

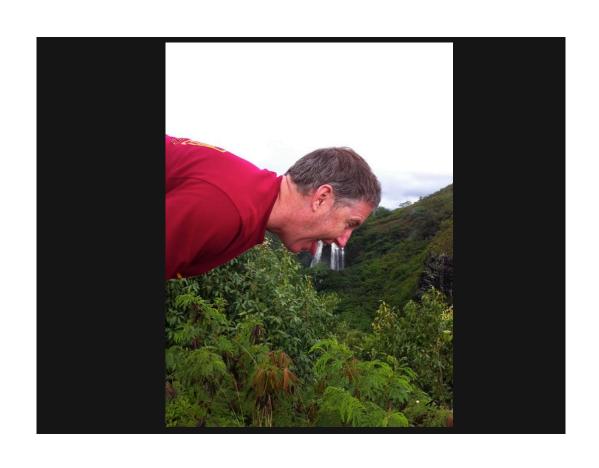
What They Want! Cultivating the Profit Power of Trends

#SAFconv @AvantGuide

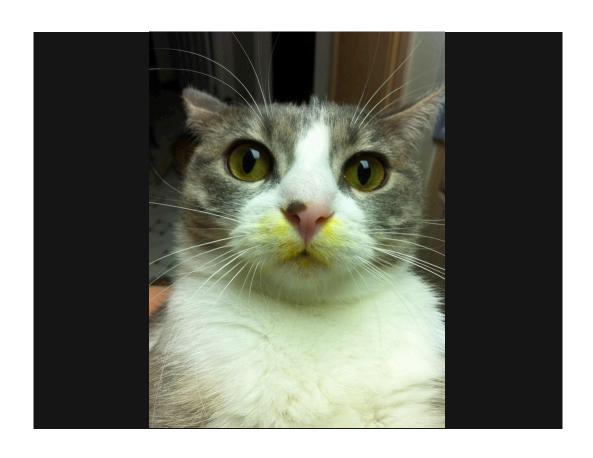
Trend vs. Fad









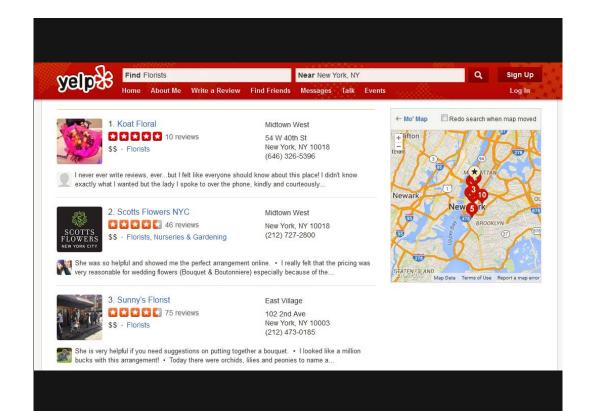


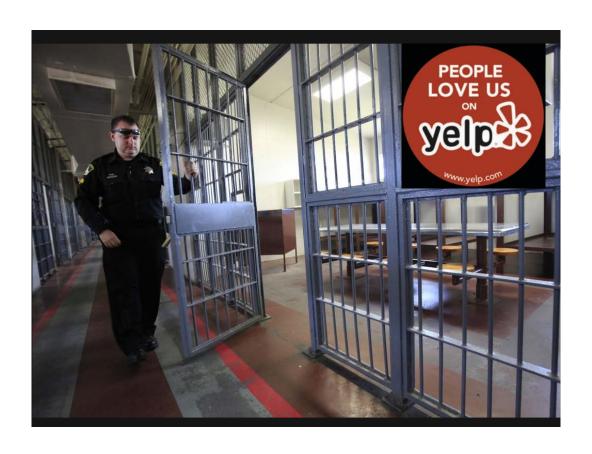
Social Trends: Shared changes in sentiment in any measurable direction.

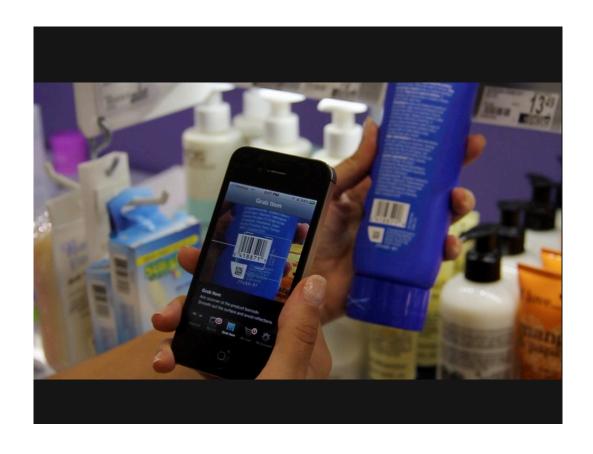
Encourage the Conversation







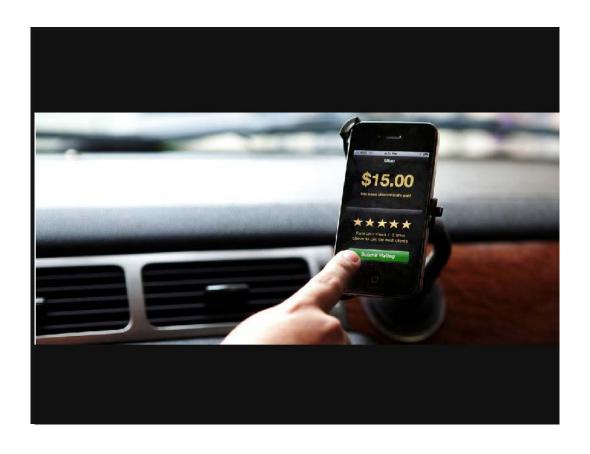










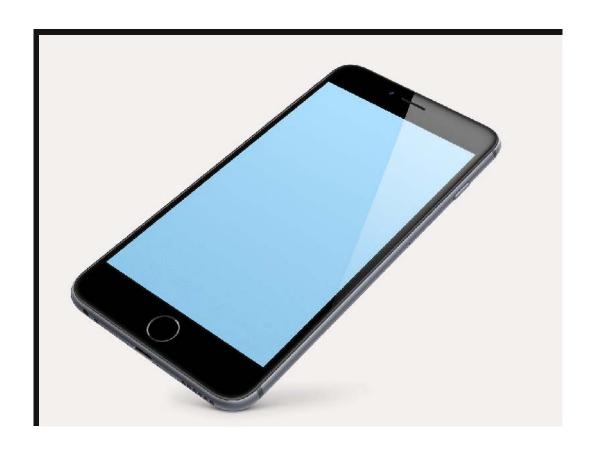




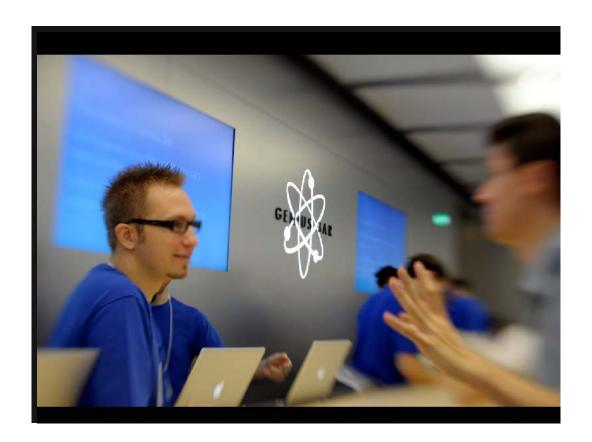


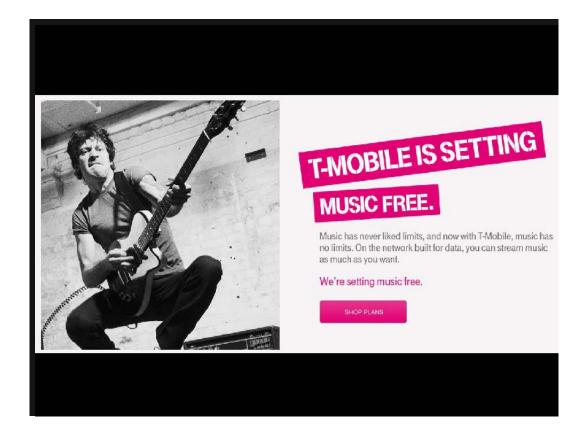
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Make it Simple











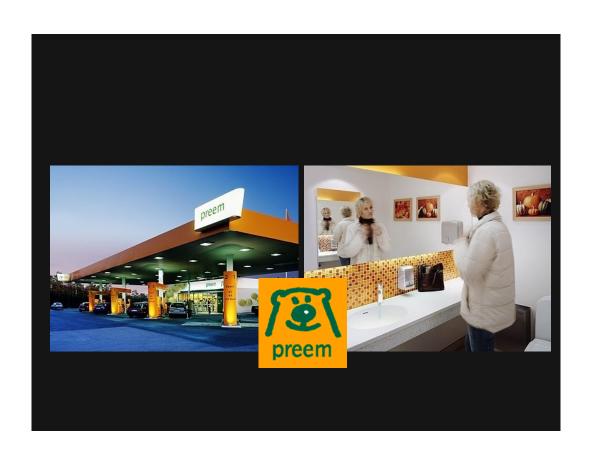


Offer Personalized Experiences



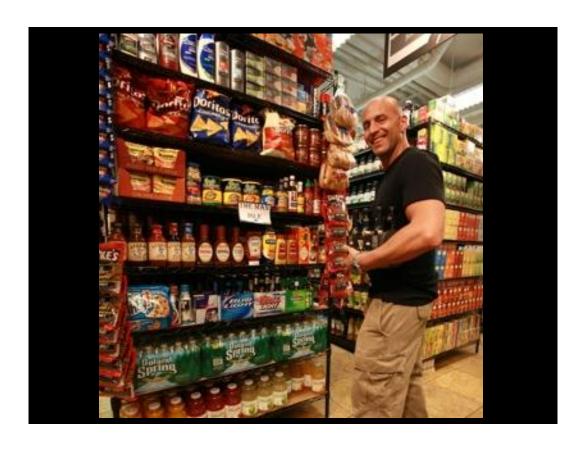












Tell Some Stories





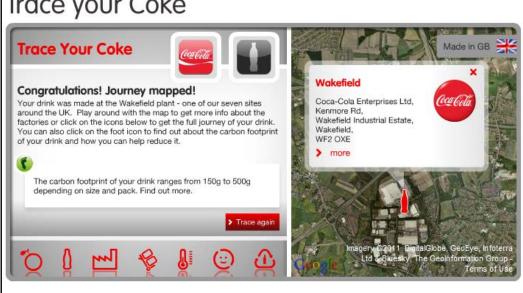
TOMS







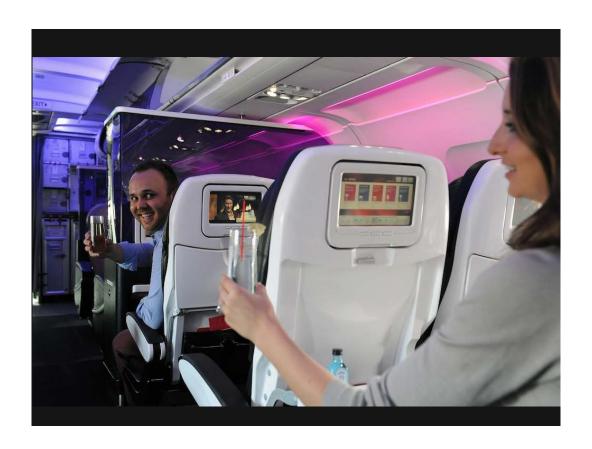
Trace your Coke







Help Foster Connections











Recap:

Encourage the conversation
Make it Simple
Offer Personalized Experiences
Tell Some Stories
Help Foster Connections

Trends into Action:

- * Up your customer service game
- * Know who rates you online
- * Transparency engenders trust
- * Sell simplicity
- * Remove pain points for your customers
- * Personalize as much as possible
- * Give them something to brag about

Trends into Action:

- * Tell your stories
- * Teach them something
- * Help people make connections
- * ...with you and with others
- * Stay on top of Trends

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Cultivating the Profit Power
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