

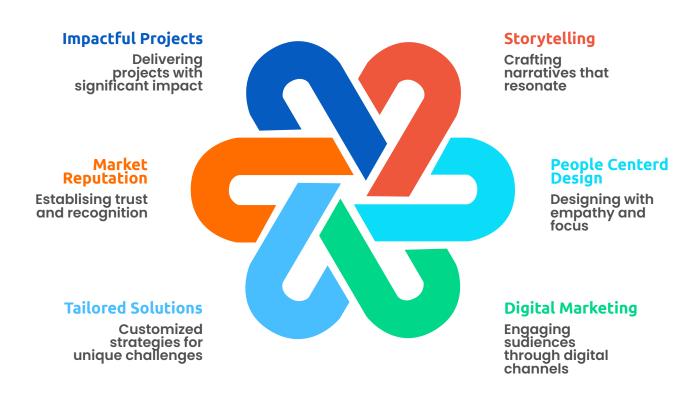
Table of Content

Product/Service/Organization: Impact Spectrum	3	Timing	12
Media Objective 4		Reach, Frequency, and Continuity	12
Who: Target Audience	4	Media Schedule	13
What: Campaign Goals	6	Proposed Media Channels	14
When: Campaign Timeline	6	Social Media	14
Phase 1: Awareness (Months 1-3)	6	Digital Advertising	14
Phase 2: Lead Generation (Months 4-6)	6	Industry-Specific Media	15
Phase 3: Engagement & Retention (Months 7-9)	7	Virtual Events	15
		Examples of Ad Formats	15
Where: Media Channels	7	LinkedIn Carousel Ad	17
Social Media Platforms	7	Instagram Reel	17
Industry-Specific Media	7	Google Search Ad	17
Events	7	Webinars	17
Owned Media	8	Media Channel Mix	17
		Media Execution for Impact Spectrum	18
How: Strategies and Tactics	8	How: Execution of Media Strategy	18
Storytelling-Driven Content	8	Storytelling Approach	
Targeted Advertising	8	Call-to-Action (CTA)	19
Interactive Engagement	8	Where: Media Placement	19
Data-Driven Optimization	8	Social Media Advertising (LinkedIn & Instagram)	20
		Google Ads	20
Media Strategy for Impact Spectrum	9	Email Campaigns	21
Target Market	9	Industry-Specific Media (Nonprofit Journals & Blogs)	21
Target Market Persona	9	When: Timing of Media Activities	22
Strategy	9	Tones and Appeal for Each Platform Based on Creative Strategy	23
Marketing Coverage	11	Budget Breakdown for Media Plan	24
Geographic Scope:	11	Conclusion	25
Market Coverage Strategy:	11	References	26

Product/Service/Organization: Impact Spectrum

Impact Spectrum is a creative agency dedicated to empowering social impact organizations by amplifying their missions through authentic storytelling, innovative marketing strategies, and socially conscious design. Recognizing a gap in the market for agencies focused exclusively on nonprofits, advocacy groups, and ethics-based businesses, Impact Spectrum offers tailored solutions that foster trust, boost visibility, and inspire meaningful engagement. This media plan aims to build awareness of Impact Spectrum's unique value proposition, positioning it as the go-to partner for social impact organizations striving to connect with audiences and create lasting change.

Building a Brand with Spectrum



Strategic Marketing Framework

Storytelling Approach

Connecting people and ideas through compelling narratives.

Geographic Focus

Highlighting key regions for targeted marketing efforts.



Campaign Timeline

Planning and executing campaigns within defined phases.

Target Audience

Identifying and understannding the audience to tailor messages effectively.

Brand Objectives

Setting clear goals for brrand awareness, leads, and growth.

Media Objective



who: Target Audience

Behavioral

Digital Savvy: Actively engage with digital platforms like LinkedIn, Instagram, and industry forums. They prioritize agencies that integrate storytelling with digital tools, including analytics, content management, and social media strategies

Community-Driven: Seek to build deeper engagement with stakeholders and their audience, not just visibility. They value partnerships that enhance relationships with donors, volunteers, and beneficiaries.

Decision-Makers: Tend to carefully evaluate agencies based on proven results, such as client testimonials and measurable impacts.

Psychographics

Values: Deep commitment to social justice, sustainability, equity, and community empowerment. They prefer agencies with similar ethical alignments.

Motivations: Want to communicate their mission effectively, grow their organization's visibility, and secure more funding or public support.

Challenges: Often constrained by tight budgets and face competition for attention from donors and supporters, making cost-effective, innovative solutions crucial.

Demographics

Age: Primarily 25-55 years old, encompassing younger

innovators and experienced decision makers.

Education: Highly educated, often with advanced degrees in social sciences, marketing, public administration, or nonprofit management.

Occupation: Executive directors, communications managers, program managers, and marketing leads in social impact organizations.

Geography

Urban/Suburban Areas: Predominantly located in developed regions with active nonprofit and advocacy sectors, such as North America, Europe, and Africa.

Global Outlook: Operate in regions with a high awareness of social issues and a growing emphasis on partnerships between sectors.



What: Campaign Goals



Build Awareness: Establish Impact Spectrum as a recognizable and credible brand in the social impact sector. (Aaker, 1991)

Example: Increase brand mentions on LinkedIn and grow website traffic by 40% in six months.



Position as a Thought Leader: Demonstrate expertise in storytelling and socially conscious design.

Example: Publish three white papers or thought leadership articles in key nonprofit publications during the campaign.



Drive Engagement: Foster meaningful interactions with potential clients.

Example: Achieve a 20% increase in email open rates and double social media engagement rates by month six.

When:

Campaign Timeline

Phase 1: Awareness (Months 1-3)

Focus on digital ads, social media campaigns, and thought leadership articles to introduce Impact Spectrum to a broad audience.

Tie campaigns to relevant events like International Volunteer Day (December 5) or Giving Tuesday.

Phase 2: Lead Generation (Months 4-6)

Roll out targeted LinkedIn and email campaigns with downloadable case studies to capture potential client information.

Schedule webinars showcasing Impact Spectrum's successes.

Phase 3: Engagement & Retention (Months 7-9)

Host interactive sessions, such as Q&As or storytelling workshops, to deepen connections with leads.

Launch a client loyalty program offering additional perks to early collaborators.



Where:

Media Channels



Social Media Platforms

LinkedIn: Primary platform for connecting with nonprofit leaders and showcasing thought leadership.

Instagram: Use visually engaging stories and reels to highlight Impact Spectrum's creative projects.

Facebook: Share longer-form content, such as testimonials and detailed case studies.

Industry-Specific Media

Partner with nonprofit journals, blogs, and forums to share Impact Spectrum's expertise in articles and interviews.

Events

Virtual Events: Host or participate in webinars, panel discussions, and online summits targeting nonprofit professionals.

Podcasts: Partner with social impact-focused podcasts to feature Impact Spectrum's team and case studies.

Owned Media

Website: Develop a dedicated content hub with blogs, videos, and downloadable resources to position Impact Spectrum as a resourceful partner.

Email Campaigns: Send newsletters highlighting success stories and offering actionable tips for nonprofits.



How: Strategies and Tactics

Storytelling-Driven Content

Create videos and infographics showcasing real-world success stories and measurable outcomes.

Publish engaging blog posts and thought leadership articles on Impact Spectrum's website and industry platforms.

Targeted Advertising

Launch paid campaigns on LinkedIn and Facebook using precise targeting parameters like job title, location, and interests.

Interactive Engagement

Host live Q&A sessions on Instagram or LinkedIn to discuss storytelling tips for nonprofits.

Run polls or surveys on social media to gather insights and foster engagement.

Data-Driven Optimization

Use analytics tools to track campaign performance, adjusting ad spend and creative assets to maximize ROI.

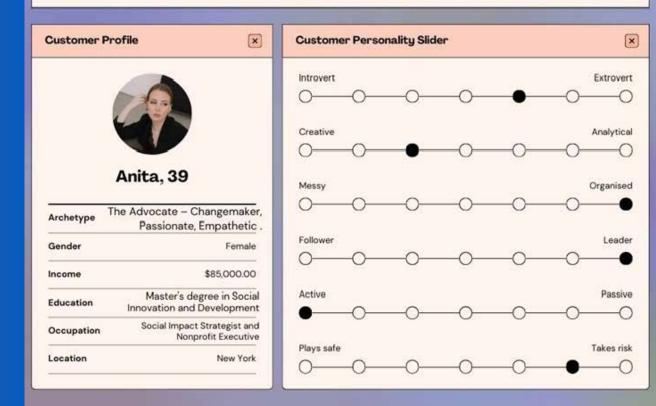
Develop a dashboard to monitor metrics like click-through rates, lead generation, and social media growth in real-time.

Media Strategy for Impact Spectrum

Target Audience

The target market consists of decision-makers in social impact organizations, such as executive directors, communication managers, and program directors. They value innovative, authentic, and cost-effective marketing solutions to amplify their missions.

Customer Persona



Strategy

Focused Approach: Employ storytelling-centric campaigns to resonate emotionally and professionally. **Segmented Messaging:** Tailor content to the specific roles and interests of each audience subgroup (e.g., executives looking for high ROI, marketers seeking creative campaigns).

Engagement-Centric: Use platforms where the target audience is most active, such as LinkedIn for professionals and Instagram for visual storytelling.

Tactical Implementation

Decision Making

LinkedIn Thought Leadership	Write articles that include 'The Craft of Narration for NGOs' and 'Enhancing Donor Interaction through Human-Centric Tales.' These resources will place Impact Spectrum in a vantage point of being soaked in misconceptions about nonprofit communication
Instagram Visual Campaigns	Implement carousel ads of current nonprofit stories such as Emily's achievements through storytelling. These ads will link her to the Impact Spectrum website showing many examples of cause-related marketing initiatives
Webinars on Storytelling	Host monthly webinars for nonprofit professionals, featuring storytelling strategies and best practices. By providing actionable insights, BWR will establish credibility and build trust with Emily (Kotler, 2020).
Core Principles of the Strate	egy
Relevance	Messaging related to Emily's struggles and goals is more likely to be well received, which shows that (Kotler P. &., 2018) stated that consumer pain is important when developing communication plans.
Emotional Appeal	The emotional appeal of this setting increases Emily's engagement with authentic storytelling on topics that call for change (Heath and Heath, (Heath, 2007).
Data-Driven	Conclusions gathered from the market analysis will make up for the specific direction of the campaign, which will include only the content that suits Emily (Chaffey

2022).

tion of the campaign, which will include only the content that suits Emily (Chaffey,

Marketing Coverage

2004 2009 2010 2011 2012 2013 2014 2015

Geographic Scope:

Primary Regions: North America, Europe, and Africa, where nonprofits and advocacy groups are highly active.

Local Adaptation: Regional nuances in messaging will ensure cultural relevance and resonance.

Market Coverage Strategy:

Selective Coverage: Focus on organizations that are mid-sized to large and actively seeking marketing support for high-impact campaigns.

Vertical Targeting: Prioritize sectors like environmental advocacy, health nonprofits, and educational foundations to showcase sector-specific expertise

Scope

The strategy will begin regionally (e.g., the U.S. and Canada), focusing on urban hubs with a high concentration of social impact organizations. As BWR grows bigger, it will tap into the national as well as international markets such as Europe and Africa to nonprofit organizations and advocacy agencies.

Rollout Schedule

- Phase 1 (Month 1): Focus group research and a gentle introduction of target channels to the market.
- Phase 2 (Month 2-3): Release of creative content that should be disseminated into digital channels such as social media platforms and Google Ads.
- Phase 3 (Month 4): Moves to out-of-home (OOH), print and radio.
- Phase 4 (Month 5-6): Mobile campaign optimization; using audience insights leading to television commercial's introduction.

Seasonality and Timing

- Launch during Q1, aligning with budget renewals for nonprofits.
- Increase intensity during Q2 (Earth Day, World Environment Day) to gain attention on discussions related to social justice/sustainability.

Timing

Campaign Duration: 9 months, divided into three phases (Awareness, Lead Generation, Engagement & Retention).

Seasonality: Align campaigns with events such as International Volunteer Day, Giving Tuesday, and Earth Day to capitalize on high engagement periods in the nonprofit sector.

Reach, Frequency, and Continuity

Reach: Target a broad audience of approximately 5,000 social impact organizations globally, ensuring diversity in geographic and sector representation.

Frequency: Deliver 5-7 touchpoints per week per audience segment via different channels to build familiarity and trust.

Continuity: Maintain consistent messaging throughout the 9-month campaign, with spikes in activity during key nonprofit awareness events.

Month	Activity	Channel	Objective	
1-3 (Awareness)	Launch introductory video ads, blog posts, and thought leadership articles.	LinkedIn, Twitter, Instagram Blogs, Email.	Build awareness of Impact Spectrum's mission	
4-6 (Lead Gen)	Share case studies, host webinars, and run interactive LinkedIn ads	LinkedIn, Webinars	Capture leads through gated content.	
7-9 (Engagement)	Launch testimonials, share behind-the-scenes videos, and run polls	Instagram, LinkedIn	Deepen engagement and foster trust	

Reach	Target to engage 70% of the primary audience within the first three months.
Frequency	Ensure target audiences encounter campaign elements 5–7 times weekly for consistent message reinforcement.
Continuity	Employ a pulsing strategy: - High-intensity bursts during campaign launches, webinars, and global awareness days. - Steady, low-level engagement maintained via social media and email marketing throughout the year.

9-Month_Grant_Chart (1)

Task	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9
Market Research	x	x	X						
Social Media Ads	x	x	x	x					
Google Display Ads	x	x	x						
Video Production	x			x					
Print & OOH Ads					x	x			
Radio and TV Spots						x		x	x
Webinars							x	x	
Analytics & Optimization				x	x	x			×

Proposed Media Channels



Social Media

LinkedIn: Best suited for professional storytelling, sharing thought leadership, and running B2B lead-generation campaigns.

Ad Format: Sponsored carousel ads showcasing success stories, with a clear call-to-action (CTA) to download whitepapers or book consultations.

Instagram: Ideal for visually engaging younger decision-makers.

Ad Format: Reels featuring quick, impactful storytelling showcasing Impact Spectrum's creative process.

Digital Advertising

Google Ads: Helps capture high-intent searches from organizations actively looking for creative agencies.

Ad Format: Search ads with strong CTAs like "Empower Your Mission with Impact Spectrum."

Email Marketing: Targets leads with personalized newsletters featuring storytelling tips, testimonials, and offers.

Industry-Specific Media

Nonprofit Blogs/Journals: Positions Impact Spectrum as a thought leader.

Ad Format: Banner ads or sponsored articles showcasing Impact Spectrum's expertise.

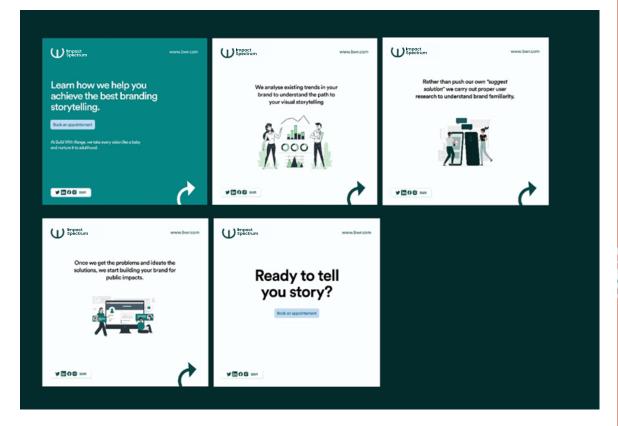
Virtual Events

Webinars and Online Summits: Provides direct interaction with the audience.

Ad Format: Event landing pages promoting sessions on effective storytelling for social impact.



Instagram Ad Concept: Carousel







Other Designs





LinkedIn Carousel Ad

Slide 1: Image of a nonprofit team in action. Text overlay: "Transform Your Mission into a Story that Inspires."

Slide 2: Client testimonial: "Impact Spectrum elevated our message, resulting in a 30% donor increase."

Slide 3: Call-to-action: "Learn how. Schedule a free consultation today."

Instagram Reel

Scene 1 (0-5 sec): Footage of a nonprofit struggling to engage donors.

Scene 2 (5-10 sec): Introduction of BWR's team, brainstorming ideas.

Scene 3 (10-15 sec): Highlight of the campaign results (e.g., "Raised \$50,000 in a month").

Google Search Ad

Headline: "Storytelling for Social Impact – Impact Spectrum"

Description: "Partner with Impact Spectrum to amplify your mission and engage your audience. Book a free consultation now."

CTA: "Learn More."

Webinars

Title: "Storytelling Strategies to Transform Social Missions."

Structure:

Introduction (5 mins): Overview of Impact spectrum.

Main Session (30 mins): Case studies and actionable tips.

Q&A (15 mins): Live interaction with the audience.

	Formats	Rationale
Social Media	Instagram carousel ads featuring before-and-after stories of social impact clients. LinkedIn video testimonials from nonprofit leaders. Twitter campaigns to narrate mission-driven transformations.	Social media offers cost-effective, targeted reach and encourages engagement among digital-savvy audiences.
Digital Advertising	Google Display Ads targeting urban professionals and keywords related to storytelling, nonprofit marketing and donor engagement.	Allows precise targeting of nonprofit professionals actively searching for solutions.

	Formats	Rationale
Print	Half-page ads in health, sustainability, and nonprofit-focused magazines like Nonprofit Quarterly or Stanford Social Innovation Review.	It reaches an audience of thought leaders and executives who value in-depth content.
Television	30-second commercials aired on lifestyle networks (e.g., HGTV or NatGeo) showcasing real-life transformations enabled by Impact Spectrum's storytelling campaigns.	Amplifies visibility among broader audiences who are interested in socially conscious brands.
Radio	15-second spots during morning and evening commutes emphasizing Impact Spectrum's commitment to measurable impact.	Builds emotional resonance with listeners during high-focus times.
Out-of-Home (OOH)	High-traffic posters and billboards placements near nonprofit hubs.	Ensures visibility in areas frequented by decision-makers in the nonprofit sector.
		Market House, Land

BuildwithRange

Media Execution for Impact Spectrum

This media execution plan is structured to maximize the effectiveness of Impact Spectrum's media strategy, with detailed insights into how, where, and when the media will be implemented. Each platform and channel will feature content tailored to its audience's needs, while adhering to Impact Spectrum's creative strategy and tone.

How: Execution of Media Strategy

Storytelling Approach

Core Strategy: The key to Impact Spectrum's approach is compelling storytelling. Each piece of content, whether it's a digital ad, social media post, or email, will leverage storytelling to convey the impact of Impact Spectrum's work. This will be executed by highlighting real-world examples of nonprofit success stories, client testimonials, and case studies that demonstrate how Impact Spectrum's social consciousness leads to measurable, lasting change.

Tactical Elements

Case Studies: Showcasing the specific challenges faced by clients and how Impact Spectrum's unique approach provided solutions.

Video Content: Short-form (30-60 seconds) and long-form (2-3 minutes) videos highlighting successful campaigns.

Infographics: Visually appealing graphics that break down campaign metrics or success stories.

Behind-the-Scenes: Featuring the creative process and the people behind Impact Spectrum's work to build transparency and trust.

Call-to-Action (CTA)

Each piece of content will feature a strong CTA that invites potential clients to engage further—whether through scheduling a consultation, downloading a white paper, signing up for a webinar, or following Impact Spectrum's social media profiles for more insights.

Where: Media Placement

Tactical Elements

LinkedIn:

How: LinkedIn will be used for professional engagement with social impact leaders and decision-makers. Sponsored posts and carousel ads will showcase Impact Spectrum's case studies, thought leadership, and services in a professional context.

When: Ads will run primarily during weekdays when professionals are most active, with a focus on business hours (9 AM - 6 PM). Paid LinkedIn content will also be timed around major nonprofit industry events.

Tone & Appeal:

Tone: Authentic, Empowering, Purposeful. LinkedIn requires a more formal, business-focused approach, highlighting Impact Spectrum's expertise and impact. The messaging will focus on how Impact Spectrum helps social impact organizations achieve measurable success.

Appeal: Rational and Emotional. Ads will use rational appeal (showing measurable success, ROI) while

also employing emotional appeal (sharing personal success stories from clients).

Instagram:

How: Instagram will be used for visual storytelling. The creative focus will be on posts that highlight Impact Spectrum's work with nonprofits through vibrant images, short-form videos (Reels), and Instagram stories. Engagement will be driven through polls, question stickers, and interactive content to encourage community participation.

When: Instagram posts will be scheduled for late mornings and evenings, catering to when social impact professionals are likely to scroll through their feeds (8 AM - 10 AM and 6 PM - 9 PM). Reels and Stories will be posted at a higher frequency (3-4 times a week).

Tone & Appeal:

Tone: Innovative, Inspiring, Authentic. Instagram will lean into a creative, emotionally resonant tone, with a focus on showcasing the human side of Impact Spectrum's storytelling.

Appeal: Emotional and Inspirational. The Instagram

approach will emphasize emotional appeal—sharing powerful visuals and stories that stir motivation and engagement for social change.

Google Ads

How: Google Ads will target high-intent searchers looking for nonprofit marketing solutions. This includes ads targeting keywords like "creative agency for nonprofits," "storytelling for social impact," and "digital marketing for social organizations."

When: Ads will run continuously with a focus on times when potential clients are researching solutions (business hours, Monday through Friday). For specific keywords related to seasonal campaigns (e.g., Giving Tuesday, Earth Day), we will adjust bids during peak months.

Tone & Appeal:

Tone: Purposeful, Authentic. Google Ads will need clear, concise messaging that immediately conveys Impact Spectrum's value proposition—helping social organizations tell powerful stories.

Appeal: Rational Appeal. Ads will focus on measurable

outcomes, such as increased engagement and donations.

Email Campaigns

How: Email newsletters and personalized drip campaigns will nurture leads by offering insights on storytelling, nonprofit success stories, and creative solutions. Each email will contain case studies, downloadable resources, and offers to schedule a consultation.

When: Emails will be sent bi-weekly, with high-priority email blasts around significant nonprofit events or after successful webinar promotions. Emails will be timed for early mornings (7 AM - 9 AM) for maximum visibility.

Tone & Appeal:

Tone: Collaborative, Inspiring. Emails will be personal and engaging, speaking directly to the reader's values while offering actionable insights.

Appeal: Rational and Emotional. While emails will highlight the results (rational appeal), the content will also resonate with the reader's values, fostering a deep emotional connection with Impact Spectrum's mission.



How: Partnering with nonprofit blogs and journals to place sponsored content or banner ads that showcase Impact Spectrum's success stories. Articles and thought leadership will establish Impact Spectrum as a trusted resource within the nonprofit sector.

When: Content will be timed around relevant industry events, such as Global Giving Week or Nonprofit Leadership Conferences. Sponsored posts will run monthly for consistency and sustained visibility.

Tone & Appeal:

Tone: Authentic, Thought-Leadership. Articles and sponsored content will highlight Impact Spectrum's deep understanding of social impact, positioning the agency as a knowledgeable partner.

Appeal: Rational Appeal. The focus will be on the measurable impact Impact Spectrum has had, showcasing quantifiable results for nonprofits.

When: Timing of Media Activities

Phase I (Months 1-3: Awareness)

Goal: Build brand awareness across platforms.

Activities: Launch LinkedIn carousel ads and Instagram Reels, publish blog posts and case studies, initiate Google Ads.

Frequency: High frequency on Instagram and LinkedIn (3-4 posts per week), continuous Google Ads.

Phase 2 (Months 4-6: Lead Generation)

Goal: Generate qualified leads and nurture through email campaigns.

Activities: Sponsored LinkedIn content, webinars, email campaigns, Google Ads.

Frequency: Weekly webinars, bi-weekly emails, and monthly blog posts.

Phase 3 (Months 7-9: Engagement & Retention)

Goal: Deepen engagement and foster long-term relationships with potential clients.

Activities: Share testimonials and behind-the-scenes content on Instagram, email updates with client success stories, Google Ads re-targeting.

Frequency: 3-4 weekly Instagram posts, bi-weekly email campaigns, retargeting Google Ads.



Tones and Appeal for Each Platform Based on Creative Strategy

Platform	Tone	Appeal	Explanation
LinkedIn	Authentic, Empowering, Purposeful	Rational, Emotional	LinkedIn requires a professional tone, but it also must emotionally resonate with nonprofit leaders focused on creating change. Ads will combine results-driven data with inspiring stories.
Instagram	Innovative, Inspiring, Authentic	Emotional, Inspirational	Instagram requires a more creative and visually appealing tone. Ads will emphasize impact through emotional storytelling, focusing on how Impact Spectrum's work uplifts social causes.
Google Ads	Purposeful, Authentic	Rational	Google Ads will need a concise, direct tone, with a focus on explaining Impact Spectrum's services and tangible benefits to drive conversions.
Email Campaigns	Collaborative, Inspiring	Rational, Emotional	Emails will foster a collaborative tone, providing insightful content while inspiring action through real-world examples of success.
Industry Media	Thought Leadership, Authentic	Rational	Thought-leader positioning will be emphasized in articles and ads, showcasing Impact Spectrum's deep expertise and measurable impact in the social impact sector.

Budget Breakdown for Media Plan

Media Chanel	Budget Allocation	Percentage	Explanation
Social Media Advertising	\$4000	25%	A significant portion for LinkedIn and Instagram to target professionals and increase brand awareness. LinkedIn ads will focus on thought leadership and lead generation, while Instagram will drive engagement through creative visuals.
Google Ads	\$3000	19%	Allocated to capture high-intent search traffic and increase Impact Spectrum's visibility when potential clients are actively searching for creative agencies specializing in social impact.
Webinars & Virtual Events	\$2000	13%	Includes costs for platform subscriptions, promotion, and guest speaker fees. Webinars and virtual events will allow direct engagement with potential clients and build trust with the audience.
Email Campaigns	\$1500	10%	This budget will cover email marketing tools Mailchimp) and content creation (newsletters, lead nurturing). Essential for building relationships with leads.
Industry-Specific Media	\$2500	16%	Budget for ads in nonprofit journals, blogs, and online platforms. These channels will establish Impact Spectrum as a sector authority and increase brand credibility among nonprofits and advocacy groups.

Content Creation & Design	\$2500	16%	Funds for creating high-quality visuals, blog posts, success stories, and case studies. These materials will support social media campaigns and email newsletters.
Contingency Fund	\$1000	6%	Reserved for unforeseen expenses or adjustments in the campaign.

Conclusion

The media plan for Impact Spectrum demonstrates a well-rounded strategy to position the agency as a leader in storytelling for social impact organizations. By focusing on compelling narratives, leveraging data-driven decision-making, and employing targeted advertising across social media, digital platforms, and industry-specific media, Impact Spectrum can effectively reach its audience. The plan balances emotional appeal with measurable outcomes, ensuring a resonant connection with decision-makers while highlighting the agency's tangible value.

With a structured timeline, strategic media execution, and an optimized budget, Impact Spectrum is poised to achieve its objectives of building awareness, generating leads, and fostering meaningful engagement. This approach not only amplifies Impact Spectrum's mission but also solidifies its reputation as a trusted partner for nonprofits and advocacy groups, paving the way for long-term growth and impactful collaborations.



References

Aaker, D. A. (1991). Managing brand equity: Capitalizing on the value of a brand name. New York, NY: Free Press.

Chaffey, D. &. (2022). Digital marketing excellence: Planning, optimizing, and integrating online marketing (6th ed.).

New York, NY: Routledge.

Heath, C. &. (2007). Made to stick: Why some ideas survive and others die. New York, NY: Random House.

Kotler, P. &. (2020). Marketing management (15th ed.). Boston, MA: Pearson Education.

Kotler, P. &. (2018). Principles of marketing (17th ed.). Boston, MA: Pearson Education.