**≯** smarter

## (membership software



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## Full Association Management Software

BUILT-IN MARKETING AUTOMATION

GET A DEMO

https://cutt.ly/GrowthZoneDemo









#### What you say and how you say it is important.























#### How do you get great?

- 1. Ability
- 2. Opportunity
- 3. Advantage
- 4. Hard work

"10,000 hours of practice to achieve a level of mastery associated with being a world-class expert"

#### What if you don't have 10,000 hours?



# RUCE Shortcuts

TOOLS



## Why is it so hard to simplify?

We think more is better

We think different color, fonts (etc) gets attention

We forget that they scan

WE can understand LONG sentences



We think every detail is critical to convince

## Q: the color red ... ok to use in font?



Studio 16 is coming to HHAAOR providing "magazine ready" executive headshots and helping raise money for RPAC! Secure your appointment below to get an upgrade for all your 2017 marketing needs!

#### Tuesday, January 10 through Friday, January 13 Here's how it works:

Schedule an appointment HERE! Cash/check/credit card(no amex)=\$20.00 (which will go directly to RPAC)

#### View your images immediately!

Retouch images perfectly on site Choose your favorite image for a 4 x6 printed photo If you like that look, digital package options are available at an additional cost. Prices vary with package options. Appointments are limited, so please sign up today HERE! Multiple wardrobe changes are allowed. Purchase options available!

Studio 16 comes highly recommended by many top Real Estate offices throughout the country. Take advantage of this opportunity while helping to raise money for RPAC! You can view their work and information on http://facebook.com/studio6teen

and http://www.linkedin.com/pub/studio-16/3b/296/429

Contributions are not deductible for income tax purposes. Contributions are voluntary and are used for political purposes. You may refuse to contribute without reprisal and the National Association of REALTORS® or any of its state association or local boards will not favor or disfavor any member because of the amount contributed. 70% of each contribution is used by your state PAC to support state and

local political candidates. Until your state PAC reaches its RPAC goal 30% is sent to National RPAC to support federal candidates and is charged against your limits under 2 U.S.C. 441a; after the state PAC reaches its RPAC goal it may elect to retain your entire contribution for use in supporting state and local candidates.

HHAAOR is making this program available for informational purposes only. Further training may be required. We are not liable for the content of the message, nor do we endorse any product or service of the provider.

#### COMMITTEE MEETINGS

Jan 9 - Jan 15

No planned meetings

#### **OUICK LOOK AHEAD**

#### What makes un-simple?

1. Too much stimulation

- 2. Features, no BENEFITS
- 3. Un-thought out

4. R.O.T.

#### Which is more scan-able?

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#### COMMITTEE MEETINGS

Jan 9 - Jan No planned meetings

15

QUICK LOOK AHEAD

#### Need a Shot? (A Head Shot!)

- Stop by the Association office
- View your photo immediately
- Touch-ups on site
- Leave with a FREE 4 x 6 printed photo
- Order additional images

Tuesday through Friday, January 10 - 13

Schedule your appointment <u>HERE</u>

View Studio 16's work <u>HERE</u>

In lieu of a sitting charge, consider a \$20 donation to RPAC.



## Make every piece you write *measurably* simple to comprehend

## 1. Make it Scan-able

"Marry a summary and you'll breed bullet points. Life becomes much easier."

- Cindy Barnes





## 2. Read-able:

## Short sentences = > comprehension





**American Readership Institute** 

	Readability Statis	tics	
To to the Help button on the navigation for MSWord for your model of PC, type in <i>Readability</i>	Counts Words Characters Paragraphs Sentences Averages	61 338 1 3	
<i>Statistics</i> , and follow the instructions	Sentences per Paragraph Words per Sentence Characters per Word	3.0 ← 20.3 ← 5.4 ←	— 2-3 (<2 for on-line) — Average = 14 — < 5
	Readability Passive Sentences Flesch Reading Ease Flesch-Kincaid Grade Level	0% ← 32.2 12.0 ←	Look here first: 
nSight marketing		QK	

**REALTORS®** Political Action Committee (RPAC) is the only political action committee in the country dedicated to furthering the real estate industry. The purpose of RPAC is clear: REALTORS® raise and spend money to elect candidates who understand and support their interests. The money to accomplish this comes from the voluntary contributions made by REALTORS<sup>®</sup>. These are not members' dues, but money given freely by REALTORS® in recognition of how important campaign fundraising is to the political process. RPAC doesn't buy votes. RPAC enables REALTORS® to support the issues that are important to their profession and livelihood.

n

Counts	
Words	96
Characters	529
Paragraphs	2
Sentences	6
Averages	
Sentences per Paragraph	3.0
Words per Sentence	16.0
Characters per Word	5.4
Readability	
Passive Sentences	0%
Flesch Reading Ease	41.0
Flesch-Kincaid Grade Level	11.4

#### Readability in action

REALTORS® Political Action Committee (RPAC) is the only political action committee in the country dedicated to furthering the real estate industry. The purpose of RPAC is clear: REALTOPS® raise and spend more candidates with

These are the Customer Focus Calculator results. These are the Customer Focus Rate: 0.00% (I customer-focused words, and I mentions of the Company Name) Your Self Focus Rate: 100.00% (I self-focused words, and I mentions of the Company Name) You speak about yourself about 1,000 times as often as you speak about your customers. Might that have You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. You speak about yourself about 1,000 times as often as you speak about your customers. POINTION OF how POINTION OF how





## Use the active voice.



The mouse was eaten by the cat.

Passive voice shifts the focus of a sentence away from the doer.





The mouse is dead.

Active voice emphasizes the doer



## Simple combines short + active.

#### Why Choose Globe Life?

 With
 s going back to1900, Globe Life has been comvitted to protecting America's familier for generations.

 Globe Life is proud to provide life insurance coverage to a million policyholders.

 \*\$1 pays for the first month of children's coverage to a million policyholders.

 \*\$1 pays for the first month of children's coverage to a million policyholders.

 \*\$1 pays for the first month of children's coverage.

 \*\$1 pays for the first more
 and is guaranteed to stay the same for the kit of their life. Full schedute available

 \*\$1 pays for the first more
 adult coverage. Then the rate schedute is based on your current age and is guaranteed for the life of the policy. Full schedule available on website. Policy Form #SRTCV/SRTCV R13. Offer may vary.

 Available in NY from Globe Life Insurance Company of New York.
 Readability Statistics

 Globe Life • 3700 S. Stonebridge Drive • McKinney, TX 75070
 Readability Statistics

 Please do not reply to this email.
 Words
 142

Counts	
Words	142
Characters	702
Paragraphs	2
Sentences	11
Averages	
Sentences per Paragraph	5.5
Words per Sentence	12.9
Characters per Word	4.7
Readability	
Flesch Reading Ease	60.8
Flesch-Kincaid Grade Level	79
Passive Sentences	18,1%

22





4.





The NEXUS offices are closed but our staff is available to answer any questions. Call or email us if you need assistance.



Get Perspective on the February Market for 5 Counties. Be More Certain in Uncertain Trimes with Dably Legal Updates

Much has changed since February. Here's a look at the health of <u>5 incal</u> markets last month. To get additional perspective on how COVID-19 is impacting listings now, view the <u>daily</u> market updates from Bright. From construction contracts to real estate tax appeals, NEXLS General Counsel is offering daily updates on how COVID-19 is impacting legal decisions in New Jersey and what's changing now.







Nonversage and CE Creats Volva at home in no choice of your own. Why not kurn that time into the set of the op REALTOR® concerns today, Here are answers today. Here are answers today, Here a



#### Redundant - Overwhelming - Trivial

Greetings from your REALTOR® Association! As the "Voice for Real Estate" in the XXX Region since 1924, the XXX Association represents you, your peers and colleagues in the promotion and protection of our profession. Now, it's time to renew your memberships for 2017 with XXX and your state and national Associations. It takes just one easy transaction! Your membership renewal with XXX supports the advocacy and professional development opportunities that are critical to your success. You're also partnering with an Association that helps you engage with the communities you serve by promoting initiatives around housing affordability, sustainability, and the preservation of a healthful environment. We're always striving to make your membership experience better. To that end, XXX, in conjunction with the state and national organizations, offers a number of exclusive perks, discounts and benefits:

- Free seminars, socials and member programs including the popular Real EstateTrends event and so many more.
- Discounted Continuing Education classes with the best CE instructors.
- Access to the Center for REALTOR® Development for online courses.
- Dispute resolution services including Ombudsman and Mediation assistance.
- Communications designed to help you stay on top of industry news.
- Designation Programs to take your career to the next level.
- XXX Partners that offer discounts on insurance, financial, business and technology services.
- Active Committees & Councils that provide excellent networking opportunities.
- Full time, politically savvy professionals advocating for your business on JonesStreet and on Capitol Hill.
- REALTOR® Store to keep you stocked with supplies and promotional items.
- XX Leadership Academy. Discounts on facility rentals at XXX.

Thank you in advance for your renewed commitment to XXX as well as your state and national Associations. Your membership and active participation helps you fulfill your Promise of Professionalism.

Wishing you much success in 2017, (name) 2017 (association) President

#### Dear REALTOR® Friends,

When you decide - and pay money - to join an organization, you do it because belonging provides something useful or indispensable to you or your business. It may be an exclusive publication, help in a crisis, or exceptional education.

In our most recent XXX survey one member asked, "I pay my dues every year - why?

It's a fair question. Every member looks to an association for something different. Some aren't even looking; they are laser focused on their own immediate concerns.

At XXX, we believe that while your deals are local, the economics, politics, and market trends that impact your business are often beyond local. What happens at the state and national level affects your bottom line.

XXX exists to give you a broader perspective in three important ways:

- 1. <u>Representation:</u> At the Statehouse and Real Estate Commission to protect our profession and help more people buy and sell property.
- 2. <u>Information</u>: Tech Helpline, Legal Hotline, statewide market trends, and the industry publication XX.
- <u>Accreditation:</u> Graduate REALTOR® Institute (GRI) and Certified Residential Specialist (CRS) designations through the Keynote online video platform to give you an edge in your business.

This is what we do that's different and it's our promise of value to you. We hope you'll take a few minutes to learn about these three areas through our weekly communications, social media, and the XXX website.

Thank you for belonging to the XX Association. We welcome your feedback or questions. I look forward to seeing you in October at our Annual Conference.

Sincerely,

(name), 2017 (Association) President



#### 4. Remove the Trivial - Trade it in for simple:

#### Important Changes from NCRMLS:

Effective Immediately - Status Changes in response to COVID-19 Distancing and Safety Concerns NCRMLS Managers agreed to the following changes <u>until market conditions warrant a return to normal activity</u>.

- 1. The Withdrawn status may be used as a Temporary status. *Please note that Withdrawn means that there is no marketing of the property!* (DOM/CDOM stops counting).
- Active with No Showings is allowed. You are welcome to market the property while Showings are not allowed. This gives your listing presence on IDX sites and for <u>Realtor.com</u>, <u>Zillow.com</u> and Listhub syndication. (DOM/CDOM keeps counting).
- 3. New listing is allowed to be entered as Active or Coming Soon when previous listing was off the market for less than 30 days. Just Cancel the previous Withdrawn listing, and copy the existing listing to save work. (DOM/CDOM keeps counting. If under 30 days, only DOM resets).

#### New Changes in status for your open listings:

- 1. You can keep your listing active even though showings are not allowed. This way you can continue to market your property through syndication.
- 2. Days on Market (DOM) stops counting if you change status to 'withdrawn'.
- 3. You can re-enter a property as active or coming soon if it was off the market for less than 30 days.

## 5. White Space

- » Simplify
- » Comprehension
- » Readability



#### Why you need it on your website.

We live in a time where there is so much information. When a designer or content creator sets out to create a new website, how can they compete against all of the other websites and content? What can make their content stand out? One of the main differences between amateur content and professional content is actually not the quality of the text. The biggest difference is the layout and design of the content. One aspect of this type of design is whitespace. Whitespace is used not only in web design, but across all types of design. What is Whitespace The concept behind whitespace is very simple. It is simply the space between text, graphics, images, and blocks. Some content creators won't include any whitespace in their designs, giving them space to fit more content. For an example, I have removed all white space from this article and included a screenshot below. As you can see, without the whitespace, this article becomes very boring and there is not a place for your eyes to rest. Bringing whitespace to your content may seem like a very simple concept, but unfortunately, many designers, authors, and content creators don't know this important design approach. Whitespace does not have to be white. Whitespace can be any color. It is simply the lack of content in areas allowing the reader to rest their eyes as they go from section to section. How to use it When formatting text for a blog, hit your enter key a few times after the header. Depending on how your blog is setup, you can also change the margins of the actual post, giving more room around the edges of the post. Between each paragraph, you can also give yourself some whitespace. This gives the reader a place for them to rest their eyes before starting into the next section. Let me share with you a few examples of websites which have proper whitespace. This website is a perfect example of whitespace. It allows readers to to clearly understand the message and also gives the reader's eyes a place to rest. This website can help you understand the importance of whitespace. It appears that they have some great products, but as the page is so full, it is hard to know which product to look at first. The lack of whitespace can bring a crowded and overwhelmed feeling. As for print or digital graphics, whitespace is very important. Just because there is room does not mean that we have to fill it. In this digital flyer, there is plenty of whitespace. The flyer is communicating very clearly. Additional reason to include whitespace Focus: Where do you want your reader's eyes to go first? When the page is filled and whitespace is not used, your reader will now know where to focus. If you have included whitespace, you can guide the path the reader will follow when viewing your website or design. This also allows you to figure strategic placement for your content, allowing for the greatest impact. Legibility: As previously mentioned, without whitespace, how easy is it to glance at a page and in 5-10 seconds, get a general idea of what its about? Whitespace across the full website including blage and products is key for legibility. Dringing the overall font size of your

InMotion Hosting

#### 6. Content First, then a Picture



#### It takes 13 milliseconds to process an image









## Graphics & Video By the Numbers

- 13 milliseconds to process an image
- Articles with Image generate 94% more views than articles with text
- Your members retain 10% of what they see in words versus
   58% of what they see in pictures
- Videos on landing pages increase conversions by 86%
- You'll get 267% more clicks from videos versus normal blog posts
- 20% of members will read text while 80% of members will watch a video with the same exact content
- 58% will stop watching video within the first 90 seconds



267%





## » Dollar Bill Test





#### About Video





#### Why does video help simplify?



## Same Applies for Social

"Including an image with your **post** can increase the number of shares, retweets or **post** likes almost 3 times. But it's essential to pick the right picture or artwork for your **post** content."



- Hootsuite 35
### Social Media Strategy

#### Facebook

- Make personal connections
- Information, reminders, and updates
- 3 5 x per week

### LinkedIn

- Establish expertise/thought leadership
- Formal, industry related content
- 1-2 x per week

### YouTube

- Build an audience, drive traffic to other channels and website
- Tell a story, build brand recognition/personality
- 1 video per week

#### Ready, Aim + Rethink Your Social Media Content Approach

**ESTABLISH:** 

1. Goals

2. Audience

3. Best Use

marketing

nSight 🗗

### Twitter

- Feed news, trending topics
- Breaking news and conversations
- 2 5 x per week; or 1 3 x per day for a live event

### Pinterest

- Infographics, content members will save
- As needed, be sure it's relevant

#### Instagram

- Create a Community of Followers
- Visual storytelling, brand building
- Experiment with frequency



## Headlines



## Headlines: Learn From the Best - Go to Twitter





### **Credible Crisis Communications in 6 Steps**





- 1. Make it scan-able
- 2. Make it read-able (use readability statistics)
- 3. Make it about them (We-We Calculator)
- 4. Remove the "R.O.T."
- 5. Aim for 25% white space
- 6. Content first: then compliment with graphics
- 7. Invest in your "one sentence walk-away" the headline





Give your document a good sweeping.



The reason we don't see our own typos is because <u>what we see on the</u> <u>screen</u> is competing with the version that exists in our heads.

- Nick Stockton







Every important piece of writing should have a day to breathe



# Try Grammarly.



## Before You Write - FOCUS

What's the goal?



Who's the audience?



What's in it for them (the hook)?



What do you want them to do next?

## After You Write - CLARIFY





Mark Magnacca, So What? 48



- 1. Wait a day
- 2. Analyze from your reader's perspective
- 3. Ask someone to take a look
- 4. Print
- 5. Read it out loud
- 6. Prepare to re-write
- 7. Answer 'for what?', 'so what' and 'now what?'



## As <Your City, County, State> Reopens

Show Care

- Make a Plan
- Make Decisions
- ▶ OWN it
- Use Key Messages
- Keep it Simple

Build Credibility
Be Reliable
Offer Solutions

### bit.ly/nsight-writingrockstar





What you say and how you say it is important.





mel@membervalue.org

As social as we get: nSightMarketing

Subscribe to ONLY occasional writing and communications ideas

Member Value Proposition

Connect with Melynn





nSight Branketing



mel@membervalue.org

As social as we get: nSightMarketing

Subscribe to ONLY occasional writing and communications ideas

Member Value Proposition

Connect with Melynn

## Frequency

Q: Is it better to send a simple communication a day (over a week's time) OR one email per week with all the info in one place?



Login Contact Us Blog Support Chat



Software Solutions Resources Case Studies About Us

## Full Association Management Software

BUILT-IN MARKETING AUTOMATION

GET A DEMO

https://cutt.ly/GrowthZoneDemo

, smarter

# /membership software

