

#2: Design Strategy

Once you're clear on the objective(s) of your Facebook page, the design needs to reflect that. Say your primary objective is to build your email list. You'll need to **feature at least one opt-in box**. For instructions on how to add custom content to your page, see this [post](#). Go to Social Media Examiner's Facebook [Page](#) to see a sample opt-in box.

#3: Content Strategy

Ideally, just as with your blog, you'll have an editorial guide (or content matrix) which includes a plan for publishing a mix of updates, photos, videos, and links. For a sample content matrix, see this [Google doc](#). Use a platform like [HootSuite](#) or [ObjectiveMaster](#) to pre-schedule your content. Depending on the nature of your business and your overall objective, for the most part, it's **best to publish a mix of your own content and what I call "OPC" (other people's content)**. Sources of quality OPC include [Guy Kawasaki's AllTop](#), [Technorati](#), [Listorious](#) (a directory of Twitter Lists), along with your favorite blogs (subscribe in Google Reader or via email). Plus, remember your own Facebook Friend Lists!

#4: Promotion Strategy

Now you've built it and need to ensure "they come!" There are many ways to promote your Facebook page inside Facebook, outside Facebook and offline. See this post for ideas: [21 Creative Ways To Increase Your Facebook Fanbase](#).

#5: Engagement Strategy

Now you're starting to gain traction! But you'll need to allocate resources to ensure your Facebook page is being monitored and moderated—if not always by you, then by your team. If one of your objectives is to enhance customer service, you'll want to **be prompt in responding to fans' comments and use a personal, approachable tone**. [BestBuy](#) does a great job of this. See these two posts for ideas on enhancing engagement: [How to Better Engage Facebook Fan Page Fans](#) and [13 Ways to Move Your Facebook Fans to Action](#).

#6: Conversion Strategy

I usually find the tipping point in social media is between 500-1,000 fans/followers/friends/email subscribers. You'll start to see measurable results with this size group. You'll be building trust and loyalty among your fanbase with consistently good content and reliable responses. Now you must have a strategy in place to convert your fanbase to paying clients or customers. Perhaps you'll offer a special event (live or virtual), coupons, discounts and other incentives to give your fans a strong call to action. The bottom line is to let your fans know exactly what you want them to do. And pace your offers. If you're hosting live/virtual events, be sure to also use the [Facebook Events](#) feature. See this post for ideas: [10 Tips for Creating Buzz With Facebook Events](#).

By the way, just as soon as you have your first 25 fans, be sure to **register your own unique username** (sometimes called a "vanity URL") for your Facebook page at <http://facebook.com/username>.

That's it! That's all you need for now—(1) a profile with a strategy and settings you're happy with, plus (2) the makings of a robust, active Facebook page.

I trust this has been of use if you've been a bit stuck on how to really gain traction with your Facebook optimization. Did I miss something? What else would you like to see covered here?

Facebook 101 Business Guide

Liying Dong



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