# EXECUTIVE Playbook

12 Steps to Become a Social Leader





I've come to learn there is a virtuous cycle to transparency and a very vicious cycle of obfuscation.

- JEFF WEINER, CEO OF LINKEDIN

# TODAY'S TOP PERFORMING LEADERS ARE SOCIAL LEADERS.

Around the world and across industries, top executives who were once convinced that social media wasn't worth their time, now consider their participation in these networks as essential to their role.

As a result, more and more top executives see the benefits of being open and transparent and taking part in the social revolution.



C-Level Executives, Presidents and VPs on LinkedIn

# WHY WE CREATED A PLAYBOOK SPECIFICALLY FOR TOP EXECUTIVES.

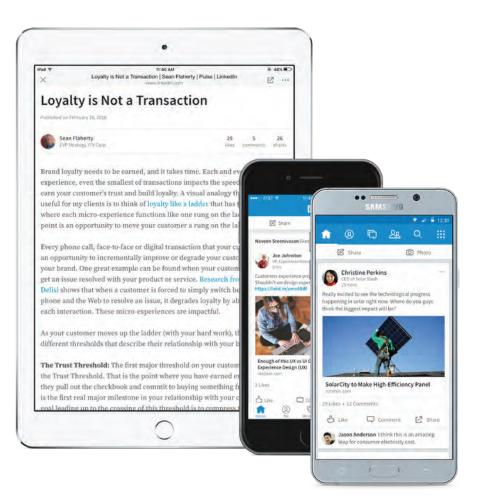
Our goal is to help you be a better leader by enabling deeper engagement with your customers, employees and peers - in the efficient, high-control and low-risk environment that you require.

This dedicated user guide is based on our deep understanding of executives' priorities & constraints, and outlines 12 key steps to empower leaders in their transition into professional social media.



Your marketing team will be pleased to hear that you're interested in leveraging your online presence. While this guide focuses on steps you can easily implement yourself, we recommend you coordinate closely with them to make the most of your participation in your company's outreach.

# GET STARTED.



# YOUR PATH TO SOCIAL LEADERSHIP.



02

# TAKE PART AND TAKE CONTROL.

- Create an effective executive profile
- Control your privacy & confidentiality
- Efficiently connect with the people that matter



# DEMONSTRATE YOUR LEADERSHIP.

- Show that your company is innovative by having socially engaged leaders
- 05 Offer an authentic, human face to your company
  - Be a voice of your industry and build thought leadership



# ACCELERATE SALES.

- Connect with your top 100 customers
- Empower your team to leverage your network at your discretion
- 09 Be where your customers are & identify new leads



# GAIN DISTINCTIVE INDUSTRY INSIGHTS.

- Stay on top of the leading ideas in your industry
- Hire the best, worldwide
- 2 Keep tabs on the competition & potential acquisitions



VISUAL GUIDE.

# TAKE PART AND TAKE CONTROL.

Customise your LinkedIn experience to be aligned with your objectives and constraints as a top executive, right from the start. In this section, we present guidelines to set you up for success, while also managing the potential risks associated with any social media presence.



# CREATE AN EFFECTIVE **EXECUTIVE PROFILE\*.**

Your profile is a key component of your experience on LinkedIn. It's your calling card when you reach out across your network, and it's how potential contacts will locate you and understand your role.

Having a complete profile is important to show you're an active participant in the ecosystem. The tips we're providing here are inspired and validated by the profiles of the most successful leaders on LinkedIn

\* Check out the Visual Guide (p.23) to see how these pieces work together to create a complete profile.

### You at a glance

#### **Profile Picture**

Your picture is your virtual handshake. Pick a picture that is friendly and aligned with your role as a leader.

Custom URL LinkedIn will assign you a random URL. A custom URL is easier to communicate and more professional.

#### Headline

By default the headline is your current position. However, you can customise it to demonstrate your expertise and vision for your role.



# Tell your story

### • **Experience** - List the key positions you had in the past and briefly explain your role. You can also detail your education background.

• Summary - The summary is a personal note where you can share a bit more about the vision you have for your role or company.

# Bring your profile to life See more k Published by Reid Add multimedia

content to your profile.



# CONTROL YOUR PRIVACY & CONFIDENTIALITY.

Managing privacy on LinkedIn isn't a matter of limiting your information, it's a matter of deciding what you'd like to present to those inside your network versus those outside your network.

You can easily control the privacy of your network and activities to align with both your constraints & comfort level. You have the choice to make your information as public or private as you want.



# EFFICIENTLY CONNECT WITH THE PEOPLE THAT MATTER.

With more than 400+ million members throughout the world, LinkedIn is both the largest and most advanced business network in the world. It isn't intended to replace face to face interactions, instead, it optimises your ability to:

- Keep your network fresh and active
- Strengthen your global connections
- Know more about people you've met or are about to meet

# Avoid spam from people you don't know

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Enable email address request so that only people you know personally can – connect



# Invite people to connect & replace business cards

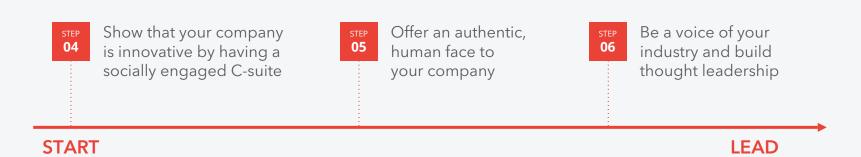
A LinkedIn profile has more than just the contact information of a business card. Inviting people to connect is a great way to follow up on an in-person meeting.

### Know a person's background before you meet

Checking people's profile prior to meeting is becoming a commodity. Knowing about their experience, background, connections and activity will allow you to save time and make the most of your meeting.

# DEMONSTRATE YOUR LEADERSHIP.

Your participation in social media in general, and in LinkedIn in particular, will be welcomed by your customers and employees. As a leader, you're demonstrating your interest in being connected, staying current and making your mark where the new comers to your industry will be.



# SHOW THAT YOUR COMPANY HAS SOCIALLY ENGAGED LEADERS.

80% of employees say they would rather work for a social CEO, and 2 out of 3 customers say that their perception of the CEO impacts their perception of the company\*.

Through LinkedIn, the top executives have a clear opportunity to bring a sense of proximity and connection to their company's professional and consumer ecosystem at a low cost and with low time commitment.

### Share the good news

Once you've decided to join or grow your presence on LinkedIn, coordinate with your communication department to share the news inside the company, and invite your employees to connect or follow you.



Engage your board on the bigger picture



# Leads developed through employee social marketing convert

more frequently than other leads\*\*.

\*\* WeRSM, 2015

# OFFER AN AUTHENTIC, HUMAN FACE TO YOUR COMPANY.

In the social media era, we're more and more curious about the people behind a brand or a company.

Top executives on LinkedIn leverage the opportunity of a personal & direct channel of communication between themselves and the rest of the world, including journalists, stakeholders and customers.

# Make your profile personal

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Your profile is an opportunity to express yourself as an individual. Don't hesitate to use the first person and share personal insights.

# Share your Company's page update

Increase the visibility of your company's communications by sharing company updates with your network.



### Leverage LinkedIn as a communication platform

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Coordinate with your Public Relations team to leverage your LinkedIn presence for official announcements, promotions or even crisis management.

# BE A VOICE OF YOUR INDUSTRY AND BUILD THOUGHT LEADERSHIP.

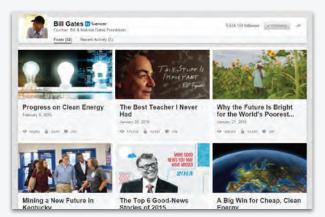
With nearly 2M unique publishers actively sharing content, users connect daily to review their newsfeeds and read about leaders and companies they follow.

These tips will help you to easily share business insights with your network and efficiently position yourself as an industry leader.

### Post & share updates

- Share recommended articles, personal insights, corporate presentations, and relevant industry news to demonstrate your thought leadership.
- Sync your Twitter account to post on both platforms simultaneously.

### **Publish content**



- You can leverage **LinkedIn's Publishing Platform** to share inspiring long-form posts to your network and beyond: your posts become searchable, can be distributed through Pulse, and permanently live as an extension of your professional reputation on your profile.
- LinkedIn Influencers are chosen and invited by LinkedIn to post insights about management, leadership, disruption, and more. Influencers with millions of followers include Bill Gates, Sir Richard Branson, Arianna Huffington, and Guy Kawasaki.

# ACCELERATE SALES.

Through its 400M+ members, 7.2M+ companies and 2M+ group conversations, LinkedIn provides unprecedented means to accelerate your company's sales cycle. As a key executive, you have the means and reach to dramatically increase the value of LinkedIn for demand generation, deal closing and relationship management.

step	Connect with the
<b>07</b>	C-level of your top
	100 customers

Empower your team to leverage your network at your discretion

08

STEP **09**  Participate where your current and future customers gather

# **START**

# CONNECT WITH YOUR TOP 100 CUSTOMERS

Business is about people, but nurturing relationships takes time. LinkedIn allows you to efficiently:

- Establish resilient and direct channels of communication
- Remain top of mind for your customers and provide them necessary attention
- Cement enduring relationships
- Keep tabs on your contacts' movements, interests and needs in real-time

# Find your top tier customers

• LinkedIn allows you to easily find your customers by searching by name, company, or position.

People You May Know

Connect

O Connect

Sabrina Knoll, 1 Founder &

Pablo Enriquez Founder & CT ON

Adriana Perez Senior Creative Director at New Media Inc.

CMO @ TechCo. Inc.

Biomedics Across Borders

• LinkedIn will also suggest people you may know based on your network, as well as people in your contact book if you allow this access.

If you are connected with

your customers, their public activity will appear

in your newsfeed.

 Don't forget to follow your customers'

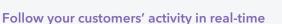
Company Pages.

weekly email

• Opt in to receive daily or

notifications of updates, articles and more

• Easily connect in just one click.



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See more >>



# EMPOWER YOUR TEAM TO LEVERAGE YOUR NETWORK – AT YOUR DISCRETION.

Relationships accelerate business - but if your relationships are hidden, they're of no value to the team around you.

Through LinkedIn you can shorten your team's path to key decision makers, while maintaining control of their access.

# Harness the reach of your network

- LinkedIn Sales Solutions allow teams to establish and grow relationships with prospects and customers at every stage of relationship development, in a climate that's focused, informed and trusted.
- If your sales team is using LinkedIn Sales Solutions, they can use **Team Link** to leverage your executive presence and connect with prospects in an extended network.

### Unleash your sales team



- In coordination with your Director of Sales, define & communicate the rules regarding the introduction process for strategic prospects
- Encourage your sales teams to use the resources they have available, including your network.

# BE WHERE YOUR CUSTOMERS ARE & IDENTIFY NEW LEADS.

People do business with companies and individuals they "know, like and trust." LinkedIn expands your presence, approachability and reputation by improving your ability to:

- Build brand awareness
- Engage with your customers, partners, and suppliers
- Activate your customers and allies as brand ambassadors

### Interact with customers

# $\dot{\bigcirc}\dot{\bigcirc}$

• Like in real life, in-person interactions with your customers are the best way to create brand advocates. By posting discussions on your LinkedIn profile or Company Page, you engage your customers in a unique way.



• For example, Richard Branson tries to personally respond to a few customer questions a day. He even asked his followers for advice on names for Virgin banking divisions.

# Listen to conversations & debate

# DŪ

- LinkedIn also allows you to listen to potential customers.
- Joining and following group discussions in precise domains or verticals is an excellent way to gain customer insights about needs, consumption habits, motivations & fears.



# GAIN DISTINCTIVE INDUSTRY INSIGHTS.

Every week, more than 2 billion member updates from over 200 countries are uploaded to LinkedIn. From scoping competition in new markets to identifying and attracting key experts to your company, LinkedIn has become an essential business intelligence platform.



# STEP 10

# STAY ON TOP OF THE LEADING IDEAS IN YOUR INDUSTRY.

Staying abreast of industry news is key to building upon your expertise and expanding the respect your peers and reports have for you.

LinkedIn allows you to easily track industry news, extract customer insights and understand the shifting competitive landscape all in one place.

# See what your network is up to at a glance

#### People

See what your network is up to: updates, posts, new connections, work anniversaries, new titles, etc.



### Companies

Follow companies to receive their latest posts & announcements.



Like (81) - Comman (7) - Share + 2mth an

\_\_\_\_\_

#### **Groups** Join group

Join groups and view updates from discussions \_ aligned with your personal and business goals.



Disrupting the Car Industry and Driver Experience with APIs adaption provide a APIDays San Francisco 2014, on June 13th to 15th, will be focused on how APIs are darupting the Car Industry and the Driver Experience, and how developers are paiving the way towards the Connected Car of the future.

Share

# STEP **11**

# HIRE THE BEST, WORLDWIDE.

Visibility, personal connections & referrals are key success factors when it comes to hiring - especially the best.

In addition to the suite of services that it offers for HR & Recruiting departments, LinkedIn is empowering executives to better identify and attract top talent.

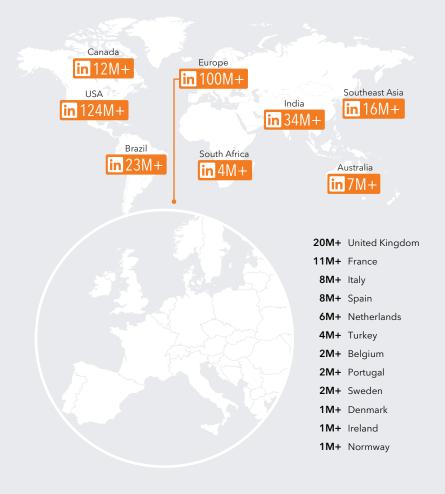
# Leverage your network to source top talent

Just like in real life, your network is your best asset to find the right talents. As a top manager you can speed up the recruiting process by re-posting strategic job opportunities your HR team shared.

# Find experts, anywhere in the world



• With a presence in over 200 countries\*, LinkedIn has the largest professional network. Through the advanced search you can find people with specific expertise from across the globe, at no cost.



# KEEP TABS ON THE COMPETITION AND POTENTIAL ACQUISITIONS.

LinkedIn enables you to track your competition's latest movements in real-time. With technology accelerating the cycle of market disruption, it's important to have an eye on both incumbents and upstarts in your industry.

LinkedIn plays a critical role in the new venture lifecycle - frequently deployed before the first business card is printed and will often be the first place that new challengers appear on your radar.

# Follow your competitors' activity

• View Company Pages to see the latest news, updates, and services as well as current and past employees.

# Spot the next generation of competitors

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- The up-and-comers of your industry are making the most of social media, and LinkedIn in particular, to connect with their ecosystem.
- Use LinkedIn Pulse and join relevant groups to discover and keep track of the new comers to your industry.

### Identify who in your network can tell you more

• When researching a company, you can see work history overlap. Use your connections to find out more information.



An example of how to build a compelling profile

### **Custom Header Image**

Visually enhance your profile to reflect your unique professional brand.

### **Profile Summary**

An overview of the member's professional experience, including the member's current position and location as well as previous experience and education.

### Summary

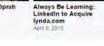
A snapshot of the member's professional journey, goals, and specialties. The summary is a more personal overview of your career.

# **DNNECTING TALENT WITH OPPORTUNIT** MASSIVE SCAL



See more 1





#### Summary

Background

Internet executive with over 20 years of experience, including general management of mid to large size organizations, corporate development, product development, business operations, and strategy

Currently CEO at Linkedin, the web's largest and most powerful network of professionals

Prior LinkedIn, was an Executive in Residence at Accel Partners and Greylock Partners. Primarily focused on advising the leadership teams of the firm's existing consumer technology portfolio companies while also working closely with the firm's partners to evaluate new investment opportunities.

Previously served in key leadership roles at Yahool for over seven years, most recently as the Executive Vice President of Yahool's Network Division managing Yahoo's consumer web product portfolio, including Yahoo's Front Page, Mail, Search, and Media products.

Specialties: general management, corporate development, product development, business operations, strategy, product marketing, non-profit governance

Experience



Connecting the world's professionals to make them more productive and successful. Since joining the company in December 2008, LinkedIn has expanded its global platform to 23 languages and more than 30 offices around the world, grown its membership base from 33M to more than 347M, and increased its revenue from \$78M to over \$2.2B in 2014.





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Bloomberg: LinkedIn Growth Has Reached

# Jeff 2nd and Jeff InMail Hear what LinkedIn employees think > People Also Viewed



(D) >

Maria Jensen 1a

Ask Mana about Jeff

Connected on LinkedIn

or Product Manager, Jones & Co.

Co-chair, Bill & Melinda Gates Foundation Barack Obama President of the United States of



Marissa Mayer Yahool, President & CEO

Eduardo Saverin Co-Founder, Facebook Inc.



Arlanna Huffington resident and Editor-in-Chief at The uffington Post Media Group

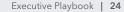
# **VISUAL GUIDE**

### **Followers**

The number of people that chose to receive updates when the user shares content.

### Posts

Original content users contribute to LinkedIn. This content is shared with the member's connections and followers.



#### Experience

**Multimedia** 

Content that can

be uploaded to

demonstrate

expertise and

leadership. The

presentations,

content can be in

thought-

the form of

graphics, or

videos.

Content

The online resume portion of the user's profile. It chronicles the user's experience with specific details of each position and any work samples the user chooses to share

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#### CEO Linkedin

December 2008 - Present (7 years 3 months)



Connecting the world's professionals to make them more productive and successful. Since joining the company in December 2008. LinkedIn has expanded its global platform to 23 languages and more than 30 offices around the world, grown its membership base from 33M to more than 347M, and increased its revenue from \$78M to over \$2.2B in 2014.





LinkedIn's Vision for the Next 10 Years



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Building a Culture of Comp. LinkedIn's Culture of Trans

NY Times: Jeff Weiner of

V SEE MORE V

#### Member, Board of Directors

April 2012 - Present (3 years 11 months) | Mountain View, CA

With revenue of \$4B+ and approximately 8,000 employees, Intuit is a leading provider of innovative business and financial management solutions for small and medium-sized businesses, consumers, accounting professionals and financial institutions.

#### Member, Board of Directors

DonorsChoose 2007 - Present (9 years)

One of the web's leading philanthropic marketplaces, designed to enable teachers to upload classroom projects in need of funding, and for anyone to select and fund a project.

+ 1 recommendation

**Charles Best** Founder & CEO at DonorsChoose.org

Jeff Weiner is a mentor to me and a singularly effective champion of DonorsChoose.org. His "consumer product instinct" has shaped the user experience of our website. His introductions have generated more than \$1 million in funding. And his... View I

Member, Board of Directors Malaria No More

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#### Member, Board of Directors

Malaria No More 2007 - Present (9 years)

Non-profit organization with the mission to eradicate the millions of preventable and treatable deaths due to malaria. Working in conjunction with the United Nations Millennium Development Goals.

#### Member, Advisory Board

Boys & Girls Clubs of the Peninsula 2011 - Present (5 years) | San Francisco Bay Area



Accel

Intuit

BGCP's mission is to help its members develop the academic and life skills they need to complete high school ready for college and career

BGCP serves youth in grades K-12 at nine locations: three clubhouses and six school sites in East Palo Alto, Mento Park, and Redwood City, where over half the youth drop out of high school. While most youth development organizations select the young people whom they serve, BGCP serves all youth. The organization has grown rapidly over the past five years and now serves 2,000 active members at its Innovative fellowship program that places top college graduates in start-ups for two years in low-cost U.S. cities to generate job growth and train the next generation of entrepreneurs.

#### Executive in Residence

Accel Partners September 2008 - June 2009 (10 months)



In 90 minutes of talking with Jeff, I learned more than I would learn in unlimited time with almost anyone. else. I wont into our discussion with a very specific question I wanted answered, and his insight gave me very specific direction. I say... View L

**Executive in Residence** 

September 2008 - June 2009 (10 months)

**Executive Vice President Network Division** 



A summary of the member's experience at a specific company. It should be be precise and includes key words.



YAHOO



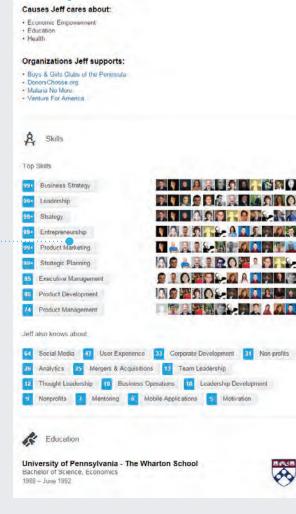
Intuit

### Volunteer Experience

A list of causes the user cares about as well as any organizations the member supports or is involved in.

### Skills & Endorsements

A list of the top skills the member's connections have endorsed them for



Volunteer Experience & Causes

3

#### Recommendations

Member, Board of Directors DonorsChoose



Charles Best Founder & CEO at DonorsChoose org

Jeff Weiner is a mentor to me and a singularly effective champion of DonorsChoose.org. His "consumer product instinct" has shaped the user expenence of our website. His introductions have generated more than \$1 million in funding. And his counsel has helped to guide our growth. When people hear Jeff describe DonorsChoose.org, they are moved.

Received (7) - Given (23)

Jeff's personal efforts as... more March 24, 2010. Charles worked indirectly for Jeff at DonorsChoose

#### Executive in Residence Accel Partners



#### Adam Rifkin Co-Founder of PandaWhale

In 90 minutes of talking with Jeff, I learned more than I would learn in unlimited time with almost anyone else. I went into our discussion with a very specific question I wanted answered, and his insight gave me very specific direction. I say without hyperbole that there are only a handful of people on the planet who can do what he does. If you need to ask what that is... more

October 5, 2008, Adam was with another company when working with Jeff at Accel Partners

# Executive Vice President Network Division



Derek E. Baird

Senior Digital/Social Media Executive, EdTech, Content & Creative Strategist, Author

While I was at Yahool, I had the honor of working for Jeff on the Yahool Teachers social networking product. Jeff was our executive sponsor on this project and he was our strongest and most passionate advocate

His knowledge of the consumer Internet and youth media space was invaluable and his strategic eye was instrumental in moving our product from a hack day idea... more

January 19, 2011, Derek E, reported to Jeff at Yahoo!



President, Online Services Division, Microsoft Corporation

If I have no reservation whatsoever in recommending Jeff, a visionary leader whose passion and intellect can have a profound impact on the industry and beyond. I had the good fortune of working with Jeff for many years as his engineering partner; and it was the experience of a lifetime. His influence was the single biggest source of my learning and development during those... more

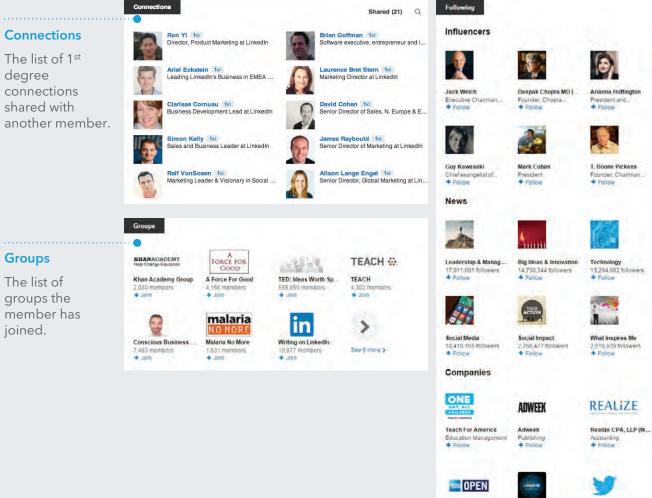
June 30, 2010, Qi worked directly with Jeff at Yahoo!

#### James Slavet Consumer technology VC

Jeff is an exceptional leader. I've worked with him for the past 6 years, and there are several qualities that I most appreciate about him. First he's very smart, and he's always.

#### Recommendations

The written statements of recommendation the member received from a connection or gave to a connection.



### Following Activity

A list of the influencers, news, companies, and schools the member follows.

Daniel Goleman

Brainpower\_\_\_

+ Follow

>

See 229 more \$

Entrepreneurship

+ Follow

>

Sec 5 more >

BOYS & GIRLS CLUBS

+ Follow

≻

Sec 72 mare \$

Boys & Girls Clubs o ...

Nonprofit Organization Management

10,733,595 followers



+ Follow

LinkedIn Economic G...

American Express O...

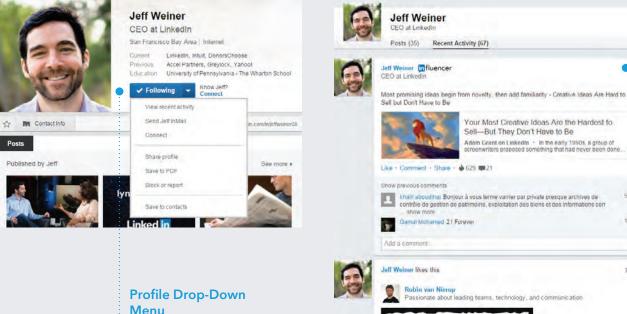
Financial Services

+ I'óllów



### Twitter Internet + l'àllow

#### 27 | Executive Playbook



Click here to connect, follow, share the profile or view the member's activity.



he fails at least fails while daring

#### **Recent Activity**

Recent Activity is a history of the member's shared and posted articles, as well as his/her comments and contributions.

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1d

# ABOUT LINKEDIN

Today, LinkedIn members number more than 400+ million professionals. That's over one-half of the 600 million professionals on the planet, representing the largest group anywhere of influential, affluent and educated people.

For more information, visit business.linkedin.com/en-uk/marketing-solutions/blog



Learn about LinkedIn Marketing Solutions business.linkedin.com/en-uk/marketing-solutions

Stay on the cutting edge with our blog business.linkedin.com/en-uk/marketing-solutions/blog



Follow us on LinkedIn linkedin.com/company/linkedin-marketing-solutions



Follow us on Twitter @LinkedinMKTG

# Linked in

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