



International Coach Federation chooses LinkedIn for recruitment and awareness campaign

"In just one LinkedIn campaign, we nearly reached our annual membership goal."



Michael Voss Director of Brand Management International Coach Federation

Growing the membership

The International Coach Federation, which supports professional coaches, conducts ongoing marketing campaigns to both attract new members and to raise awareness of ICF's mission. "Brand awareness not only helps us attract new members, but it helps our existing members market their services—it shows their commitment to professional development," says Michael Voss, the ICF's director of brand management.

Reaching potential and current members worldwide presents the challenge of finding and communicating with the best audience for ICF membership. "We also have to find people at the right time, since we require members to have 60 hours of coaching training—early enough in their careers to see value in joining, but not so early that they haven't had training," explains Lisa Barbella, ICF's social media specialist.

Challenge

- Increase membership
- Raise awareness of member benefits
- Reach potential members at the right time in their careers

Solution

- Sponsored InMails
- Sponsored Content
- Display Ads

Results

- 1,899 new members enrolled
- Total revenue from new members: \$465,000 campaign ROI of 1,761%
- 45% open rate for Sponsored InMail, 4.6% CTR
- Sponsored Content engagement 2X LinkedIn benchmarks

Tapping into a network of professionals

"Our research showed that 97 percent of our members are on LinkedIn and use it to network, so it made sense that we could seek potential new members there as well," Voss says. ICF also runs its own LinkedIn group with nearly 60,000 members who discuss the coaching business, so marketers knew there was interest in the field. In addition, ICF could take advantage of LinkedIn targeting to deliver messages to people with the right job titles and at the appropriate career level.

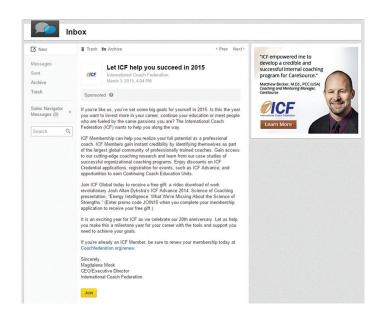
ICF chose Sponsored InMails to reach out directly to prospective members and invite them to learn more about the organization. In addition, ICF used Sponsored Content to share information about membership benefits, and Display Ads to put a face on the organization's members.



International Coach Federation used LinkedIn Display Ads to raise awareness of membership benefits.



LinkedIn Sponsored Content helps ICF share updates about coaching.



ICF used Sponsored InMails to engage prospective members on a personal level.

By using several LinkedIn marketing tools at once, ICF was able to create deeper impressions on its target audience and drive better results. Each tool served a different purpose. "We wanted to touch people multiple times in multiple ways," says Lisa Barbella. "The InMails were personal and direct, and had a specific call to action, while the Sponsored Content let us demonstrate our thought leadership and the value of joining ICF." Display Ads featured pictures and quotes from coaches as a way to highlight the people behind the organization.

Achieving an unprecedented ROI

During the course of the campaign, ICF gained 1,899 new members. The combined revenue from membership fees was \$465,000, resulting in a return on investment of 1,761 percent. "We usually aim to grow our membership by about 10 percent a year, and we almost met this goal just on this campaign alone," says Voss.

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