# Got a Marketing Challenge?

April 23, 2008 Marketing & Communications What to do. How to do it.

MEMORIAL

NEWFOUNDLAND & LABRADOR, CANADA WWW.MUN.CA

# Three keys to good marketing



- Strategy
- Target markets
- Creative concept

# Strategy



- Define what you want to accomplish (Objectives)
- Define how you want to accomplish it (Marketing Strategy)
- Know who you are (Positioning)
- Say it in a consistent way (Personality)

#### **Target Markets**



- Start segmenting your market
- Who is most important?
- How easy are they to reach? To persuade?

#### **Creative Concept**



- Has to be compelling
- Create a differentiated message
- Campaign must be relevant

#### Example



#### I love MUNdays

### • Annual event: Celebrate Memorial

- Excellence in teaching, academics, research, community service, spirit.
- Targeting faculty, staff, students, alumni, general public, community leaders, government, and just about everyone

#### Strategy Example



- Objective: Engage this community
- Marketing Strategy: Create a Ritual something to believe in
- Positioning: MUN's spirit week
- Personality: Young, cool, high energy, creative

#### **Example: Target Markets**



Narrow the target: so narrow, we can't miss

• Most important: student leaders. Connect with them; build a ritual

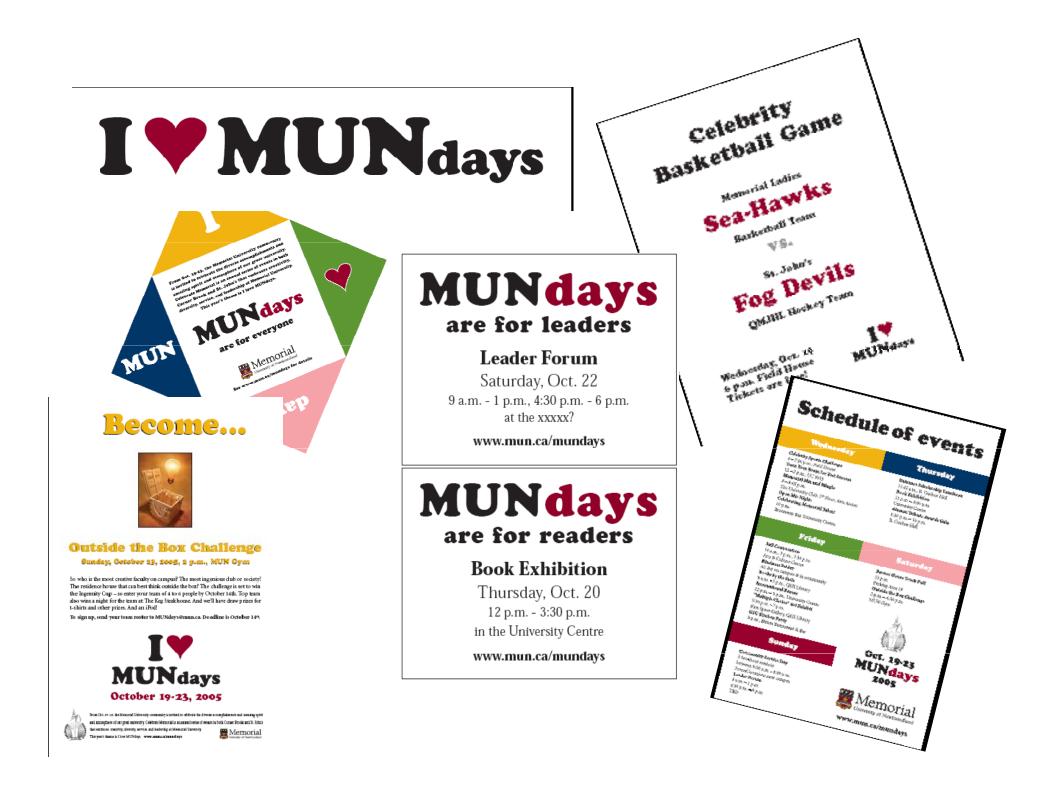
They want something to believe in.
Something fun to break up semester.

NEWFOUNDLAND & LABRADOR, CANADA

### **Example: Creative Concept**



- Ripped from pop culture.
- Uses the expression students use: "MUN".
- Memorable, interesting, fun.
- Ninety percent the same events: now more focused and targeted.





• If you are selling fire extinguishers, lead with fire.

• If you have big news, put it in the headline.



• The only time you put a picture of the factory in your ad is when you are selling the factory.

 If you have "Books by the inch" at the library, the poster should not have a picture of the library in it.

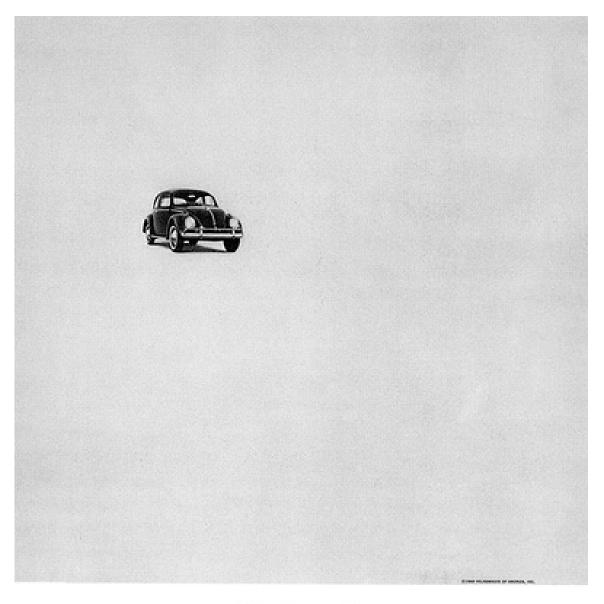


• The customer is not a moron. He is you husband. She is your wife.

 Consumers are not dumb. They are the people around you. Give them some credit.



- Some people use research the way a drunkard uses a lamppost. More for support than illumination.
- If you are going to research, do it to get insight, not to protect your job.



#### Think small.

Ovrillitie car isn't so much of a novelty. ony more.

A couple of dozen college kids don't My to squeeze inside it.

The guy at the gas station doesn't ask where the got goes. Nobody even stores at our shape.

In fact, some people who drive our little

flover don't even thick 32 miles to the gol-Ion is going any great guns. Or using five pints of all instead of five

quoriti.

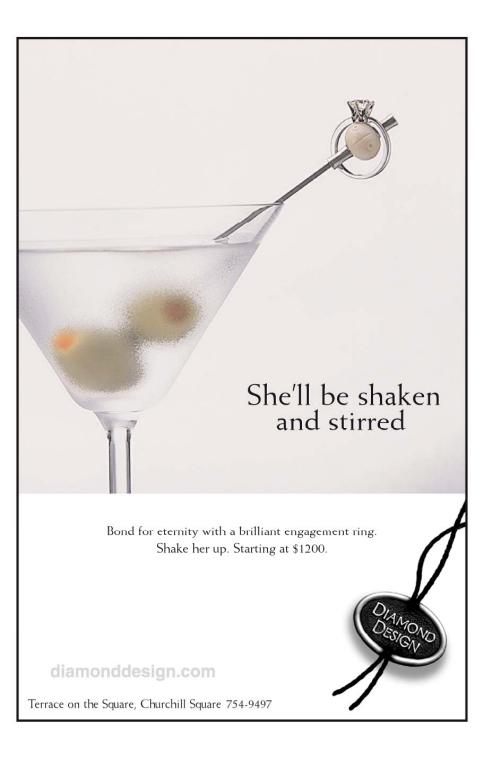
Or never needing onti-freeze. Or racking up 40,000 miles on a set of See.

That's because once you get used to

some of our economies, you don't even think about them any more.

Except when you squeeze into a shall parking spot. Or renew your shall insur-ance. Or pay a shall repair bill.

Or trade in your old VW for a 86W 068. Thick it over,



# Andrew Dalton, Bat Man.

Andrew Dalton is often seen out standing in the field. No, really! He is outstanding in the field: shortstop, the position he played on the province's Canada Games team. Then there are other fields in which he stands out. He is an accomplished Saint John Ambulance first responder. A Biochem and Neuroscience honours student. An Orientation volunteer. Andrew likes stepping up to the plate, and no surprise, he keeps getting a lot of hits.

> Amazing Students, a program offered by Student Affairs and Services, recognizes Memorial's student superheroes. They are outstanding role models and involved contributors. They are leaders in academics, student societies, and the community. www.mun.ca/student/amazing. Contact Amanda Martin at aemartin@mun.ca



services

# Meghan Mitchell, Wonder Woman. Highland dancing.

services Get The Most Out Of Memoria I think, therefore I am...a leader, an honours student, an activist. That's Meghan Mitchell's view of the world, because she has a world view. She seems to split her time between wondering and doing. The wonderer contemplates world philosophies and political science theories as part of her joint honours degree. The doer has Meghan involved with MUNSU, Residence Life, Politics, Orientation, web design, and

Because of Maghan's relentless involvement and high academic standards, she has been chosen as one of Memorial's Amazing Students. No wonder.

Amazing Students, a program offered by Student Affairs and Services, recognizes Memorial's student superharces. They are outstanding role models and involved contributors. They are leaders in academics, student societies, and the community, www.mun.ca/student/amazing. Contact Amanda Martin at aemartin@mun.ca



# Anders Jensen, Green Lantern.

Amazing Students, a program offered by Student Affairs and Services, recognizes Memorial's student superheroes. They are outstanding role models and involved contributors. They are leaders in academics, student societies, and the community. www.mun.ca/student/amazing. Contact Amanda Martin at aemartin@mun.ca "Green" can mean a lot of things, and it does mean a lot of things to Anders Jensen. Green means "go", and Anders goes all over the world to green places like Ireland and Newfoundland. He sports a green thumb, he's a tourism guide, and an environmentalist — again, all things green.

Wouldn't it be, like, totally hilarious if he was from Greenland? Wait, he is?! Freaky.





#### Julie Stratton, Little Miss Sunshine.

Julie Stratton's super powers include both spontaneous combustion and evaporation. From her glowing skills in the Biochem Lab to her passion to Pay it Forward, Julia is always shining a li'l light on the situation.

We dread the day when she graduates ain't no sunshine when she's gone.



**Set The Most Out Of Memorial** 

Amazing Students, a program offered by Student Affairs and Services, recognizes Memorial's student superheroes. They are outstanding role models and involved contributors. They are leaders in academics, student societies, and the community. www.mun.ca/student/amazing. Contact Amanda Martin at aemartin@mun.ca



#### Questions



NEWFOUNDLAND & LABRADOR, CANADA