

# 3 actions to improve your marketing communications

## Improving marketing means making it effective

It's not enough for your marketing efforts to include a clever headline, a fantastic design or great graphics. Your marketing communications need to be effective. To be effective, your communications must *resonate* with your intended audience. That is, audiences must *understand* what you are saying, *agree* with the premise, and then *act* (e.g., buy your product, donate to your cause, vote for your candidate).

But sometimes, marketing communications efforts don't achieve their goals. Here are three actions you can take that are guaranteed to improve your efforts. And improving your marketing communications could improve your results.

### 1. Explain the why

Your primary task is to explain why your customer should do business with you. Is it because you have the best quality, the best prices, the highest reliability? Do you solve an issue your customer has? You also have to establish why someone would choose your organization over another organization that does the same thing.

### 2. Use plain language

Plain language is about making it easy to understand what you are saying. Perhaps you think using big words and industry terms makes you look more knowledgeable. It doesn't. It makes it harder for your audience to understand what you are saying. So lose the jargon and the multi-syllable words. Focus on making things easy to read and understand.

(Read my post on plain language: People should understand)

### **3. Pay attention to details**

The other day three packages were delivered to my door. I wasn't expecting anything, and when I opened the door, I saw none of them were for me. The delivery truck was still outside so I called out to the driver. She claimed that the GPS sent her to my house. The house number on the packages was the same as my house, but not the street. If you don't pay attention to details, you end up delivering packages to the wrong address.

You have to check and double check. Fact check and proofread everything, from the headline or the subject line to the website link to the caption. EVERYTHING. If you don't, you risk making sloppy mistakes.

Mistakes (sloppy or factual) result in lost credibility. Lost credibility results in lost support. Yes, details do matter.

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Here's the bottom line: Prioritize the basics of communications to improve your marketing efforts and boost your results.