

# What? No Handouts! What Kind of Workshop is This?



http://ccsnysweb20workshop.wikispaces.com/

# What's on the menu?

## The Appetizer

what is going on here?

## The Salad

why is this happening to me?

## The Entrée

how is this happening?

## The **Dessert**

how can this be good for me?

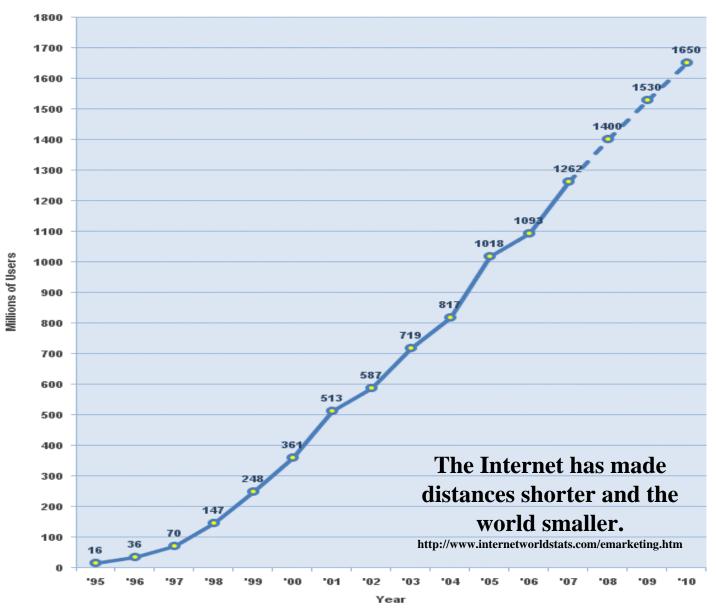
## The Coffee

good strong dose of reality!

http://creativecommons.org/licenses/by/2.0/deed.en



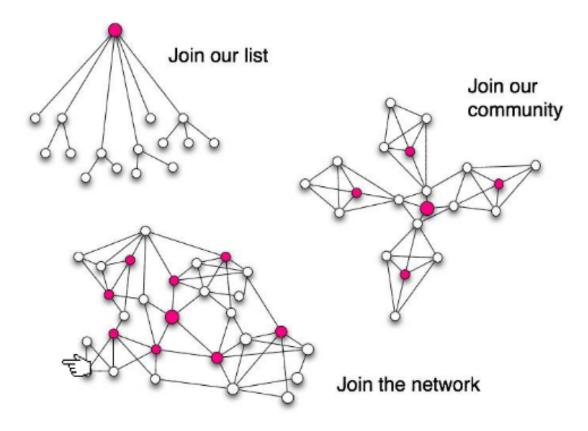
#### Internet Users in the World Growth 1995 - 2010



Source: www.internetworldstats.com - January, 2008 Copyright © 2008, Miniwatts Marketing Group

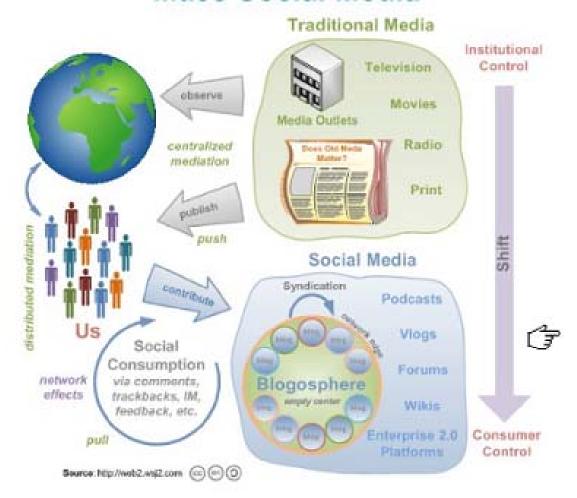
## **Connect & Communicate**

## ... change power relationships



As people start to use social media it means that they can challenge top-down systems of organising and create their own

## The Emergence and Rise of Mass Social Media



What's happening in the wider world is that people are shifting from traditional media to social media

They can create their own content online and read, listen, view other people's, as Don Hinchcliffe explains here.

http://web2.wsj2.com/social\_media\_goes\_mainstream.htm



## Resistance Anyone?

Dent & Goldberg (1999) believed that individuals aren't really resisting the change, but rather they may be resisting the loss of status, loss of pay, or loss of comfort. They claim that. "It is time that we dispense with the phrase resistance to change and find a more useful and appropriate model for describing what the phrase has come to mean employees are not wholeheartedly embracing a change that management wants to implement"

[Note: It may make more sense here to swap management and employees - depending upon who is driving the social media effort.]



Hultman (1995) adds, "There is always the danger of identifying a symptom of resistance when you are really looking for its cause. To diagnose the causes, we must understand a person's state of mind. The most important factors that go into a person's state of mind are his or her facts, beliefs, feelings, and values."

## 3 things you can do tomorrow...5 if there's time!



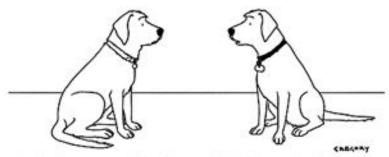
- 1. Blogs, RSS & Alerts
- 2. Social Bookmarking
- 3. Widgets (Fundraising, etc.)
- 4. Organizational Efficiency Tools & Gadgets
- 5. Social Networking

We'll soon see job openings for "Social Media Managers", probably followed in a year or so by "Director of Social Media", "VP - Social Media", or even "Chief Social Media Officer".

The days of worrying about only your own web site ended in 2007.

## Blogs & RSS Feeds

A publicly accessible **journal** for an individual **or organization** (sometimes with video).



"I had my own blog for a while, but I decided to go back to just pointless, incessant barking."

## Nonprofits are blogging...

more than other types of businesses!





JUST 10 Questions for Roshumba Williams



JUST 10 Questions For Matthew Emerzian



BY SANJNA PARULEKAR AND RASHMI GUTTAL. The dark Italian rye grass, a short weed brought by the Spanish more than 200 years ago, stands prominently among the light-colored native plants on Tulare Hill in South San Jose. Scientists believe that the grass, fed by nitrogen from the city's polluted air, has choked both the Goldfield and

Purple Owl's Clover, the flowering wild plants favored as a food and home of the endangered Bay Checkerspot Butterfly. Read more



Telling Stories, Saving Lives, Building Community: Are The Arts The Answer?

Kianna Hampton, 10, waits outside for Pedro Reyes to show up. Not necessarily an



Positive Posting Lead by Alyssa Royse

An inspired and

inspiring group of people of who believe that by talking about GOOD THINGS we are MAKING THE WORLD A BETTER PLACE!

6 supporters

Join



Volunteer



## NY Nonprofit Executive Directors Network

Connecting New York's Nonprofit Leaders to Education, Best Practices, Peer Learning, Networking and more.

LEATHERSTOCKING AGENCY EXECU

- Why Goog Make it PERSONAL! • Sneak Peek at Back from the March
- What do you think of Web 2.0 so FAR? write a few of you meeting on April (What are some things you could do? At the meeting on April (What are some things? Fundraisers?)

  Leatherstocking
- Do You Web 2.0? P. Membership and M. Leatherstocking A valerie Venezia, CCSNYS Vice President of Membership and Marketing Imagine, social software for your nonprofit...

NY Nonprofit Executive Directors Network

erstocking Agency ives Association

nd Herkimer **Executive Directors Group** 

South Central NY Nonprofit **Executive Directors Group** 

Mid-Hudson Valley **Executive Director Peer Group** 

Serving Western NY

## **But You Can Do it!**

Here's How to start....

- 1. Starting your own blog.
  - Go to blogger.com (<u>www.blogger.com</u>) and set up and account
  - Start writing, see how blog writing feels to you, think about who might be a good blogger at your organization
  - Don't make it live yet (!)
  - Brainstorm ways it can help your nonprofit
  - Share it with colleagues for feedback.

# Which way do you go?



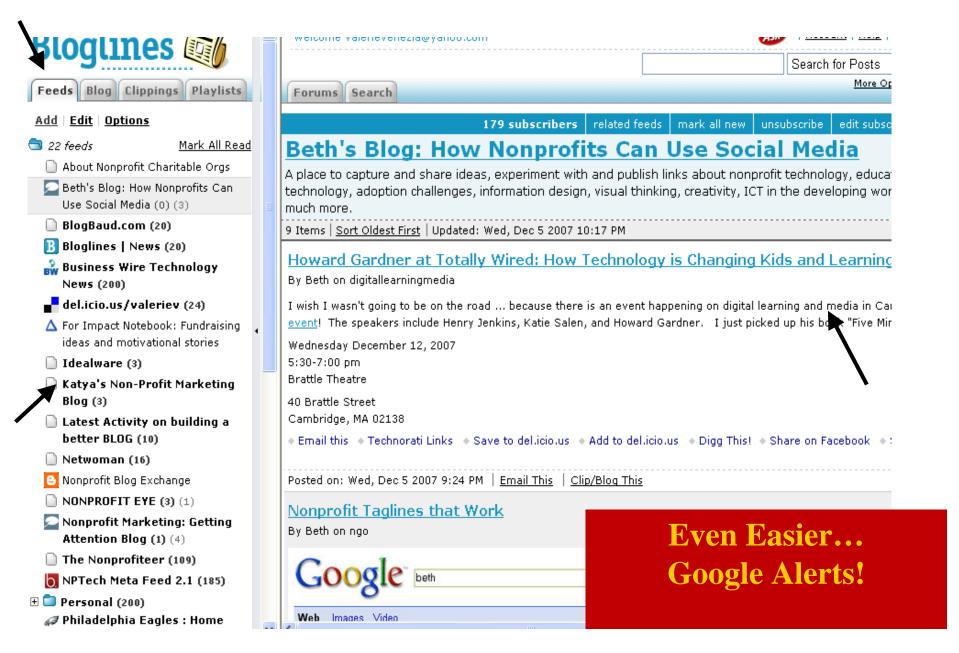
Get information in and Put information out
Makes you look really smart.
But...how?

## RSS Feeds



A summary of content from an associated web site or the full text. RSS makes it possible for people to keep up with their favorite web sites in an automated manner that's easier than checking them manually

## RSS Feed "Readers"



# Putting it Out There!



Welcome to FreeBurner! Get PRO features gratis.

## Blogs » Promote co measure au

#### s » Podcasts »

Promote content, build & Track your subscribable measure audience, make \$ audio & video content

#### Commercial »

Join Wall Street Journal, USA TODAY, Newsweek, etc.

#### Blog & Feed Advertising Programs »

See why brands like BlackBerry & Verizon choose FeedBurner for blog and RSS advertising.

#### Start FeedBurning Now. Type your feed or blog URL below. (Why Burn?)

Learn how to burn your Blogger, TypePad, WordPress, MySpace or podcast/video feed.

Currently feeding 846,311 publishers who've burned 1,507,966 feeds (as of 28 Mar 08). More >								
Google has acquired FeedBurner More > We are happy to announce that Google has acquired FeedBurner. For more information related to the acquisition, read our FAQ.	The FeedBurner Blog More > • From the Quick Hits Dept.: Transferring Feed Between Accounts and National State of Control							
	Recent Press More »  • Business Week: Big Tech Buyouts 10/28/2007							

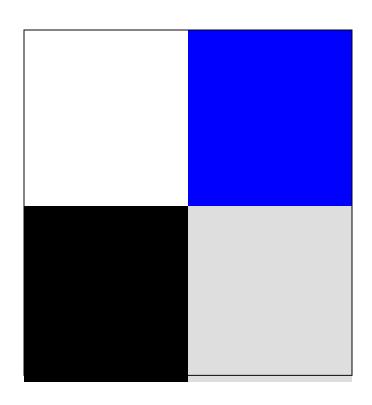
## **But You Can Do it!**

## Here's How to start....

- Set up a Google Alert for your organization, your areas of interest, or your competitors
  - Go to (<u>www.google.com/alerts</u>) and set up an account.
  - Start slow, pick two or three search terms
  - Have them set to digest mode (one email per day)
  - How can this help with marketing, PR, informing and educating?
- 2. Feeling adventurous? Set up your own Feed Reader!
  - Go to <u>www.bloglines.com</u> and set up an account
  - Search for topics of interest, blogs and subscribe to their feeds
- 3. Like a particular news source? Put their feed on your website
  - Go to <u>www.feedburner.com</u>

# Social Bookmarking

Del.icio.us A Class By Itself



logged in as valeriev | settings | logc

del icio us



Getting Attention: Get Your Experts out on the Speaking Circuit -- Market Your Organization, and Get Paid for It edit / delete start a speakers' bureau for your nonprofit, or even better, form an issue-based bureau with colleague organizations whose experts complement your own (think Coalition on Darfur Speakers Bureau). There's

to speaking press media ... 13 hours ago

## How to Write Effective Fundraising Materials - Learn About Writing Good Fundraising Materials - Develop Effective Fundraising Materials edit/delete

to marketing communications ... 13 hours ago

#### http://www.irs.gov/pub/irs-drop/rr-07-41.pdf edit/delete

to advocacy irs nonprofits ... 14 hours ago

#### USPS - Nonprofit Postage Rates edit / delete

to postage ... saved by 1 other person ... 14 hours ago

#### http://www.slideshare.net/mexicanwave/fundraising-20-61836 edit/delete

<object type="application/x-shockwave-flash" data="https://s3.amazonaws.com:443/slideshare/ssplayer.swf?id=61836&doc=fundraising-20630" width="425" height="348"><param name="movie" value="https://s3.amazonaws.com:443/slideshare/ssplayer.swf?id=61836&doc=f</p>

to fundraising web2.0 powerpoint slideshow ... saved by 2 other people ... 14 hours ago

#### Free PowerPoint Templates, free MS Word templates and free stock photos edit / delete

to tools templates design powerpoint ... saved by 9 other people ... on june 06

### Microsoft Word Templates, reports, brochures, newsletters and other Microsoft Office Design Templates edit / delete

to tools brochures templates design ... saved by 1 other person ... on june 06

#### Brochures - Templates - Microsoft Office Online edit / delete

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#### http://www.causecommunications.org/pdf/Why Bad Pres.pdf edit/delete

to tools marketing presentations ... on june 06

tags 2.0 accountability advertising bestpractices beth blog blogs board books brog calendar change cms communication communication community conference consultant counseling database design directory documents donation drupal e-learning editor exemption exhibitor feeds foundation free funder fundraising giving governance grant graphics ideas implementation innovate irs joomla leadership le links list magazine management mana marketing matching media music ncna netw news news, newyork newyorkcity nonprofit non nptech ntc07 ntc07video nten office online online opensource optimizer photos planning poll polling postage powerpoint pr presenations preser presentations press project publicrelations purch reference research resource resources scoble s secondlife shift slideshow social software spi startup stats stock store student study survey syr system:unfiled tax tech technology techsoup ter templates tools training video vlog voting web W website wiki workforce

#### ▼ tag options

- » view as cloud | list
- » sort by alpha | freq
- » use minimum: 1, 2, 5
- » show | hide bundles
- » bundle tags
- » edit tags: rename | delete



Building healthy, caring communities and human care delivery systems through a strong charitable non-profit sector, informed philanthropic giving and quality community-based planning.

**Helping Nonprofits** 

**Helping Communities** 

Corporate Involvement

Citizens That Care

About CCSNYS

Our Subsidiaries

nonprofits. Become a Member Today!

Events & Conferences

Calendar

Resources

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The Council of Community Services of New York State, Inc. (CCSNYS) is the best resource for New York State's Nonprofits! CCSNYS works to build the capacity of nonprofits and communities to enhance the quality of life in New York State. We provide a wide array of specialized technical assistance services, including legal and financial, to nonprofits of all kinds in a staff-based, multidisciplinary team model. CCSNYS also provides an array of group purchasing, insurance and employee benefits in the context of membership, helping to build a long term, multi-layered service relationship with member



#### Free Board Training Dates Announced!

The State Board Training Consortium (SBTC)
Nonprofit Board Members are eligible to attend if their
organization is funded by or affiliated with: OASAS,
OMH, DOH's AIDS Institute & Center for Community
Health, or OCFS. Click here for more
information, schedule and registration.



#### **CAMP FINANCE 2008**

New York State's Premier Nonprofit Financial Management Conference October 2nd - 3rd Click here for more information



Members

Join Us

Donate

#### News/Announcements

- -Giftworks Offers Special Pricing PLUS Member
- -IRS to Release Instructions for New Form 990
- -Call for Nominations: Award to Recognize CPAs
- -August Risk Tip: Family Friendly Events
- -August Tech Tip: Free Online Conferencing

#### **Upcoming/Featured Events**

- -Tools for Nonprofit Marketing: Web 2.0 Al [ 8/12/2008 ]
- -Tools for Nonprofit Marketing: Web 2.0 We [ 8/13/2008 ]
- -Entrepreneurial Venture 101 NYC [ 8/13/2008 ]
- -Keep a Lid on Unemployment Webinar [ 8/14/2008 ]
- -Nonprofit Wellness Clinics NYC [ 8/14/2008 ]



#### **Executive Directors Blog!**



NY Nonprofit Executive Directors Network

CCSNYS is proud to launch into the blogosphere with our network of executive director peer groups from around the state. Keep "in the know," ask questions of your colleagues, keep up with the latest news that will improve your performance, enhance your professional development and support your challenging and rewarding work as a nonprofit leader.

## **But You Can Do it!**

## Here's How to start....

- 1. Go to <a href="http://delicious.com/">http://delicious.com/</a>
  - Set up and account (this means a toolbar will install itself on your browser's menu bar)
  - When you find a website you like "tag" it! (Give it a definition of what it means to you.)
  - Find people in the del.ici.ous network who are tagging things you like and become part of their network
  - Put your tagged items on your website as a constantly refreshed "Resources" page:

**CRISIS RELIEF** 

Short Cuts

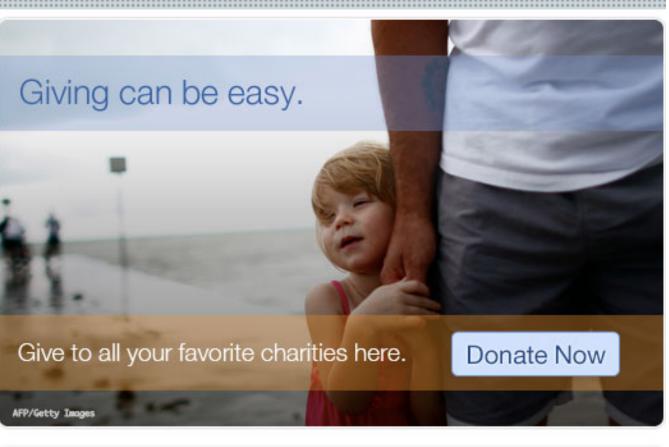


DONATE find any charity ✓ I want to donate. I want to volunteer. Keywords Charity Name State Select a state Search Tips search Powered by GuideStar. and VolunteerMatch ways to give How this site works » Monthly Giving » How much to donate? »

Buy a Good Card »

Create a charity badge »

Give with Capital One »



MY PROFILE

### For Nonprofits

VOLUNTEER

Easy & Affordable Online Fundraising

Get Started











## What in the World is a Widget?







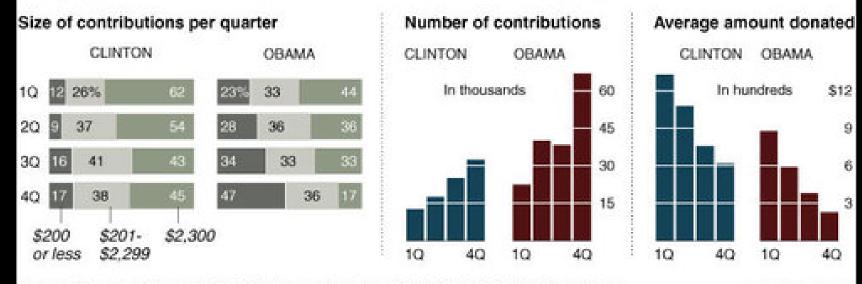




## What we can learn from politicians?

## Two Ways of Raising Money

Senator Hillary Clinton raised about half of her primary money in 2007 from donors who gave in amounts of \$2,300, the maximum allowed for an individual donor. Senator Barack Obama has relied on smaller donors; nearly 47 percent of his fourth-quarter contributions came from donors giving \$200 or less.

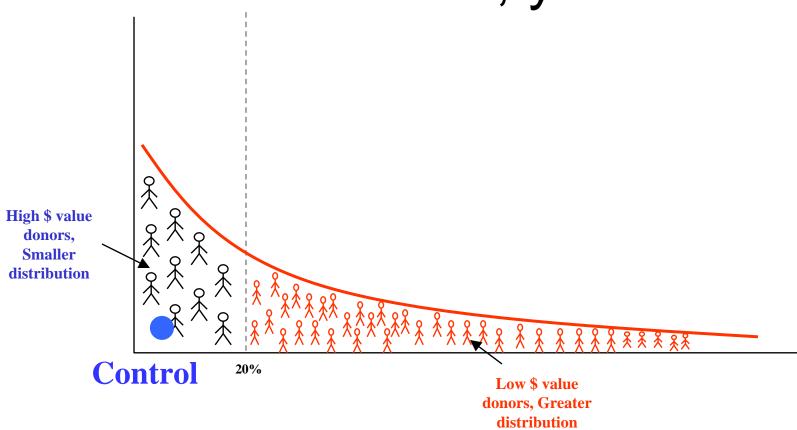


Sources: Campaign Finance Institute (size); campaign filings with the Federal Election Commission

THE NEW YORK TIMES

Obama's Campaign: \$32 million raised from 275,000 people who gave \$100 or less

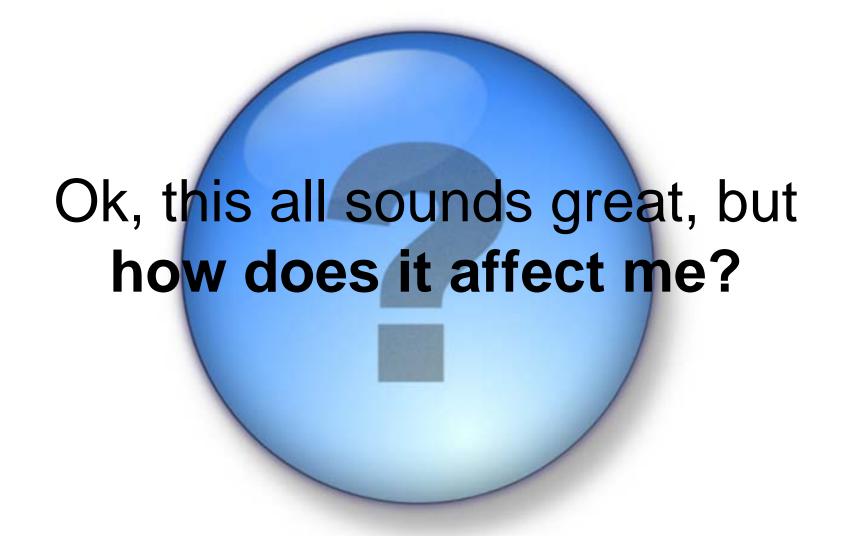
# If Obama can, you can!



## **But You Can Do it!**

## Here's How to start....

- 1. Go to <a href="https://www.networkforgood.org">www.networkforgood.org</a>
  - Click on "Are you a Nonprofit?"
  - Sign up for an account, you will need EIN information
  - Follow their steps to choose your button, update you Guidestar info (if needed) and apply for EFT (makes donation transfer quick and easy)
  - Learn how to promote your widget (on your website, partner sites, send out to the board, other citizen marketers)



# Behold...The Special Event. The Old Way

- Post Event
- Send mailed invite
- Send email invite (maybe)
- Get responses
- Wonder why no one comes
- Wonder why we make no money
- Do it again next year

# Web 1.0

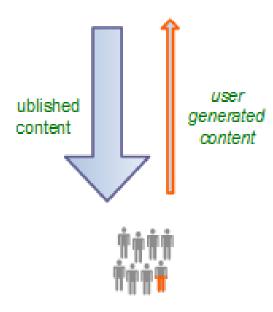
250,000 sites

# "the mostly read-only Web"

The Old Way

You push Out....then what?





45 million global users

1996

## The **New** Way

**Post** an idea for an event idea on your blog – ask for feedback and comments

**Get** responses from several key members, clients, community folks, stakeholders

Reshape event to fit

Post event on your blog

Have new blog post show up in users RSS feed reader

Have **people register online** with comments (that others can read)

day along with **feedback** for next year's event! Have **others start posting** about your event in *their* blogs

Set up **concurrent event** in **SecondLife.** Put **donate button** on your website & blog for people who can't attend in person or online!

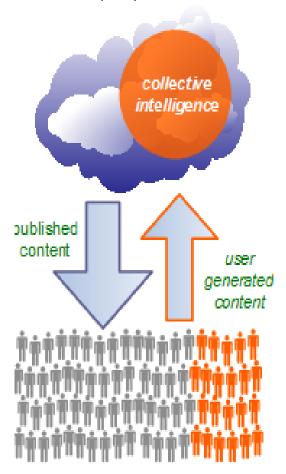
Wonder why **so many people** are showing up Wonder why **expenses are so low** 

**Post blog** about your experience, get **kudos** online from attendees the next

Web 2.0

"the wildly read-write Web"

80,000,000 sites



1 billion+ global users

2006

# Organizational Tools for Effectiveness. Efficiency and fun!

## GoogleApps

- Calendar
- Docs & Spreadsheets
- Google Groups

## Zoho

- Make any document a link
- Manage Projects





## Membership Rocks

Search this group

Search

New since last time: 1 file, 1 member Home





#### Welcome all those who love CCSNYS Membership!

We're giving this type of of forum a try since it seems...

- . We're never all able to make the regional calls
- . We need a way to keep us organized and on track
- · Everyone needs to know when membership benefits/information/flyers are updated
- . It's a good place for a discussion without a million emails flying back and forth
- . It's a good trial of a free "project management" tool that might be useful in other aspects of our work
- · We are the forerunners of good ideas!

DISCUSSIONS

**MEMBERS** 

**PAGES** 

FILES

About this group

Group settings

Management tasks

#### Group info

Members: 10

Activity: Low activity

Group categories: Not

categorized

add a category

More group info »

Discussions All 4 messages view all »

View this page "Member Benefits Updates"

By Val Venezia - Aug 8 - 1 author - 0 replies

NYS Parks Department - Friends Meetings in Sept & Oct

By Val Venezia - Aug 8 - 1 author - 0 replies

Board 2.0 - New Tools for creating a vibrant, engaged, and energized board of directors in the 21st century

By Val Venezia - Aug 8 - 1 author - 0 replies

Notes from the July 25th Call

By valeriev - Jul 25 - 1 author - 0 replies Members 10 members view all »



[edit welcome message]

+ new post



Jenn



sals...@ccsnys.org Member



jmonta...@ccsnys.org Member



cwag...@ccsnys.org Member



Andrew Marietta Member



Pages All 3 pages view all »

+ add page

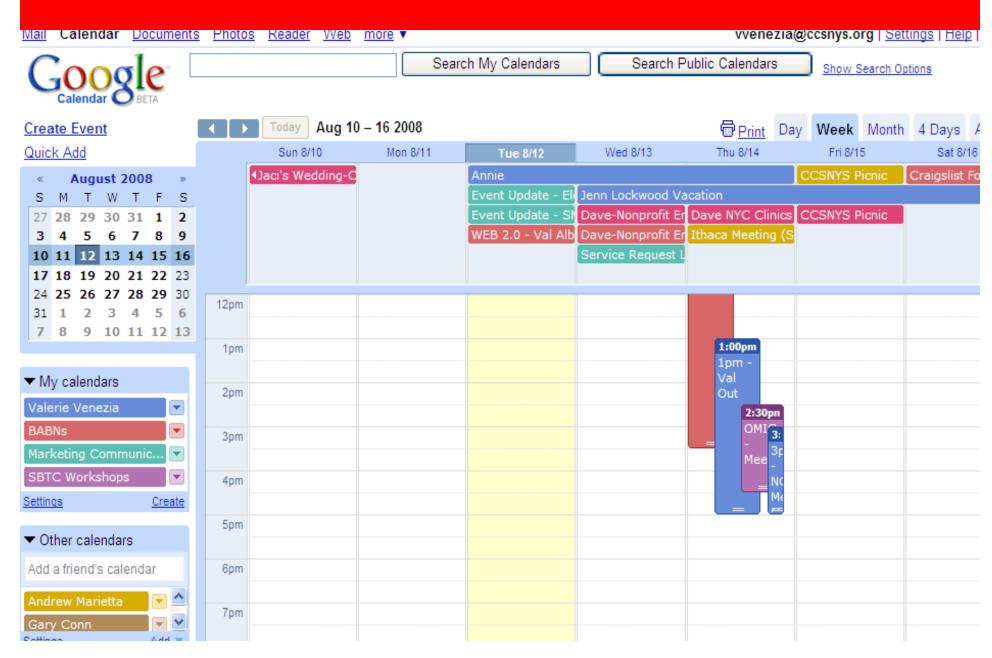
Member Benefits Updates

Last updated by valeriev - Jul 25 - 1 author - 1 page long

Regional Calls

Last updated by valeriev - Jul 25 - 1 author - 2 pages long

## Google





YNPN National

About YNPN-NYC

Events

Resources

Help Out

### YNPN-NYC Advisory Board Seeks New Members

## YNPN and Next Generation Leadership

#### In the Media:

YNPN recently surveyed its 10,000 members to get their perspective on leadership and professional development in the sector. Click here to download the findings.

#### YNPN-NYC Events

Today	August	2008 🔻	•	Print	Week	Month	Agenda 💌
Sun	Mon	Tue	Wed	Thu		Fri	Sat
27	28	29	30		31	1	2
	6:30pm Men						
3	4	5	6		7	8	9
10	11	12	13		14	15	16
17	18	19	20		21	22	23
		6:30pm Nev					

#### ynpn events

PAST EVENTS YNPN-NYC Fall Fundraiser read more

#### mailing list

Sign up to hear about New York City nonprofit events and news! Read more about the list

To subscribe, simply send a blank email to <u>nyc-</u> subscribe@lists.ynpn.org.



Home

Quick Tour

Take a tour

You are here: Home

## Agendas and Minutes made easy!

A simple and unique solution to organize and track your meetings!



Sign u

#### **Meeting Agenda and Minutes**

Easily create using Best Practice Save them, print them, email them, track then

#### Share & Collaborate

Index and organize committee documents an



## **But You Can Do it!**

## Here's How to start....

- 1. Go to www.google.com/nonprofits
  - Watch the great video on how nonprofits use GoogleApps!
  - Try your own calendar...Would this help internal effeciencies if everyone used it? Do you need a community calendar? Have your webmaster embed it in your website.
  - Create a Google Group. Consider the groups in your organization. Is there any need for one central place to keep everything? Share documents? Work on projects together?

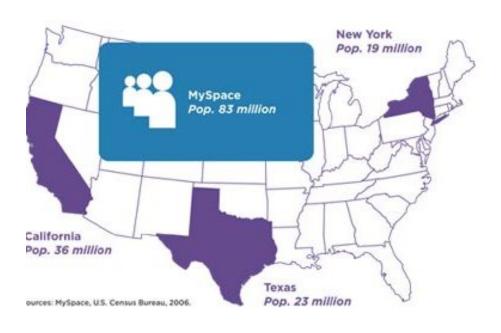
## Social Networking







## Exponential growth of Web 2.0 and adoption by all generations

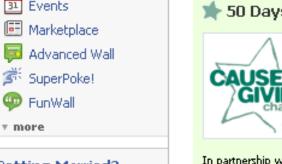


Demographic Profile	August 2005	August 2006	Point Change
US Unique Visitors (000)	21,819	55,778	
Total Audience	100	100	-
Persons: 12 - 17	24.7	11.9	-12.8
Persons: 18-24	19.6	18.1	-1.4
Persons: 25-34	10.4	16.7	6.2
Persons: 35-54 32.4		40.6	8.2
Persons: 55+	7.1	11	3.9

Source: comScore Media Metrix (10/2006)

The number of registered users for MySpace exceeds the combined population of our three most populous states and the total US population in 1900. Over 50% of the unique visitors are over 35.

#### **Profile** edit Friends 🔻 Networks v Inbox (2) ▼ home account privacy logout facebook Give a Charity Gift | Settings | About | Help | Search Causes Search \* Causes + Start a Cause Applications edit Friends' Causes Causes Home Your Causes **Browse Causes** Photos Groups Your Achievements 31 Events 🖈 50 Days to Earn \$50,000 for Your Cause



#### Getting Married?



Creative, artistic, and modern, professional photography for your wedding, family portrait, or other event.

Advertise on Facebook



In partnership with: The Case Foundation

Enter your cause in the Causes Giving Challenge for the following awards:

#### 50-Day Awards

- \$50,000 for the cause with the most unique donors
- \$25,000 for the 2nd and 3rd place causes
- \$10,000 for the next 10 causes

#### Daily Award

\$1,000 will be awarded to the cause with the most unique donors every 24 hours. Announced daily at noon PST.

#### Start a Cause

Learn More

Only Causes benefiting a U.S. 501(c)(3) nonprofit can enter the challenge.



💹 0 members recruited



🧠 **\$0** donated



So raised

#### Friends' Causes



MobileActive

2 friends



Support the Campaign for Cancer Research

2 friends



**Sunlight Foundation** 

2 friends



One Laptop per Child (OLPC)

2 friends



**Net Neutrality** 

2 friends

#### Friends Hall of Fame

See All

#### Friend Activity





Beth Kanter posted an announcement to Sharing Foundation: Helping to Care for Cambodia's Children.

January 31 12:14am



Don't Let \$50K for Sharing Foundation Slip Away: Donate \$10 by 1/31 3:00 PM EST We need 30 more people to donate \$10 by



Videos

Categories

## Pictures & Video

Search



# Broadcast Your Cause The YouTube Nonprofit Program

Does your organization have a compelling story to tell? Do you want to connect with your supporters, volunteers, and donors but don't have the funds to launch expensive outreach campaigns?

YouTube can help. Video is a powerful way to show your organization's impact and needs, and with a designated "Nonprofit" channel on YouTube, you can deliver your message to the world's largest online video community.

## Your Nonprofit channel includes:

- Premium branding capabilities and increased uploading capacity
- Rotation of your videos in the "Promoted Videos" areas throughout the site
- The option to drive fundraising through a Google Checkout "Donate" button



If you're a nonprofit organization in the U.S. with 501(c)(3) tax status, apply today for the YouTube Nonprofit Program.











### Among our participating partners:













## **But You Can Do it!**

## Here's How to start....

- 1. Go to <u>www.facebook.com</u>
  - Look up other nonprofits (like yours) on Facebook Causes
  - Consider how you would use a Facebook page for your nonprofit
  - 2. Go to <a href="https://www.youtube.com/nonprofits">www.youtube.com/nonprofits</a>
  - Look up other nonprofits (like yours) on the Nonprofit
     YouTube Channel
  - Consider how you would use a YouTube Channel
  - Think about your mission, programs, events. Do they lend themselves to being captured on video.? What impact could this have on your >clients>donors>board members>volunteers>staff>community?



# It's Overwhelming... How Do We Decide?

