

Getting Your Message to the Right Audiences Communications Strategies that Deliver

Mike Sheldon Communications Planner **Parker Smith** Communications and Program Planner Susan Thurston-Hamerski Communications Coordinator

Agenda

- Communications Planning Overview
- Free and Low-cost Communications
- Extending Statewide Campaigns
 - SHIP StoryMap
 - Youth Anti-vaping
 - Quit Partner
- Takeaways and Questions



Communications Planning Overview

Core Components of a Communications Plan

Goal

• High-level, what are we trying to do?

Audience

• Who do we need to reach?

Objectives

• How will communications help in achieving our goal?

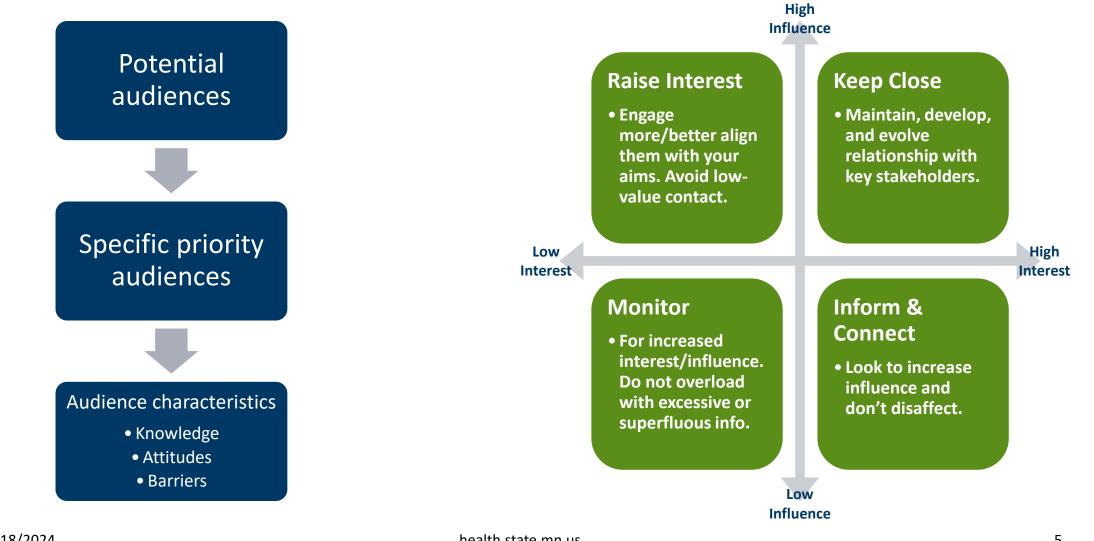
Messages

• What do we need to say? What do we want our audience to do?

Tactics

• How will we deliver our messages?

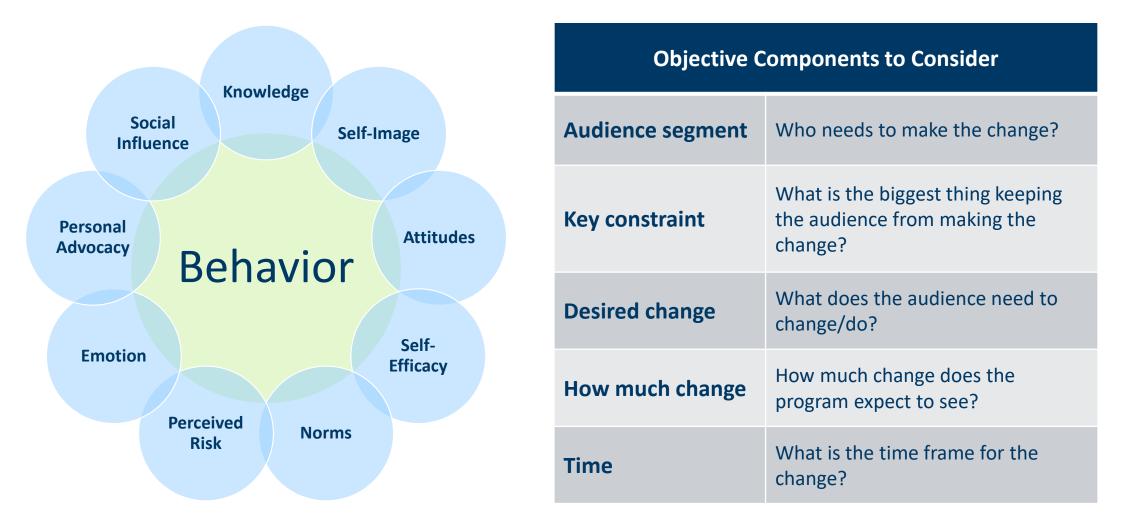
Segment and Define the Audience



Segment and Define the Audience



Set Clear Communications Objective(s)



Craft Tailored Messages

Position Statement

High-level, state benefit to audience, make the change attractive

Supporting K	•	Supporting Key			Supporting Key	
Message		Message			Message	
Evidence, Evidence, Evi Quote, Quote, C	ey Fact, ridence, Quote, timonial, Etc. Key Fact, Evidence, Quote, Testimonial, Etc.	Key Fact, Evidence, Quote, Testimonial, Etc.				

Craft Tailored Messaging

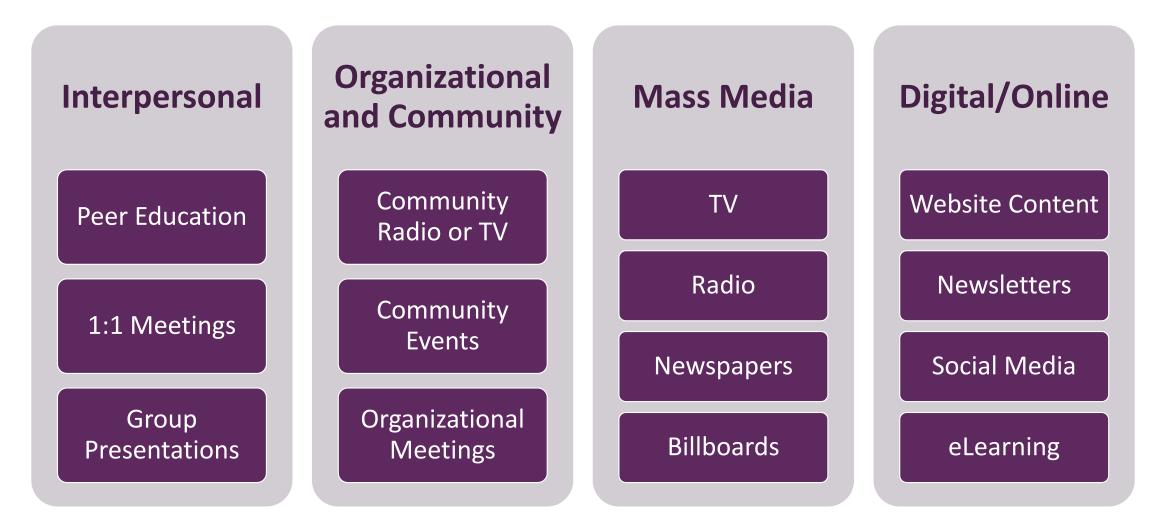
Position	Restricting flavored commercial tobacco products in our community will help keep youth from using the products and becoming hooked.					
Key Messages	Tobacco companies lure youth to their products by using flavors.	Nicotine hooks kids and can harm their physical and mental health.	Communities can restrict where flavored products are sold.			
	More than 80 percent of youth who ever tried tobacco reported starting with a flavored tobacco product.	Nicotine is highly addictive.	Studies show that local flavor restrictions reduce the chance that teens will ever try tobacco products.			
Proof Points	Commercial tobacco products, like vapes, are offered in thousands of dessert, candy, and other kid-friendly flavors	Nicotine exposure can harm learning, attention span, and memory, and increase the risk for future addiction.	Ending the sale of flavored products, including menthol, will improve the health of LGBTQ+ folks and Black American Indian communities.			
	Flavors can mask harshness and taste of tobacco, making flavored them easier for kids to use and increasing their appeal.	Nicotine exposure can worsen symptoms of anxiety and depression.	Minnesota communities are leading the way. 25% of Minnesotans are covered by a local ordinance that restrict or prohibit the sale of flavored tobacco products			

Craft Tailored Messages

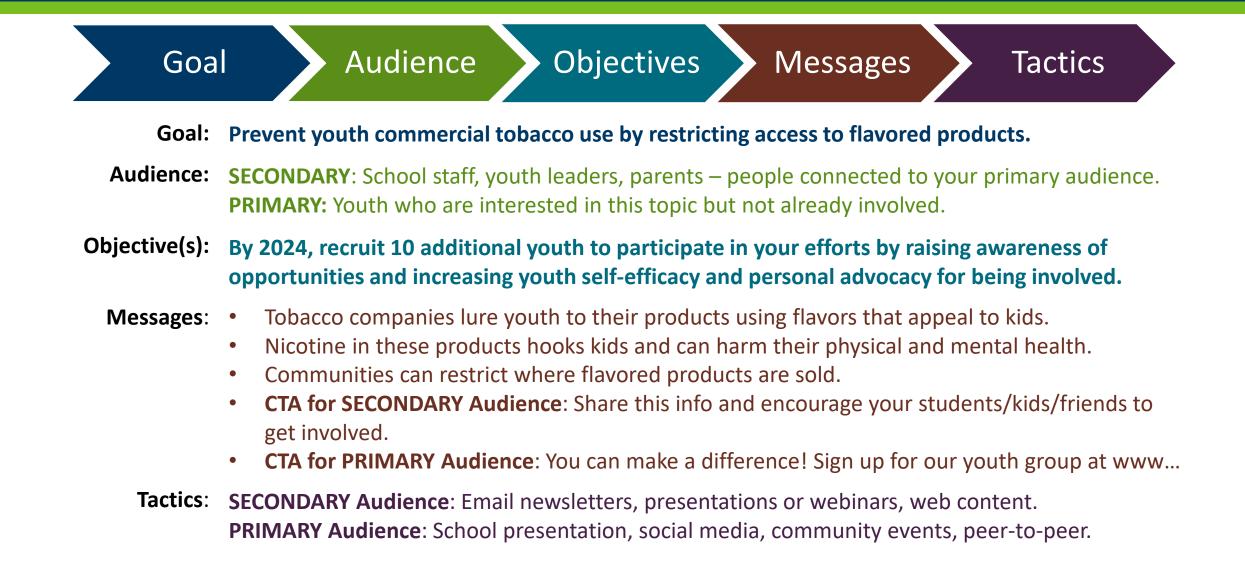
Include a call to action (CTA) using clear action words.

"Learn more	"Talk to your	"Share your	"Sign up at…"
at…"	friends about"	story"	
"Visit our website…"	"Share this post…"	"Call/write to your community leaders"	"Get involved"

Identify Appropriate Tactics



Communications Plan



Free and Low-cost Communications



Earned Media

Earned media is publicity or exposure through non-paid means, such as word of mouth, social media sharing, or news coverage. It's also known as free media because it's virtually free to obtain.



- We have an opportunity for an interview!
- Uh, now what?

Media Training

What we will cover today:

- 1. High level tips and tactics
- 2. Prepping for an interview
- 3. Messaging
- 4. After the interview



Media Interview Fails



Media Interview Fails



Media Interview Fails



1. Confirm all the details:

- What format, in-person or over Zoom?
- Where is the interview, what time and when should you arrive?
- Who will be conducting the interview, is it live or taped and how long will it last?
- If it's a print interview what is the reporter's deadline?

2. Flesh out the story:

- Ask for the specific topic of the story and what type of questions they will be asking. Ask what the reporter hopes to get out of the interview. The interviewer may even ask for your input on potential questions.
- Ask if they will be interviewing anyone else for the story, or if they already have background information.

3. Due diligence:

- What do you know about the reporter/interviewer?
- What is their expertise have they covered similar stories?
- What is their interview style?

Before the Interview

- 4. Key messages:
 - Determine your 2 3 key messages that are important to get across
 - Prep those messages into conversational talking points

Before the Interview

- 5. Prepare and Practice:
 - Brainstorm and review potential questions, especially tough questions
 - Practice your answers speak out loud to ensure you will have smooth responses
 - Practice, practice, practice better with a partner
 - Strong quotes and anecdotes work best
 - Prep factsheets, handouts, data anything to provide to the interviewer ahead of time

Media Interview Tips

Use bridging statements to clarify your point or pivot from difficult questions:

- Never answer with "No Comment"
- "It's important to remember that..."
- "The real issue to keep in mind is..."
- "It would be more accurate to say..."
- "Before we move on, let me reiterate..."

Media Interview Tips

<u>Do</u>

- Keep your answers concise
- Repeat your key messages
- Be genuine and composed
- Remember you are the expert
- It's okay to say "I don't know"

<u>Don't</u>

- Speak "off the record"
- Use overly technical terms or jargon
- Assume the interview is over
- Make up any data/proof points

Media Interview Tips

Looking the part

- Dress professionally for TV interviews solid colors, nothing too busy
- Open body language and gesture naturally
- Look at your interviewer, not the camera (in person)
- Zoom interviews work best with real background, proper lighting
- Zoom interviews look into the camera

After the Interview

Connect with your interviewer – follow up email or text

- This is your opportunity to provide any additional information and make any clarifications
- You can reiterate a key message but keep it very brief
- Thank them for the time and interest you may need to reach out in the future for other story opportunities
- Confirm your name, title and organization
- Confirm when the interview will run
- Look for your opportunities to promote the interview on social media



SHIP StoryMap

Susan Thurston-Hamerski, OSHII Communications Coordinator

SHIP StoryMap

Under the leadership of OSHII research expert Liana Schreiber communications coordinator Susan Thurston-Hamerski

SHIP Storymap offers interactive engagement with SHIP data

Sharing SHIP

- We want to give legislators, policy makers, and local leaders a better sense of how and why SHIP operates, its history, its statewide and local impacts, and partners that exist within the district.
- The content will help guide conversations about SHIP work and help your audience gain greater **understanding of SHIP** and its positive contributions to health in Minnesota.
- It's not intended to be a lobbying tool but rather as an opportunity for individual **legislators** to learn more about the program and how it functions.
- Definitely **share** with legislators, at presentations, in emails, with current and prospective partners!

Bringing a new platform to our partnerships' stories





Supporting Materials

- Communications assets you can use for presentations, emails, handouts, and other communications with your various audiences.
- Use the design elements of the SHIP Storymap, presenting a unified visual theme.
- PDFs of Storymap infographics can guide conversation and clarify key concepts.

Organized into our "buckets"



Why results matter

SHIP Results First Initiative

What is Results First?

The Results First Initiative identifies strategies proven to work for communities. By evaluating theory-based strategies and funding evidence-based strategies, policymakers can improve outcomes for Minnesotans. The Results First Team assigns strategies to one of the six evidence ratings based on studies, research methods, and findings. For more information about Results First categories, please visit https://mn.gov/mmb/results-first/definitions-of-evidence/



Why is Results First important to SHIP?

In the 2018 Legislative Session, the following language based on the Results First Initiative was added to SHIP statute:

"The commissioner of health shall award competitive grants to community health boards and tribal governments to convene, coordinate, and implement proven-effective strategies, promising practice strategies, or theory-based strategies that can be evaluated using experimental or quasi-experimental design. ... The commissioner may award up to 100 percent of tribal grants and up to 25 percent of the grants awarded to community health boards to theory-based strategies that are culturally or ethnically focused." MINN, STAT, 145,986 (2021)



(CHBs) are required to implement at least 2 to 5

statewide strategies based

on funding level.

SHIP 2022-2025:

Programs require local public health (LPH) and community health CHBs

to implement statewide strategies to increase consumption of healthy foods, increase physical activity, reduce commercial tobacco use, and improve well-being.

MN Moves MN Eats MN Breaches MN Well-being

What is PSE?

SHIP supports long-term changes that lead to healthier lives

For sustainable, lasting change to occur, communities need to establish strong, responsive relationships among community members, decision makers, and influencers. This does not take place overnight.

To create healthier communities, we need to remove the barriers to getting there by making changes in three key areas:

Policy changes

S Systems changes

Public policies offer the structure communities can lean into to foster better health — from laws and ordinances to resolutions and mandates. We all work and live within organizations and institutions, from businesses and schools to health clinics and community centers. Changes made to how these "systems" work can support better community health. We want to live and work in places where there are no financial, emotional, or physical berriers to making healthful choices.

Environment changes

When a need in a community is addressed through all three of those areas—policy, systems, and environment—it's called PSE. PSE changes are EQUITABLE, SUSTAINABLE, ONGOING, WIDESPREAD, and lead to INDIVIDUAL BEHAVIOR CHANGES THAT RIPPLE THROUGH A POPULATION.



SHIP Fact Sheet Template

The fact sheet template is designed to make it easy to customize content while calling out key SHIP data and providing a link to the new SHIP StoryMap.

This is your SHIP

The Minnesota Statewide Health Improvement Partnership

Making Real Differences in Lives and Dollars

In 2008, in a bipartisan vote in response to rapidly accelerating and costly chronic diseases, the Minnesota Legislature created the Statewide Health Improvement Partnership. Funded through the Minnesota Health Care Access Fund, SHIP is tasked with working at the local level throughout the state to create and expand opportunities for Minnesotans to be more physically active, eat healthier foods, create wellbeing, and live commercial tobacco-free lives, the key ingredients to reducing chronic diseases such as cancer, heart disease, stroke and Type 2 diabetes. Since its creation, SHIP has had a broad and positive impact on increasing opportunities for healthy eating and physical activity, and reducing commercial tobacco use and secondhand smoke exposure throughout Minnesota, thereby helping to improve the lives of Minnesotans and reduce the enormous annual costs associated with chronic disease.



Consistent with Minnesota's Results First Initiative, 76% of Community Health Board projects include implementing at least one evidence-based strategy during the fall of 2022.

Learn more about Results First at www.health.state.mn.us/shipresults

SHIP is a network of locally driven partnerships

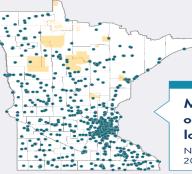
Local Header

[Local success story headline]

[105 words: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus molestie arcu felis, quis interdum metus posuere sed. Donec nisi sapien, tristique sit amet elit vulputate, sagittis facilisis augue. Mauris ante nisl, malesuada quis aliquam sit amet, vestibulum quis sapien. Suspendisse metus felis, fringilla nec auctor sit amet, placerat quis elit. Nullam eget tincidunt justo. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia curae; Nam eu tellus eu orci faucibus varius non sed ligula. Morbi feugiat lacus et erat fermentum, eu consectetur eros dignissim. Phasellus eget suscipit diam. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos. Fusce.

Local partners: [Partner #1, Partner #2, Partner #3, Partner #4, Partner #5, Partner #6]

SHIP Works!



2,172 SHIP Partners SHIP, 2022 data

Minnesota's childhood obesity rate is the 9th lowest in the nation. National Survey of Children's Health, 2020 – 2021 data

80% of Minnesotan adults engaged in physical activity outside of work, compared to 76% of adults nationally.

Behavioral Risk Factor Surveillance System, 2021 data

E-cigarette usage by Minnesota 11th graders fell from 26% in 2019 to 14% in 2022. Minnesota Student Survey, 2022 & 2019 data

Learn more:

www.health.mn.gov/ship email: Health.OSHII@state.mn.us



Email Wording

Having these come from local health partners increases their impact. They get read if they're from you!

If the fact sheet **is emailed to the legislator(s)**, the email could potentially say:

"Attached is a one-page fact sheet about the Minnesota Statewide Health Improvement Partnership (SHIP). This fact sheet is designed to give you a sense of how and why SHIP operates, its history, its statewide impacts and the local impacts and partners that exist within your district. It also provides a link <u>to the SHIP Storymap</u>, which provides in-depth details of the program. As a local SHIP partner we can attest to the positive impacts SHIP has had at the local level.

"If you have questions or need more information, please don't hesitate to contact me/us.



Thank you!"

Key Points

- StoryMap presents an additional channel for our success stories
- Assets (supporting materials) present public health terms such as PSE in plain language
- StoryMap updates linked with success story submissions in November and April
- Each year, improvements and updates (e.g., legislative maps as a filter for 2024)
- Use @mnhealth on all our social channels





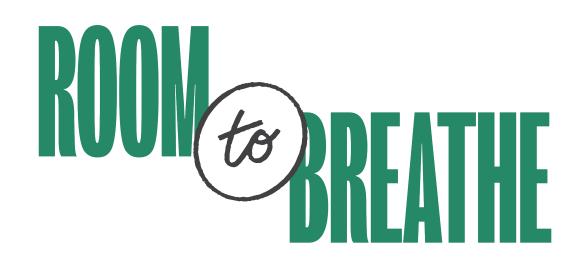
Youth Anti-Vaping Campaigns

Multiple Active Campaigns





Room to Breathe





- A trusted source of information on health, wellness, prevention and cessation.
- A safe, ownable space for teens to access information and get involved.
- A place to find relevant data and resources about the harms of nicotine and vaping, ways to get involved, and help quitting.

Room to Breathe Toolkit - Social Media Content



Room to Breathe Toolkit - Vignettes

Marionettes Focus: Industry Targeting	Storm Cloud Focus: Mental Health	Bubble Focus: Personal Relationships	Quick Fix Focus: Mental Health

Room to Breathe Toolkit - Banner Ads



Room to Breathe Tools – Print Materials



A Campaign is Born

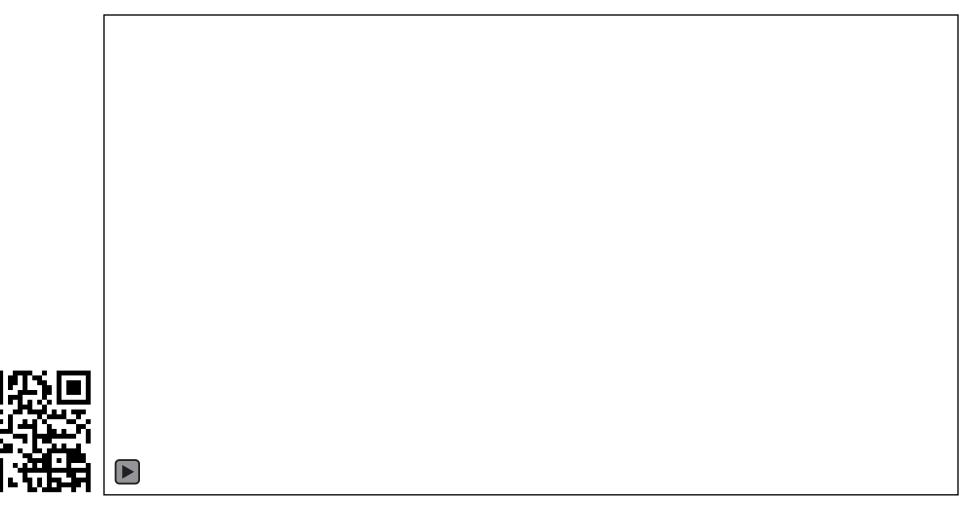


Call or text 1-833-HEY-NORM to learn creative ways to start "the vape talk."

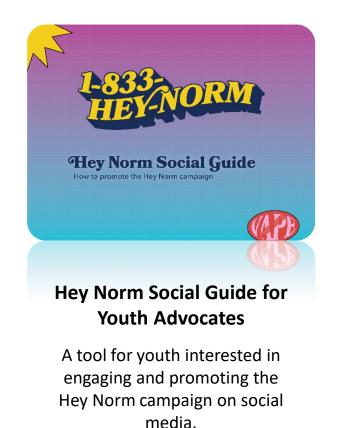
Norm, a fictitious character, helps facilitate awkward conversations around vaping.

A mix of entertaining content and information about the dangers of vaping, as well as quitting or having "the vape talk".

Hey Norm



Tools for Partners



1-833 HEY-NORM

> Hey Norm Campaign Guide How to promote the Hey Norm campaign

Hey Norm Campaign Guide for Grantees and Partners

A tool for grantees and partners interested in promoting the Hey Norm campaign in their communities. Paid Media Guide

Paid Media Guidebook

An overview of common paid media options, the pros and cons for each media type, and information on how to place paid media in your community.

Hey Norm – OOH Assets and Billboards



Hey Norm – Digital Assets



Hey Norm – Videos



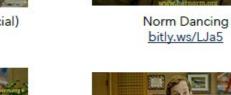
0:30 video spot bitly.ws/LJ8Q



Flavors bitly.ws/LJae



Longform video (infomercial) <u>bitly.ws/LJ9T</u>





1-833-HEY-NORM

Vices bitly.ws/LJav



Cravings

bitly.ws/LJap

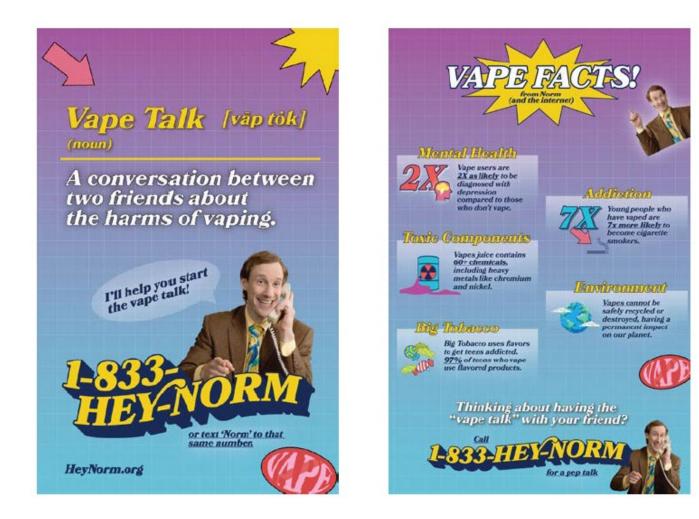
Environment bitly.ws/LJaJ



- Flavors
- Cravings
- Vices
- Environment

health.state.mn.us

Hey Norm – Print Materials





Quit Partner and Media Outreach to Your Communities

Mike Sheldon | Communications Planner

Earned and Paid Media Outreach Tips

- 1. Media outreach planning
- 2. Paid and earned media outreach example
- 3. Free resources for support

Media Outreach to Communities – Basics

Basics for media outreach to specific communities:

- Build trust through partnerships
- Build credibility through partnerships with trusted local organizations and community leaders who can help champion your messages
- Take time to understand the specific needs of the community by talking directly to residents and leaders
- Align your message and outreach with the community's actual needs and concerns

Media Outreach to Communities – Basics

Basics for media outreach to specific communities:

- Focus on digital and social media
- Smartphones are often the primary or only internet access for many community members
- Ensure your website and content are fully optimized for mobile viewing
- Develop a social media strategy and editorial calendar Meta outreach
- Customize messages to your desired community

Media Outreach to Communities – Basics

Basics for media outreach to specific communities:

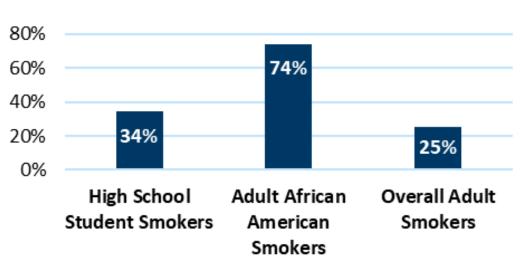
- Effective communication requires customization
- Use input and insight to develop language that resonates with the specific community
- Avoid technical jargon or overly "market-y" language focus on communicating your message in a relatable way
- Consider cultural nuances, preferred communication styles, and communityspecific issues

Menthol Incentive Program



Here's another reason to give us a call: when you try to quit menthols with help from Quit Partner coaches, you now may be eligible for a gift card. Just call 1-800-QUIT-NOW to learn more.





Percent of MN smokers who use menthol

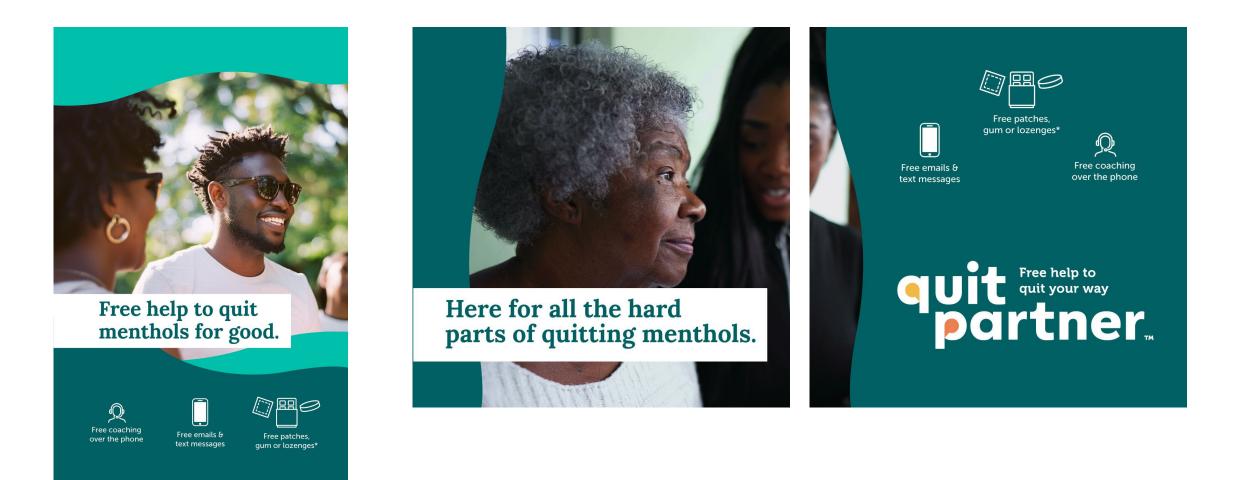
Minnesota, C. and M.D.o. Health, Tobacco Use in Minnesota

Media Outreach to Communities – Menthol Example

Strategies for outreach to the African American Community:

- Input from the Office of African American Health and community partners
- Focus on digital and social media outreach
- Use of stock photos to keep cost down
- Extension of current campaign and messages
- Share info with partners and community members
- Used trusted community sources for ads Southside Pride, KMOJ, Insight News, Midway Como Monitor

Media Outreach to Communities – Menthol Example



Media Outreach to Communities – Menthol Example

Menthols are not Black culture.

They're a targeting tactic.

Ready to quit? We're ready to help.





Free Resources

Resources for Media Outreach

Basecamp resources

How to Promote Quit Partner toolkit

Toolkit Materials order page

Media Campaign Resource Center from the CDC



Resources to Explore

- Promotions Guide for paid and earned media: <u>https://3.basecamp.com/3777019/buckets/4020798/vaults/2501520461</u>
- MDH branding: <u>https://www.health.state.mn.us/about/tools/branding.html</u>
- Accessibility info: <u>https://mn.gov/mnit/about-mnit/accessibility/electronic-documents/</u>
- Health literacy: <u>https://www.cdc.gov/health-literacy/</u>
- Plain language guidance: https://www.plainlanguage.gov/

Free Quit Partner Handouts



about Quit Partner and My Life, My Quit

DEPARTMENT

OF HEALTH









Quit Partner Toolkit Materials

Live Chat



Español Somali	Hmoob	Make a	Referral 🛽	Log	In 🖸	Sign Up 🛽	
Quit Your Way 🔹	Tools & Su	ipport 🗸	Profession	als 🔻	About	Quit Partner 🗸	

About Quit Partner 🕨 Toolkit Materials

Toolkit Materials



On this page you'll find different materials that are available for you to download and print to help promote Quit Partner, the American Indian Quitline, and My Life, My Quit. For a limited time, you can also visit the link immediately below to order, for free, select printed promotional materials for your organization.

 DOWNLOAD BRAND MATERIALS

 Get the Quit Partner style guide, logo files and other

 brand materials.

Download 🛽

- Printed materials
- Ready to print
- Materials in Spanish, Hmong and Somali
- Behavioral Health, Pregnancy program, Youth and Young Adults, American Indian materials available

Resources – Media Campaign Resource Center



Media Campaign Resource Center (MCRC)

CDC > Smoking & Tobacco Use > MCRC Home





Help ③ Register Log In MCRC

About MCRC

Educate audiences about the harmful effects of commercial tobacco use with the MCRC, your source for free and low-cost tobacco education campaign materials. This collection is available to the tobacco control community and partners to support your communications efforts. You can type in a keyword to start your search or use the section links to find ads for your campaign.

Featured Ads & Campaigns

Common Searches



Ads in Cycle Big savings! Check out



Media Campaign Resource Center

Search Capability

Type of Ad: New, Ads in Cycle

Media Type: Video, Radio, Print, Digital Display, Social Media Materials

Cost: Usually Free (other than radio and video)

Theme: Cessation, Quitline Promotion, Youth Prevention, Secondhand Smoke, Flavored

Target Audience: Adults, Youth and Young Adults, Providers, LGBTQ+, African American

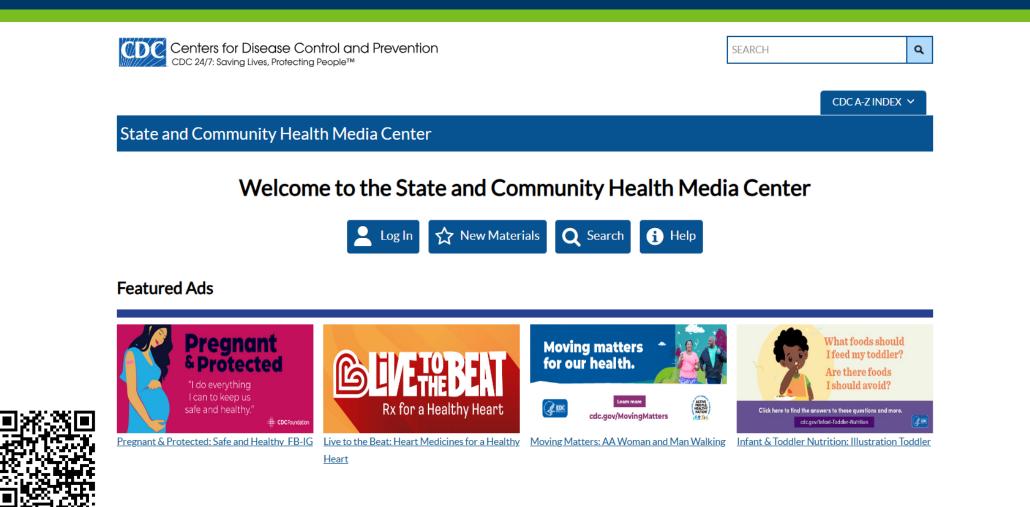
Languages: English, Spanish, Korean, Vietnamese, Chinese

Media Campaign Resource Center

Media Type	Digital Display	
	African Americans, Hispanics, Lesbian, Gay, Bisexual,	
Target Audiences	and Transgender (LGBT)	
Languages	English	
Cost	Free	
Produced For	Making It Count	
Campaign	M[END]THOL	
	Tobacco Industry Manipulation, Tobacco Products -	
Themes	Menthol	
	The End Menthol, or M{END}THOL, campaign was	
	developed to educate the public on the tobacco	
	industry's history of targeting African American,	
	Hispanic, and LGBT communities through targeted	
	marketing. For this campaign vintage tobacco ads were	
	recreated to educate the public on the harms of	
	Menthol flavored tobacco products. This bundle of	
Description	digital media comes in 6 different sizes for digital usage.	
More 🖌		

- Example of search parameters
- MCRC can support simple customization – adding logo

State and Community Health Center



National Association of Chronic Disease Directors



Communications Tools and Resources

The Communications Department is prepared to assist NACDD Members, staff, and consultants with materials and public outreach to reduce the burden of chronic disease and to promote health.



The tools and resources below detail our Department's policies and recommended practices for working with the Communications Department as well as the Association's larger brand standards and policies

Key Takeaways

- Consider your goals and objectives, audience, messaging, and tactics.
- Earned media is a valuable and effective tool and it's free!
- Don't recreate the wheel take advantage of the free campaign tools and resources.
 - Youth Anti-vaping Campaign Materials
 - Quit Partner Campaign Materials
 - CDC's Media Campaign Resource Center
 - NACDD's Publications Libarary
- Contact Parker, Mike, or Susan for support.



Questions

Mike Sheldon Communications Planner Michael.Sheldon@state.mn.us Susan Thurston-Hamerski Communications Coordinator Susan.Thurston-Hamerski@state.mn.us

Parker Smith

Communications and Program Planner Parker.Smith@state.mn.us