
- Bloggers are savvy and sophisticated in driving traffic to their blog
- Bloggers are meticulous about tracking statistics about their blog
- Bloggers are successful—they are achieving career enhancement opportunities including speaking engagements
- The majority of bloggers are advertising on their blog, producing an income stream for themselves
- 90 percent of bloggers say they write about the products and services they love or hate [take note of this!]

Focus on the Keywords and Phrases Your Buyer's Use

- What are their problems?
- What keeps them awake at night?
- What do they want to know?
- What words and phrases do they use to describe these problems?
- Your buyer is faced with problems, develop topics that appeal to them:

"Turn strangers into friends,

Turn friends into customers,

Turn customers into salespeople..."

Seth Godin

Onsite Tactics – Host the Cocktail Party

Blogs

- Achieve expert status in your field
- Promote your name, brand, service
- Deliver traffic to your website
- Increase your SEO rankings
- Develop a community of prospects and brand ambassadors

Onsite Tactics – Host the Cocktail Party

SEO Tips

- Content is reached by search engines
- Content is fresh and added frequently
- Content is organized by themes, categories, topics
- Keywords exist in content and internal text links
- Quantity of quality sites linking to your site (this show's authority i.e.: .gov or .edu links to your site)

Onsite Tactics – Host the Cocktail Party

Blogs

Focus on the keywords and phrases that your buyers use

- SEO Title tags
- SEO Headings
- SEO 1st Paragraph
- SEO Keywords in body
- SEO Anchor text in links

What are their problems?

What keeps them awake at night?

What do they want to know?

What words and phrases do they use to describe these problems?

Onsite Tactics – Link

- Links build traffic
- Links provide meaning based on the text used in the link
- Internal links, to your other pages, are important
- Links from relevant, authoritative web sites show other sources and alternatives to state your case
- Create links using keywords in anchor text:
 - □ trend in turnover (yes)
 - \Box click here (no)
- Compelling content can lead others to link to you

What's in a blog?

Compelling content, needs to be found, use this sample checklist to see how your blog meets search engine optimization

Exercise: use this sample checklist and look at the blogs on the next two pages to see if they are, or are not, search engine optimized to be found

List Of Best And Worst Practices For Designing A High Traffic Website

Practice	Description	Check
Keywords in <title> tag</td><td>This is one of the most important places to have a keyword because what is written inside the <title> tag shows in search results as your page title. The title tag must be short (6 or 7 words at most) and the keyword must be near the</td><td></td></tr><tr><td></td><td>beginning.</td><td></td></tr><tr><td>Keywords in
URL</td><td>Keywords in URLs help a lot - e.g http://domainname.com/seo-services.html, where "SEO services" is the keyword phrase you attempt to rank well for. But if</td><td></td></tr><tr><td>OKE</td><td>you don't have the keywords in other parts of the document, don't rely on having them in the URL.</td><td></td></tr><tr><td>Keyword</td><td>Another very important factor you need to check. 3-7 % for major keywords is</td><td></td></tr><tr><td>density in</td><td>best, 1-2 for minor. Keyword density of over 10% is suspicious and looks more</td><td></td></tr><tr><td>document text</td><td>like keyword stuffing, than a naturally written text.</td><td></td></tr><tr><td>Keywords in</td><td>Also very important, especially for the anchor text of inbound links, because if</td><td></td></tr><tr><td>anchor text</td><td>you have the keyword in the anchor text in a link from another site, this is</td><td></td></tr><tr><td></td><td>regarded as getting a vote from this site not only about your site in general, but about the keyword in particular.</td><td></td></tr><tr><td>Keywords in</td><td>One more place where keywords count a lot. But beware that your page has</td><td></td></tr><tr><td>headings</td><td>actual text about the particular keyword.</td><td></td></tr><tr><td>(<H1>, <H2>,
etc. tags)</td><td></td><td></td></tr><tr><td>Keywords in</td><td>Also counts, though not as much as anchor text, title tag or headings. However,</td><td></td></tr><tr><td>the beginning</td><td>have in mind that the beginning of a document does not necessarily mean the</td><td></td></tr><tr><td>of a document</td><td>first paragraph – for instance if you use tables, the first paragraph of text might</td><td></td></tr><tr><td></td><td>be in the second half of the table.</td><td></td></tr></tbody></table></title>		

Links - internal, inbound, outbound

LIIIKS	s - mtemai, mbound, outbound	
Anchor text of inbound links	As discussed in the Keywords section, this is one of the most important factors for good rankings. It is best if you have a keyword in the anchor text but even if you don't, it is still OK.	
Origin of inbound links	Besides the anchor text, it is important if the site that links to you is a reputable one or not. Generally sites with greater Google PR are considered reputable.	
Links from similar sites	Having links from similar sites is very, very useful. It indicates that the competition is voting for you and you are popular within your topical community.	
Links from .edu and .gov sites	These links are precious because .edu and .gov sites are more reputable than .combiz, .info, etc. domains. Additionally, such links are hard to obtain.	
Number of backlinks	Generally the more, the better. But the reputation of the sites that link to you is more important than their number. Also important is their anchor text, is there a keyword in it, how old are they, etc.	

Content

Unique content	Having more content (relevant content, which is different from the content on other sites both in wording and topics) is a real boost for your site's rankings.	
Frequency of content change	Frequent changes are favored. It is great when you constantly add new content but it is not so great when you only make small updates to existing content.	
Keywords font size	When a keyword in the document text is in a larger font size in comparison to other on-page text, this makes it more noticeable, so therefore it is more important than the rest of the text. The same applies to headings (<h1>, <h2>, etc.), which generally are in larger font size than the rest of the text.</h2></h1>	
Keywords formatting	Bold and italic are another way to emphasize important words and phrases. However, use bold, italic and larger font sizes within reason because otherwise you might achieve just the opposite effect.	
Age of document	Recent documents (or at least regularly updated ones) are favored.	

Showing up at the party – a blog, SEO review



« Clusters: Engines for innovation or money cemeteries?

capital is invested in Cambridge.

Hoping to gatecrash TEDx Danubia this Wednesday »



Case study: What can we learn from Europe's most successful cluster?

Published by Steven Carlson on January 13, 2010 in Business innovation, Case studies, Facts, figures & trends, Innovation policy and Venture capital. 🗩 View Comments 🛮 🖨 Print This Post

Tags: best practices, cambridge university, case study, centrope, citt, clusters, consortium, 📎 entrepreneurs, european commission, european venture, funding, startups, technology transfer, venture capital, vite.

Since we've been talking about how clusters work, whether they work, and how to start one, it's worth having a closer look at one of the most successful European examples. The so-called Silicon Fen, located around Cambridge University, has nurtured roughly 25% of all UK tech startups. Seven percent of all European venture

'Can regional clusters be engineered?' is an intriguing case study authored by Professor William Webb, Head of H&D and Senior Technologist at Ofcom. The article appeared in Ingenia Online, the journal of Britain's Royal Academy of Engineering.

I'm afraid the news is not too optimistic for those for those of us hoping for quick, tangible results. According to Webb, the Cambridge Cluster emerged organically, took 15 years to become noticeable and required a further ten years to become a well-established phenomenon. However, the article does identify a number of best practices which we can apply here in the Centrope region.

Despite the ongoing efforts funded by the European Commission, there's little evidence that a cluster can be successfully 'engineered' although the author concedes these experiments may still require more time. As Balázs Bartha pointed out in his post, yesterday, cluster building efforts in our region only have a tenyear history.

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Recent Comments



Julia Krysztofiak-Sz Heh, the barcamp idea definitely lost something on its way from the

US to Budapest:) I've been to guite many barcamps or other web meetups and in...

What I learned by ignoring the presentations at BarCamp Budapest and talking to people in the fover · 1 week ago



vlastimil Don't be confused here. The final was held in

Showing up at the party – a blog, SEO review

Toby Elwin organization talent, change, and leadership @telwin Home About Blog Contact Impact

Marketing 2.0 - You better free your mind instead

by TOBY ELWIN on AUGUST 25, 2009

- Marketing 2.0 is about revolution, not evolution. Where marketing and public relations (PR) of the 1.0 world relied on distribution control, Marketing 2.0 relies on free distribution and the <u>creative</u> <u>commons</u>. This is less evolution and more revolution.
- The printing press was the key to unlock information. The printing press broke down the carefully regulated information gate. With the printing press, information was produced and replicated faster than ever. However, information remained unavailable to all. Information was still regulated by those who controlled distribution.
- Information relied on distribution. Distribution relied on money. So those with the money could tell people what to buy, what to read, what to wear, what to eat, what was good, what was bad. People found this information easing into more prominent places: leaflets, flyers, billboards, newspapers, magazines, books, radio, and television. The printing press gave birth to Marketing 1.0.
- The constant shotgun blast of information made the public grow weary. The marketer had to find new distribution channels. The business of distribution (marketing) found new vehicles to spread

Quick Bio

Toby Elwin has lived around the world and worked globally with, and for, some of the most highly-respected leaders and organizations in their fields.

This site, and my thoughts, are rooted in the role leadership and talent have on an organization's motivation to influence, achieve, and sustain.

My work combines systems theory, organization development, marketing, and portfolio and project management from more than 15 years in post-merger integration.

To search, type and hit enter

BLOG ARCHIVES

Select Month

10 Most Viewed Blogs

This social media fad will ruin organization development

Mergers and acquisitions failures are project management failures

Scope or: how to manage projects for organization success; impact analysis template

The final frontier of competitive advantage

Change management bottom up or top down

Organization sabotage and the butterfly effect

The cost of culture, a 50% turnover of the Fortune 500

Scope or: how to manage projects for organization success; stakeholder analysis template

The bottom line: motivation

4 tips to use Twitter for project

Feed Your Favorite Reader

when we throw away their mail, they ring our telephone;

Search tobyelwin.com Q 🕍 📒 🛅 🖂 🙀 🕒 🚹 More

when we ignore the plack & white advertisement, they try color:

Hea DSS or amail to receive

Tags: marketing 2.0 public relations pr creative commons distribution communication

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	SEO	– Title	tags
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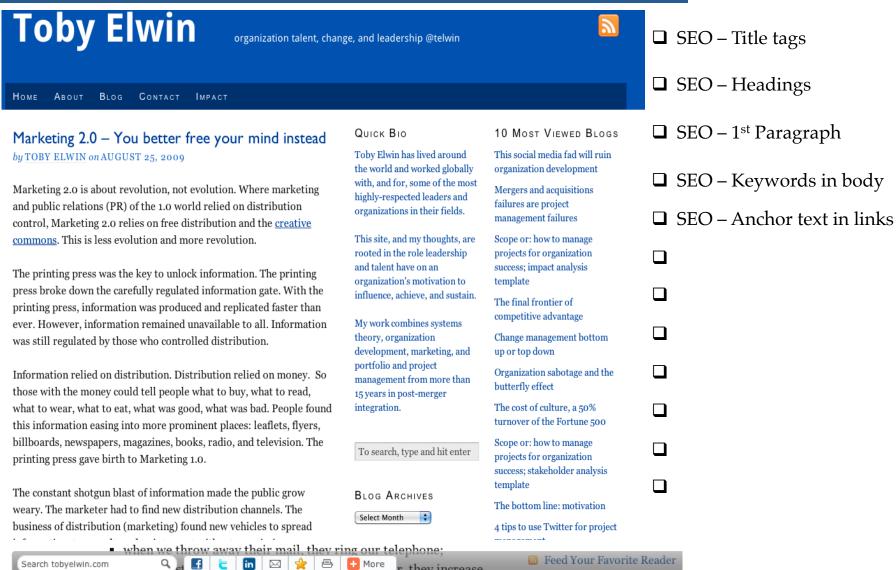
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Showing up at the party – a quick SEO review



Tags: marketing 2.0 public relations pr creative commons distribution communication

when we ignore the black & white advertisement, they try color:

Onsite/Offsite Tactics – Keep the Party Going

- The best social media strategy starts with ~3 to 6 months of *listening*:
 - go to other sites and seeing what they are talking about –
 then *comment*
- COMMENT on influential blogs in your community, industry, complementary industries, and prospective client's markets
- When you **COMMENT**, post informative, quality info to position yourself as an expert this is not a sales pitch
- Develop a community allow COMMENT and respond to them
- Incorporate subscription and user tracking tools

>70% of Marketing Strategy is Offsite



Offsite Tactics - Connect and Collaborate

- Digg
- LinkedIn
- Twitter
- Putting it All Together - RSS

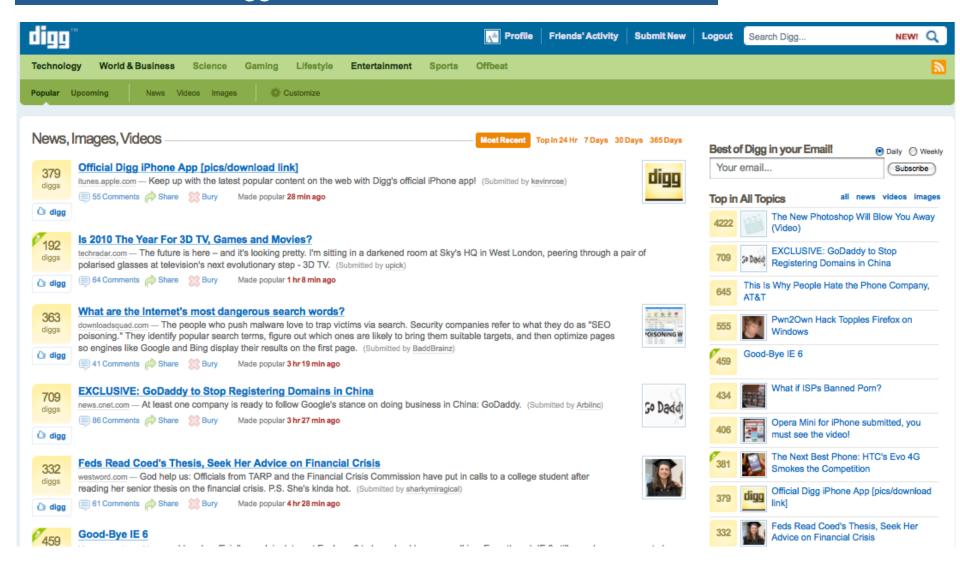


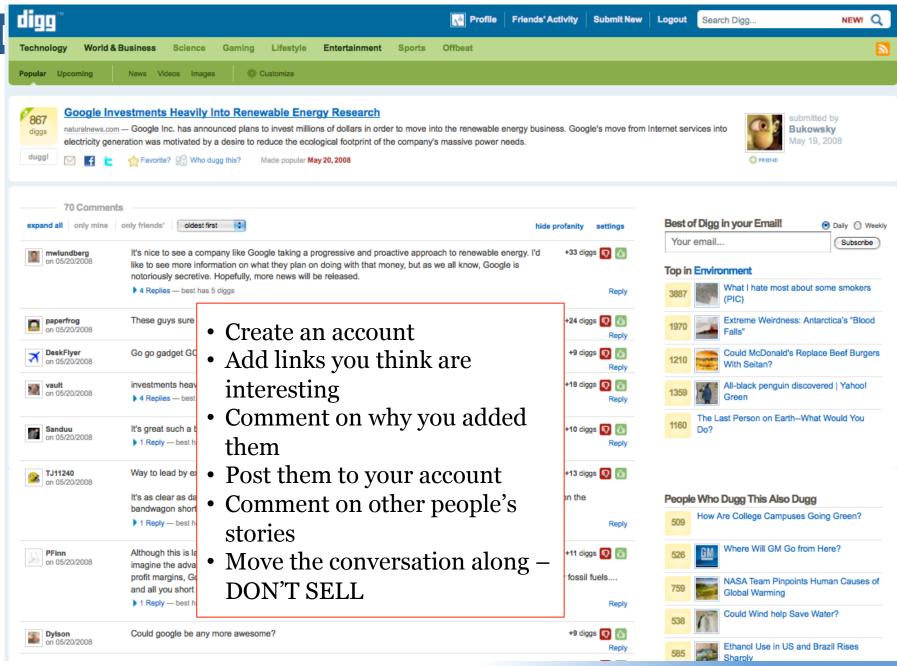
Offsite Tactics - Digg

- Your Morning News
- Compliment Your Writing
- Create Content and Move the Story Along



Offsite Tactics - Digg





Offsite Tactics - LinkedIn

- Discussion forums
- Status updates
- Events listings
- Links to blog, websites, articles, books, etc
- Job posting and job search
- Referrals

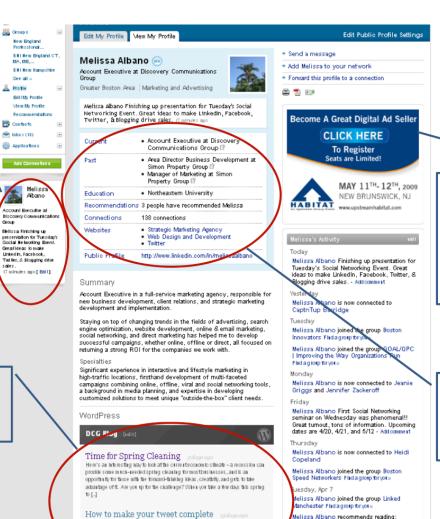


LinkedIn – Linking In

Status
Updates:
let people
know what
you're
doing

Incorporate

your Blog



By now you're already on Twitter, or at least heard of it, and if not you've got some

of useless information, and in many [...]

Get an the Bus of days aga

serious catching up to do. In the last year alone the amount of unique visitors grew

close to 1,400%. However, there are others that would say that Twitter provides a lot

Target
Advertising
by job title,
location, size
of firm, etc.

Complete your profile to 100%

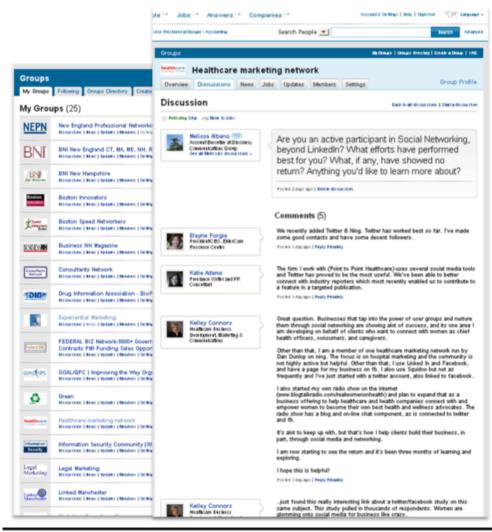
Bloggers rally to support Globe - Daily

Business Update - The Boston Globe -

Start discussions

c/o www.discoverycomm.com

LinkedIn – Linking In

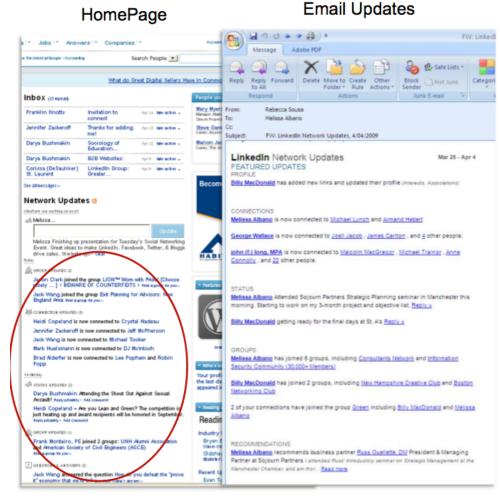


Discussion Forums

- Research:
 Industry Groups,
 Competitor Groups,
 Industry and Market
 Information
- Prospecting:
 Networking Groups,
 Prospective Client
 Groups, Specific
 Audiences and
 Target Markets
- Education:
 Organizations and
 Affiliations, Learning
 Tools, Workshops
 and Seminars

c/o www.discoverycomm.com

LinkedIn – Linking In



Network Updates

Delivered via LinkedIn and Email

- Every update is delivered to your network, recommendations are delivered to BOTH parties networks, as are event attendance notifications, links, articles, books, videos, presentations, etc.
- Share your message without saying a word.

c/o www.discoverycomm.com

Offsite Tactics - Twitter

- A relationship building tool
- A way to increase your brand awareness
- To create a lead funnel of prospects to your business
- An un-ending resource for you and your company
- A way to meet others across the world in similar industries, likes, and interests



Offsite Tactics - Twitter



Twitter - Manage Your Self

- link shortening services



#itsReallyAnnoying

Goodmorning Easter

lemi

#hcr

#arabnetme

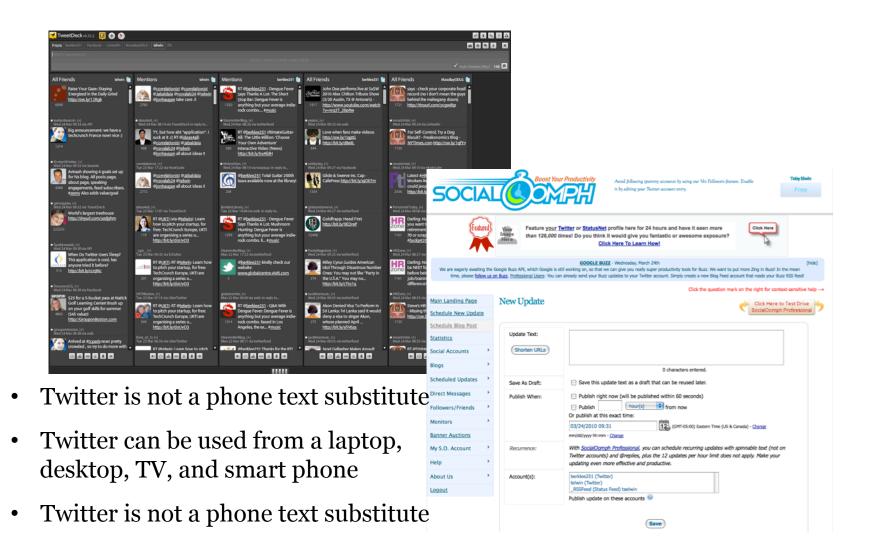
chas! So I'm texting sitting in stop & go traffic & just when I start to feel guilty a friend pulls up with his laptop riding

about-the-system.html

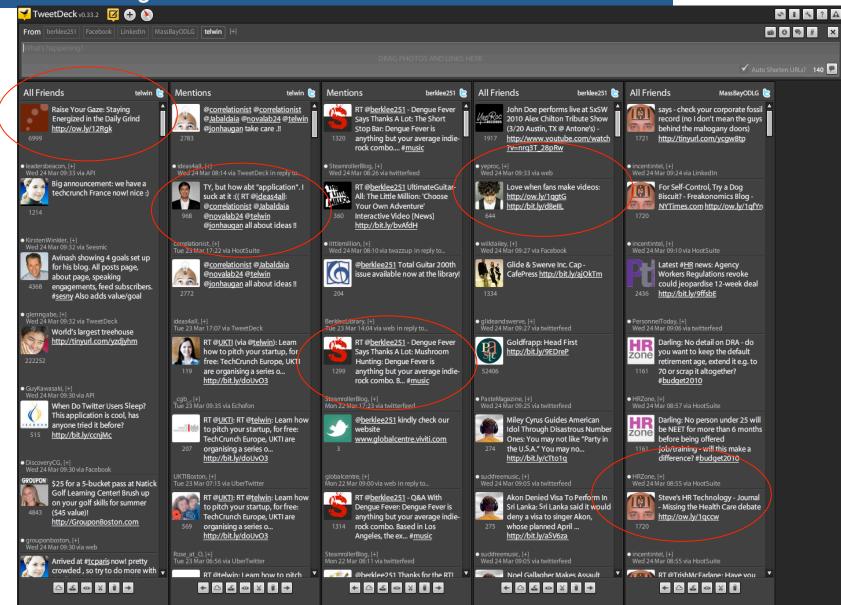
7 minutes ago via TypePad

shotgun~

Twitter - Manage Tweeting

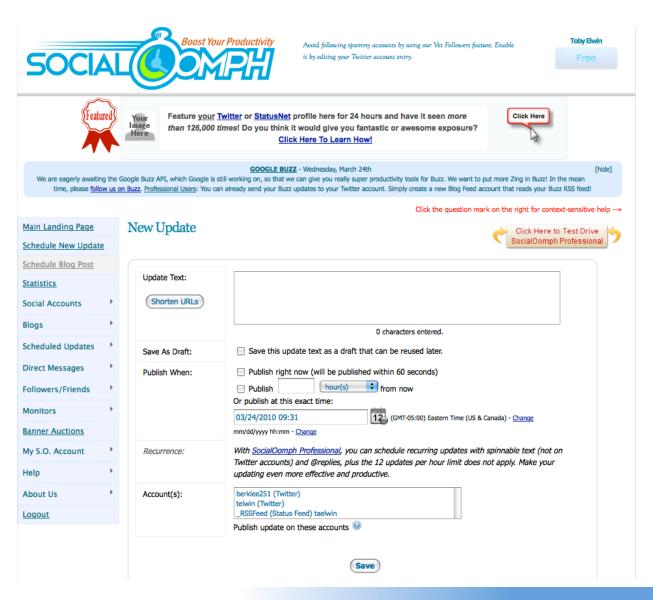


Twitter – Manage All Those Tweets: TweetDeck



Twitter - Schedule Tweeting: Social Oomph and Others

- Schedule tweets
- manage your statistics, followers, direct messages



Tools – Manage, Measure, and Modify

- RSS
- Feedburner
- Google Analytics
- bit.ly

Putting it All Together - RSS

- Subscription
- Feedburner
- Where the Action Is
- Feed the Syndicate



Putting It All Together; Easy as 1, 2, 3

- 1. Feedburner
- 2. Google Analytics
- 3. bit.ly

Feedburner - Google



1.158

31

46

20

400

32

15

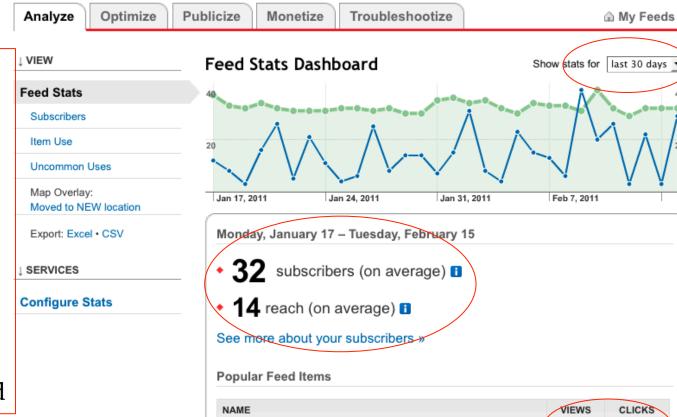
32



Automatically publicize through email subscriptions

Automatically publicize through social media feeds

- Sign up for a Google Account
- 2. Add your RSS feed



Total

Fistful of beans 01/26/2011

Fistful of beans 02/02/2011

See more about your feed items »

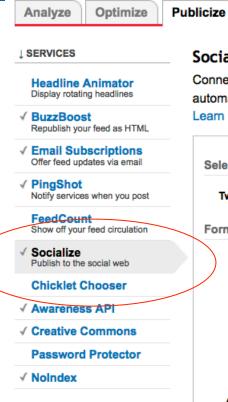
Technical ability does little to mitigate risk



My Feeds

1 – Feedbu





Socialize

Connect your feed to the real-time social web! With Socialize, FeedBurner will automatically post updates from your feed to your social media account.

Troubleshootize

Learn more about Socialize

Monetize

Select Account	
Twitter account:	Add a Twitter account
Formatting Options	S
Post content:	Title and Body ▼
Hash tags:	✓ Leave room for retweets Don't add any hash tags
Additional text:	Use inline hash tags
	at the beginning of the post <u>▼</u>
Item Selection	
Item limit:	Post up to 1 ▼ new items per feed update
Item order:	Order items by publish date
Keyword filter:	e.g. toast, purple cow
	Only post items containing a keyword in a category



My Feeds

1 – Feedburn

Edit Feed Details... | Delete Feed... | Transfer Feed...

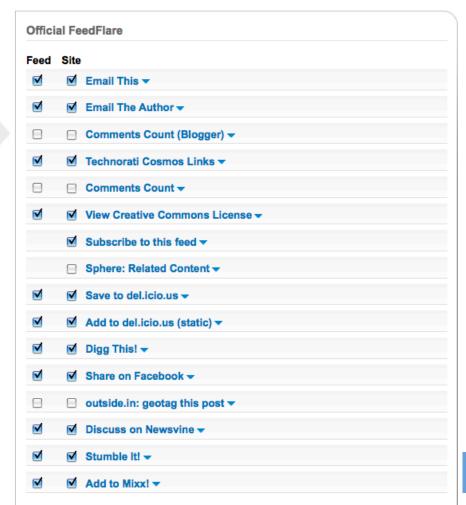
Analyze	Optimize	Publicize
↓ VIEW		Feed
Your Feed		Give ye
XML Source	•	publish places
↓ SERVICES		distribu
✓ BrowserF Make subscri	riendly bing simpler	Offic
SmartCas Podcasting ar	t nd iTunes settings	Feed
√ SmartFee Ensure maxin	d num compatibility	✓
√ FeedFlare Build interacti	vity into each post	
√ Link Splic	er	☑
Photo Spl	icer	
Geotag Your Feed		\blacksquare
Feed Imag	ge Burner	
√ Title/Desc	ription Burner	
Convert F	ormat Burner	✓
Summary Burner		

FeedFlare

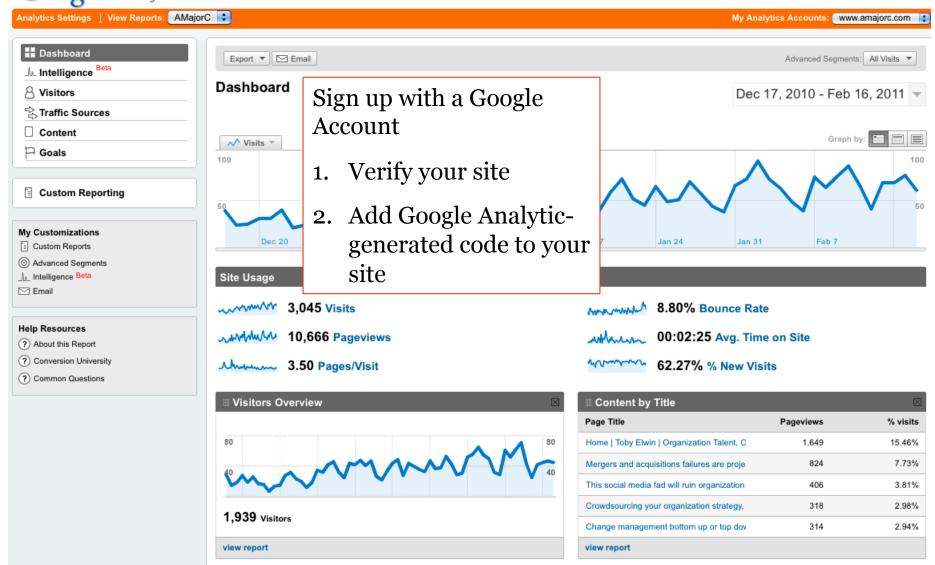
Monetize

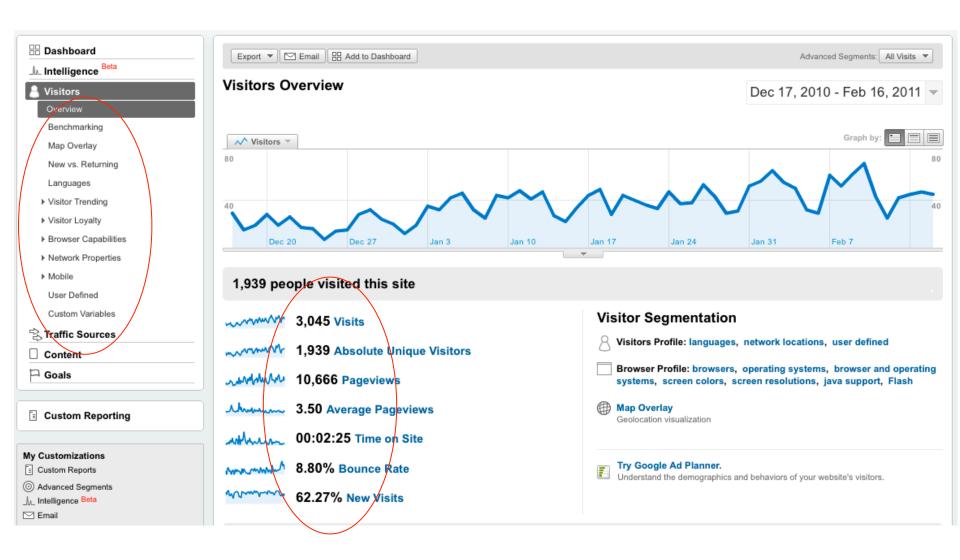
Give your subscribers easy ways to email, tag, share, and act on the content you publish by including as many or few of the services listed below. FeedFlare places a simple footer at the bottom of each content item, helping you to distribute, inform and create a community around your content.

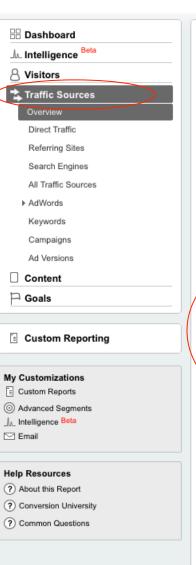
Troubleshootize

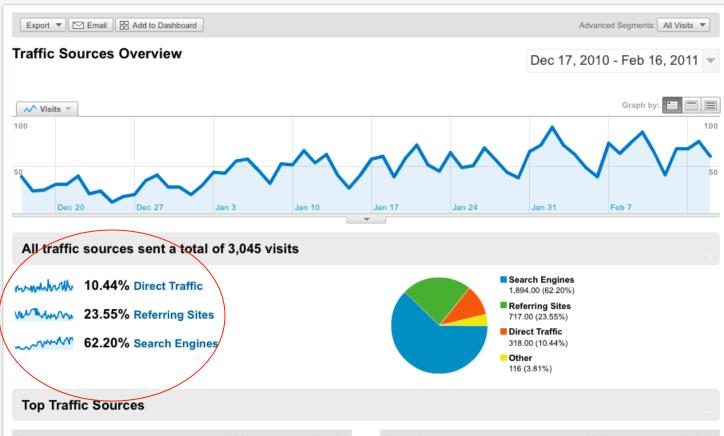


Google Analytics







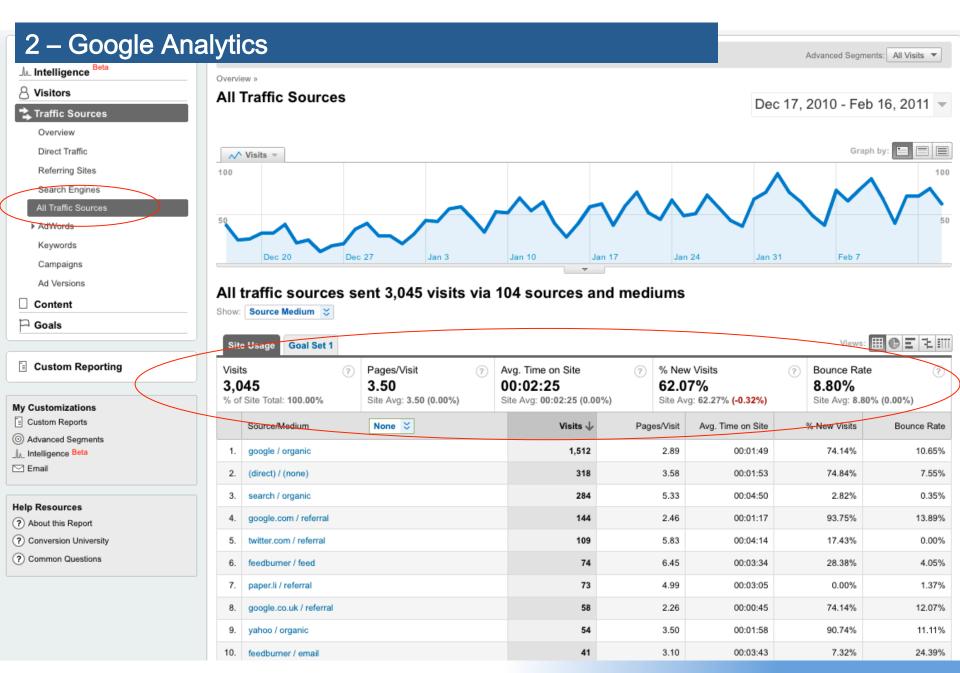


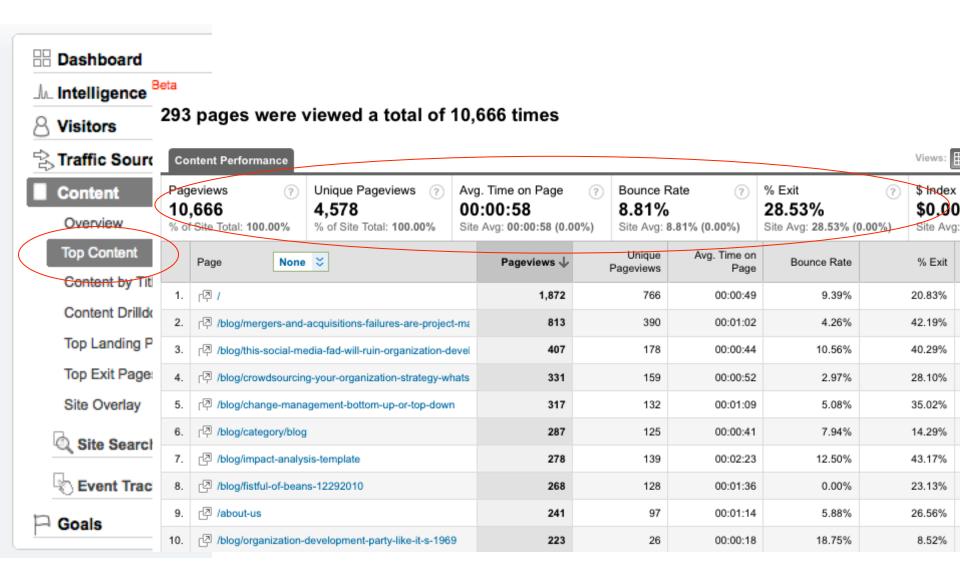
Sources	Visits	% visits
google (organic)	1,512	49.66%
(direct) ((none))	318	10.44%
search (organic)	284	9.33%
google.com (referral)	144	4.73%
twitter.com (referral)	109	3.58%

view full report

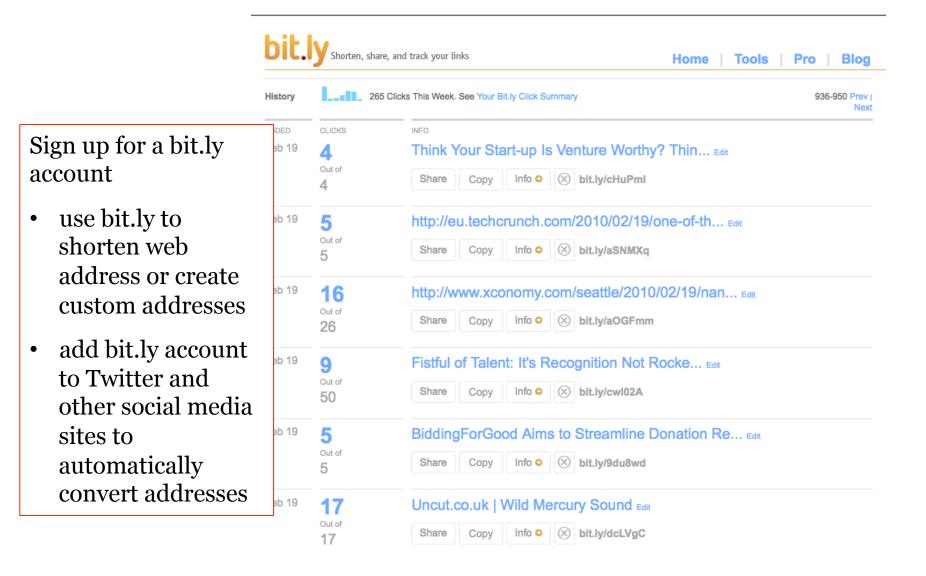
Reywords	VISITS	70 VISITS
top down change management	284	14.99%
marketing 2.0 elwin	122	6.44%
examples of merger failures	111	5.86%
"toby elwin"	42	2.22%
impact analysis template	28	1.48%

view full report

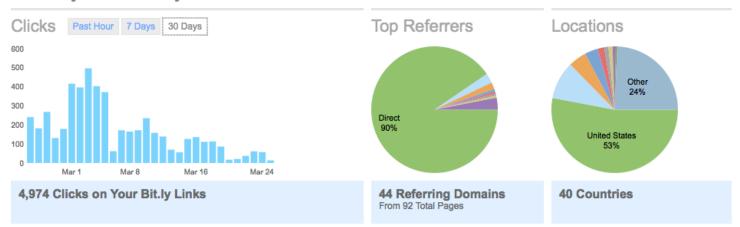




3 – bit.ly (url/link shortener)



Your Bit.ly Click Summary

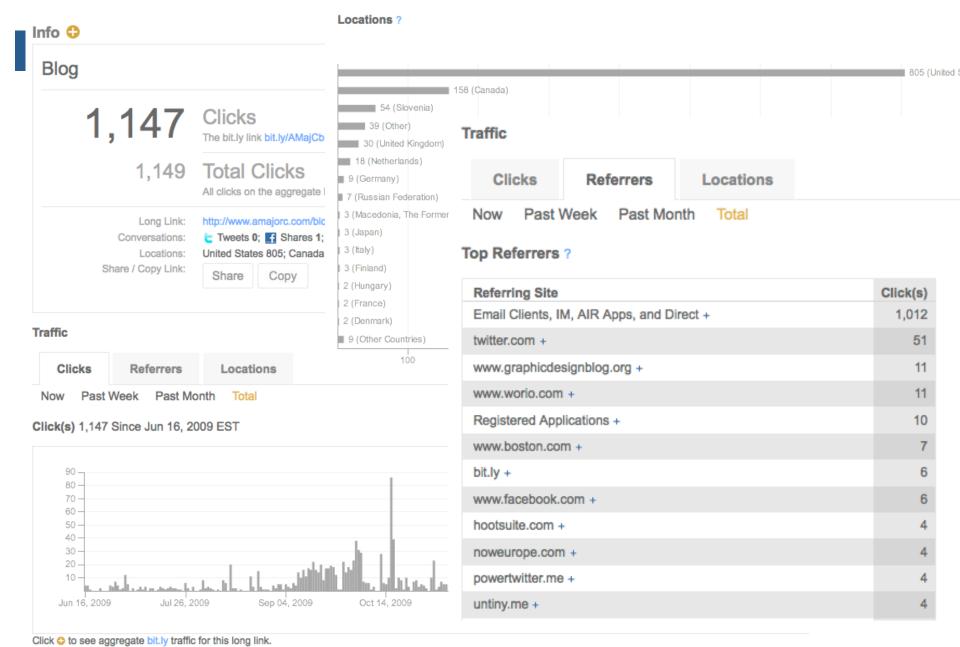


Referrers Detail

Referring Site	Click(s)
Email Clients, IM, AIR Apps, and Direct +	4,500
twitter.com +	124
99designs.com +	87
real-url.org +	33
Registered Applications +	27
bit.ly +	26
untiny.me +	26
www.amajorc.com +	18
www.facebook.com +	15
search.twitter.com +	15
www.linkedin.com +	13
TrendAl.com +	13
www.google.com +	11
www.blogcatalog.com +	7
realurl.org +	6
hootsuite.com +	6
www.eventbrite.com +	6

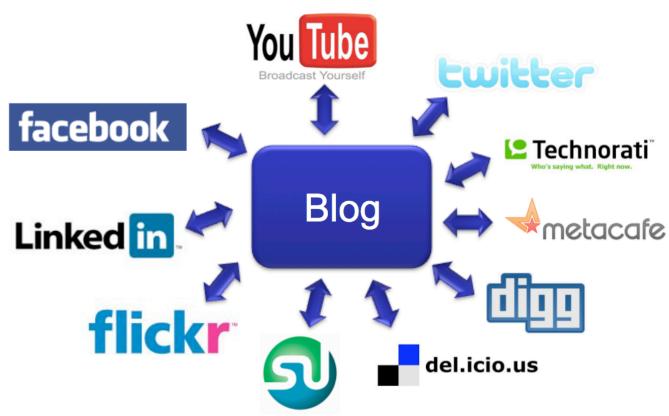
Locations Detail

Country	Click(s)
United States	2,634
Other	1,088
Russian Federation	481
France	231
Korea, Republic of	167
Switzerland	84
Germany	54
United Kingdom	52
Japan	41
India	18
Canada	15
Portugal	13
Poland	11
Ireland	9
Netherlands	8
Indonesia	8
Turkey	6



Onsite Tactics – Action

- Create multiple places for others to share
- 2. Create integration (with tools like Feedburner and your RSS feed) to your social media when you update your blog will automatically post to social media sites and communities



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Your Social Media Roadmap

Monitor	Create	Launch	Measure
bloggers, LinkedIn groups, industry leaders	blog, comment, article, eBook, presentation	RSS: Feedburner Twitter	Google Analytics bit.ly
 Track topics Develop a list of keywords/ topics Move the conversation along Provide value Recommend solutions 	 Answer a need Don't sell Provide solutions Engage your community 	Integrate services One click delivery	 Track topics Identify keywords Experiment Modify

Example

Day 1

convert to bit.ly

- blogpost
- digg

• post to

LinkedIn

- post to Twitter
- post to Feedburner

Day 2

- Feedburner email newsletter
- Post to
 Twitter 2nd
 time with
 modified
 teaser
- Track clicks
- Track trends
- Identify potential topics

Beyond

- Track clicks
- Track trends
- Identify potential topics

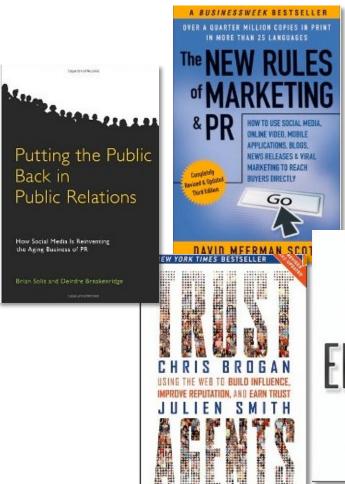
Your Presence on the Web

- GoDaddy buy a domain name and host your domain
- Weebly designs are simple and clean, good option for sites, that do not require robust e-commerce
- Yola design and host your site, with a large amount of templates and widgets to customize or use your own graphics
- Blogger blogging site totally free to build a regular website
- Wordpress –blogging site totally free to build a regular website

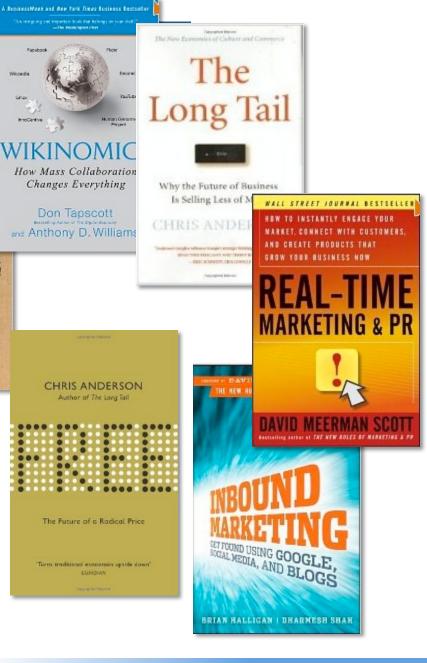
Launch and Learn Your Social Media Identity

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Vloggers and the art of writing consistently good blogs:
    Seth Godin - http://sethgodin.typepad.com/
    Mike Volpe - http://www.mikevolpe.com/
    Corvida Raven - http://shegeeks.net/
    Chris Brogan - <a href="http://www.chrisbrogan.com/">http://www.chrisbrogan.com/</a>
Sources to learn:
    SEO - http://www.seomoz.org/
    Inbound Marketing – <a href="http://www.hubspot.com">http://www.hubspot.com</a>
    Marketing - http://www.davidmeermanscott.com/products.htm
twitter:
     @hubspot @incentintel
     @socialmedia247 @socialmedia630
    @briansolis @pistachio
    @socialmedia club @mvolpe
    @steinarknutsen @jblossom
```

Other Sources, books to own:







Thank You

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