



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

## Today's top performing leaders are social leaders

Around the world and across industries, top executives and thought leaders 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 industry leaders see the benefits of being open and transparent and take part in the social revolution.



## Why we created a playbook specifically for top leaders in higher education

Our goal is to help you be a better leader by enabling deeper engagement with your academic community, employees, donors, 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 higher education leaders' priorities & constraints, and outlines 11 key steps to empower leaders in their transition into professional social media.



Your marketing and communications 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 university's outreach.





## Your Path To Social Leadership



## Take part and take control

- **O1** Create an effective executive profile
- **O2** Control your privacy & confidentiality
- **03** Efficiently connect with the people that matter



## Demonstrate your leadership

- **O4** Show that your institution is innovative by having socially engaged leaders
- **O5** Offer an authentic, human face to your institution
- **O6** Be a voice of your industry and build thought leadership



## Build relationships & the enrollment and giving cycle

- **O7** Connect with your university's key stakeholders and contacts
- **08** Be where your prospects, students, and donors are



### Gain distinctive industry insights

- O9 Stay on top of the leading ideas in your industry
- Hire the best, worldwide
- 11 Understand your competition and potential disruptors



Visual quide

## Take part and take control

Customize your LinkedIn experience to be aligned with your objectives and constraints as a university leader, 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



Control your privacy & confidentiality



Efficiently connect with the people that matter

START



## 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.

### 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 customize it to demonstrate your expertise and vision for your role.



### Tell your story

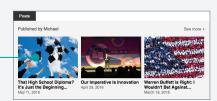


- Experience List the key positions you had in the past and briefly explain your role. You can also detail your education background.
- **Summary** The summary is a personal note where you can share a bit more about the vision you have for your role or company.

### Bring your profile to life



Any long-form content you publish on LinkedIn will be connected to your profile.





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

#### **PUBLIC PRIVATE** Privacy & Settings Your Connections Your connections can Your connections can view your entire only view the people network that you have in common **Your Updates** Everyone can see your Restrict who can activity feed see your activity feed: your network, your connections or If you turn on your activity broadcast, your only you connections will If you turn off your receive notifications when you update your activity broadcast, profile your network does not receive notifications **Your Visit Activity** People you recently Be a LinkedIn visited can see your Anonymous User: select your level of name & tagline anonymity



## Efficiently connect with the people that matter

With more than 433+ 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 optimizes 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



**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 all of your university stakeholders. As a leader, you're demonstrating your interest in being connected, staying current and leading the education industry.



Show that your institution is innovative by having a socially engaged leadership team



Offer an authentic, human face to your institution



Be a voice of your industry and build thought leadership

START

INSPIRE



## Show that your institution 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 organization'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 university, 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\*\*.

<sup>\*</sup> The Social CEO: Executives Tell All, Weber Shandwick, 2013

<sup>\*\*</sup> WeRSM, 2015



## Offer an authentic, human face to your school

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

Industry leaders 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



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 University Page updates**



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



## Leverage LinkedIn as a communication platform



Coordinate with your Marketing and Public Relations teams to sponsor posts on your Company Page and reach a broader audience 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.

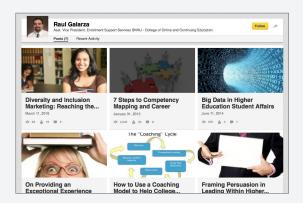
### Post & share updates



- 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.

## Build relationships and accelerate the enrollment and giving cycle

Through its 433M+ members, 7.2M+ companies and 2M+ group conversations, LinkedIn provides unprecedented means to accelerate your school's enrollment and giving cycle. As a university leader, you have the means and reach to improve how your institution uses LinkedIn for brand awareness and relationship management.





Participate where your key university stakeholders gather



## Connect with your university's key stakeholders & contacts

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 most important constituents and provide them necessary attention
- Cement enduring relationships
- Keep tabs on your contacts' movements, interests and needs - in real-time

### Find your most important university stakeholders



- LinkedIn allows you to easily find your key contacts by searching by name, company, or position.
- 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.
- Easily connect in just one click.



### Follow your peers' and colleagues' activity in real-time



- If you are connected with your colleagues, their public activity will appear in your newsfeed.
- Don't forget to follow your corporate partners' Company Pages.
- Opt in to receive daily or weekly email notifications of updates, articles and more





## Be where your prospects, students, and donors are

People build loyalty with companies and organizations they "know, like and trust." LinkedIn expands your presence, approachability and reputation by improving your school's ability to:

- Build brand awareness
- Engage with your students, partners, and donors
- Activate your students and alumni as brand ambassadors

#### Interact with students and alumni



Like in real life, in-person interactions with your students and alumni are the best way to create brand advocates. By posting discussions on your LinkedIn profile or University 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



- 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 understanding new markets to identifying and attracting key experts to your university, LinkedIn has become an essential business intelligence platform.



Stay on top of the leading ideas in your industry



Hire the best, worldwide



Understand the competition & potential disruptors

START

INSPIRE



## 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 the latest on your network and industry



#### People

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



#### **Industry Topics**

Follow industry topics, like Education, to stay in the know on the latest news and opinions.



#### Groups

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





## 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.

### 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.



#### 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.

## Understand the competition and potential disruptors

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

## Spot the next generation of competitors



- 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.





### **Custom Header Image**

Visually enhance your profile to reflect your unique professional brand.

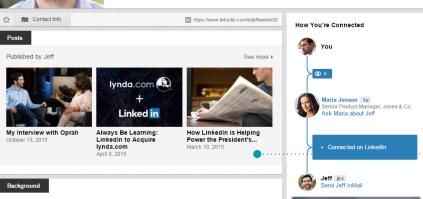
### **Profile Summary**

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.





Hear what LinkedIn employees think »

People Also Viewed

Bill Gates Co-chair, Bill & Melinda Gates

Foundation

Barack Obama President of the United States of

Richard Branson

Founder at Virgin Group

Marissa Mayer Yahoo!, President & CEO

Eduardo Saverin Co-Founder, Facebook Inc.

Arianna Huffington

Randi Zuckerberg
Founder & CEO at Zuckerberg Media

President and Editor-in-Chief at The

Huffington Post Media Group



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 Yahoo! for over seven years, most recently as the Executive Vice President of Yahoo!'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

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.





Bloomberg: LinkedIn Growth Has Reached

#### Visual Guide

#### **Followers**

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

Original content users contribute to LinkedIn.

#### **Posts**

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.

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



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

Bloomberg: LinkedIn Growth Has Reached







LinkedIn's Culture of Trans.

Building a Culture of Comp.

NY TImes: Jeff Weiner of

#### ∨ SEE MORE ∨

#### Content 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.



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 \

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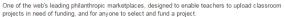


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▼ 1 recommendation



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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



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, Menlo 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)

▼ 1 recommendation



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... View \upper very specific direction.

#### **Executive in Residence**

September 2008 - June 2009 (10 months)



Accel

**Executive Vice President Network Division** 



### Experience **Description**

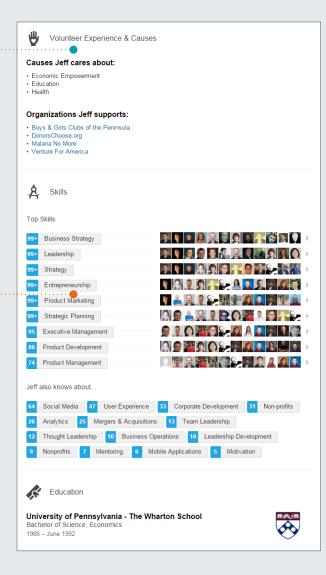
A summary of the member's experience at a specific company. It should be be precise includes key words.

### 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





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 counsel has helped to guide our growth. When people hear Jeff describe DonorsChoose.org, they are moved.

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**

Yahool



#### Derek E. Baird

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

While I was at Yahoo!, I had the honor of working for Jeff on the Yahoo! 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

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** 

A list of the

influencers.

and schools

the member

follows.

**Activity** 

news, companies,

#### Connections

The list of 1st degree connections shared with another member.



Ariel Eckstein 1st Leading LinkedIn's Business in EMEA ...

Business Development Lead at LinkedIn

Sales and Business Leader at LinkedIn

Clarisse Cornuau 1st



Laurence Bret Stern 1st Marketing Director at LinkedIn



David Cohen 1st Senior Director of Sales, N. Europe & E..



James Raybould 1st Senior Director of Marketing at LinkedIn



Alison Lange Engel 1st

Ralf VonSosen 1st Marketing Leader & Visionary in Social ...

Simon Kelly 1st



Senior Director, Global Marketing at Lin.

### Groups

The list of groups the member has joined.



Khan Academy Group 2.030 members + Join

Conscious Business

7,483 members

+ Join



malaria

Malaria No More

1,631 members

+ Join

+ Join

+ Join



Writing on LinkedIn

19,877 members

+ Join

555,859 members



4,302 members + Join

TEACH \*\*.



See 6 more >

#### Following

#### Influencers



Jack Welch

+ Follow

Executive Chairman...



+ Follow

Mark Cuhan

President

+ Follow

Founder, Chopra..









Daniel Goleman Brainpower:.. + Follow



T. Boone Pickens Founder, Chairman... + Follow



See 229 more >

#### + Follow News

Guy Kawasaki

Chief evangelist of...



Leadership & Manag...

17,011,601 followers













Entrepreneurship 10,733,595 followers + Follow



+ Follow





Social Impact

+ Follow

2,768,477 followers







See 5 more >

#### + Follow Companies

10,410,165 followers

















Boys & Girls Clubs o... Nonprofit Organization Management + Follow





+ Follow



LinkedIn Economic G., A Showcase Page + Follow



+ Follow

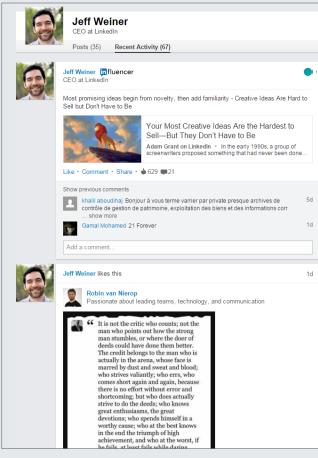


See 72 more >



### **Profile Drop-Down** Menu

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



### **Recent Activity**

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

## About LinkedIn

Today, LinkedIn members number more than 433+ 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 marketing.linkedin.com



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



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



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# Linked in

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