Branding & Positioning



W23

Agenda

- 1. What is Branding and Positioning?
- 2. Mission, Vision & Values
- 3. Brand Positioning
- 4. Visual Style
- 5. Tone of Voice
- 6. Brand Guidelines
- 7. Brand Essence Wheel

About Me



- → Serial Entrepreneur from the United Kingdom
- → Built companies in UK, US, NL, SLO
- → Entrepreneur of the Year 2012 in Netherlands
- → Teams from 0 100+ employees
- → Some successful exits, multiple failures
- → Angel Investor for the last 8 years
- → Father, Husband, Hiker & Biker

LONDON | LOS ANGELES | AMSTERDAM | LJUBLJANA

Why Me?



- → Head of Growth @ Speedinvest
- → Ex-Head of Growth @ Receipt Bank
- → Co-Founder/CCO of GetSocial (Sold 2019)
- → Launched multiple products in multiple markets from new products to product expansion





What is Branding and Positioning?

"Brand is just a perception, and perception will match reality over time."

Elon Musk

The King of Twits



What is Branding?

BRANDING:

Branding is your company's reputation as it is viewed by others.

POSITIONING:

Positioning describes how customers view your company with respect to what you offer and what value you can deliver.

What is Branding?

Your brand helps you differentiate you from your competitors, establish credibility and trust with customers and create memorable and emotional connections with your target audience.

A good brand can help build loyalty, establish a clear position in the market and communicate your values and mission effectively.

The unique identity and image of a company

- ★ Company Name
- ★ Logo
- ★ Color Palette
- ★ Messaging
- ★ Tone of Voice
- ★ Visual Style

What is Positioning?

Positioning creates a unique, differentiated image in the minds of target customers for your company and its products and services.

It's the understanding of the target markets needs, preferences and perceptions and then communicating the value proposition of the startup.

The positioning should be consistent across all branding and marketing efforts and should be reflected in the companies messaging, product and customer experience.



Goal of positioning:

- ★ Appeal and be relevant to target market
- ★ Create a strong, lasting impression
- ★ Align marketing with brand and value proposition

"A brand is the set of expectations, memories, stories and relationships that, taken together, account for a consumer's decision to choose one product or service over another."

Seth Godin

Author





Mission, Vision and Values

Mission Statement...

The mission statement defines the reason for a company's existence and outlines its overall objectives.

It provides a clear understanding of the company's **purpose**, its **customers**, and the **products** or **services** it offers.

Writing your Mission Statement

What do we offer?

The power to build a community

Who is it for?

Anyone who has internet access

What do we solve?

Enable more and stronger connections

What makes us different?

Connect and share with people you care about at the same time

What is out impact?

Global economic activity, unlock new opportunities, connect people & business

To {Contribution/Goal} so {Impact}

To connect and share with people while developing strong, engaging connections and communities so people can connect, share and unlock new opportunities.

Mission Statement...

To connect and share with people while developing strong, engaging connections and communities so people can connect, share and unlock new opportunities.



Give people the power to build community and bring the world closer together. That reflects that we can't do this ourselves, but only by empowering people to build communities and bring people together. Our lives are all connected.

facebook.

Vision Statement...

The vision statement is a declaration of a company's **aspirations** for the future.

It provides a picture of what the company wants to **achieve** and the **impact** it hopes to have on the world.

The vision statement should be inspiring and **motivate** the company's employees and stakeholders to work towards a common **goal**.

Be Ambitious

It should challenge the team!

Be Achievable

It should be achievable - not easy, but not impossible.

Be Broad

Don't focus on details, all of the company's goals should be seen in the vision statement.

Be Strategic

Think of a future that's relevant to your company and aligns with your brand.

Writing your Vision Statement

What is our purpose?

To help people to connect, discover what's happening in the world, and share what matters.

What are our core values?

Communication, expression, empowerment

Who is our audience?

Individuals, businesses, creators

What are our aspirations?

To build global communities

Pull together to create a long-term view of aspirations & goals

To bring the world's people, businesses and creators together to share, express and connect with the things they care about.

Mission Statement...

To bring the world's people, businesses and creators together to share, express and connect with the things they care about.

To bring the metaverse to life and help people connect, find communities and grow businesses.



facebook.

Values Statement...

The values statement outlines the principles and beliefs that guide a company's decision making and behavior.

It sets the tone for the company's culture and helps to create a sense of unity among employees.

Values may include ethics, respect, responsibility, integrity, and customer focus.

Facebook's Values

Move fast
Focus on long-term impact
Build awesome things
Live in the future
Be direct
Respect your colleagues

facebook.

Examples: Mission Statements

Mission

One short sentence to show:

- ★ What do we offer?
- ★ Who is it for?
- ★ What do we solve?
- ★ What makes us different?
- ★ What's our impact?

Vision

An aspirational statement that shows:

- ★ Goals for the future
- ★ Impact on the world

Values

A bulleted list that shows:

- ★ What the company offers
- ★ How it operates
- ★ How it interacts

Example: Nike

Mission

Create groundbreaking sports **innovations**, make our products **sustainably**, build a creative and diverse global team, and make a positive impact in communities where we live and work.

Vision

Bring **inspiration** and innovation to **every athlete in the world**.

Values

Inspiration
Innovation
Sustainability
Every Athlete in the World
Authentic
Connected
Distinctive

Example: Salesforce

Mission

We bring companies and customers together. We committed our time, equity, and products to improve education, equality, and the environment for everyone.

Vision

We're committed to a **sustainable** future for all.

Values

Trust
Customer Success
Innovation
Equality
Sustainability

Example: The North Face

Mission

Provide the best gear for our athletes and the modern-day explorer, support the preservation of the outdoors, and inspire a global movement of exploration.

Vision

Our passion is beyond setting records and achieving fame. For us, it's all about **changing lives**, not just our lives, but also. the lives of those who **inspire** us to aim for **extraordinary** dreams.

Values

Authenticity
Empowerment
Perseverance
Environment Responsibility
Technology & Innovation



Brand Positioning

The Power of Brand Positioning



The North Face

Technical Clothing for outdoor enthusiasts.

The North Face is an outdoor company with a deep connection to wild places. Everything we do is with an appreciation of how the world's natural environment enables outdoor activities that enrich people's lives.

Mountain Sports

Aficionados

Mountain Athletics

Fitness

Mountain Lifestyle

Casual

Urban Exploration

Fashion

Technical Clothing (70%)

Everyday Clothing (30%)

Brand Positioning

Determine the target audience

Develop your value proposition

Create your positioning statement

The Power of Brand Positioning

Your brand is one thing, but how are you different and targeting your market?















Premium

Fast/Sporty

Safe

Environmental

Luxurious

Mass-Market

Semi-Premium

Positioning Statement

A company's positioning statement is a **short**, **brief** description of a **product** or **service** with an explanation of how it fulfills a **specific need** of the **target market**.

The aim of a positioning statement is to align the marketing efforts with a company's brand and value proposition.

Positioning Statements



For serious athletes, Nike gives confidence and inspiration to bring out the best in every performance.



Coca-Cola is the world's favorite soft drink, offering a unique taste and refreshment to those who seek happiness and togetherness.



For people who want the ultimate in style, design and technology, Apple is the brand that symbolizes innovation, creativity and progress.



For busy people on the go, McDonald's offers quick, convenient and affordable meals that everyone can enjoy.



For anyone who wants the convenience of shopping from home, Amazon provides a wide selection of products, fast shipping and easy returns.

What's the difference?

Mission Statement

A mission statement outlines the purpose of a company and the reason for its existence. It defines the company's core values and the impact it seeks to make in the world.

Vision Statement

A vision statement is a forward-looking declaration of what the company hopes to achieve in the future. It provides a long-term view of the company's aspirations and goals.

Positioning Statement

A positioning statement defines the brand's target market, the benefits it offers, and the reasons why its target market should choose it over its competitors. It reflects the brand's unique value proposition and how it differentiates itself in the market.

TLDR; a mission statement outlines a company's purpose, a vision statement its aspirations, and a positioning statement its unique value proposition and target market.

Exercise: Positioning Statement



Write your positioning statement

10 minutes

Determine the target audience

Develop your value proposition

No longer than a tweet!







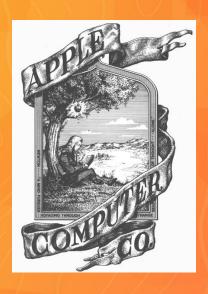
15 MINUTE BREAK

Review: Positioning Statements



Write your positioning statement

10 minutes



Visual Style

Brand Name and Logo

Creating your brand name and logo:

The brand name and logo should be memorable, easy to pronounce, and easily recognizable.

Is your brand name available?

- Domain Name Availability
- Registered IP / Trademark



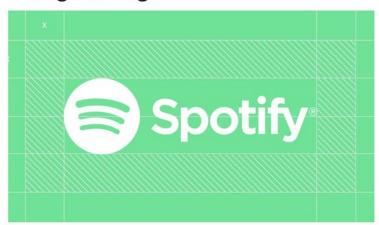






Brand Name and Logo: Spotify

Using our logo



We are very proud of our logo. Follow these guidelines to ensure it always looks its best. Our logo is the combination of a simple, modern wordmark with the icon.

Using the icon

Our icon is a shorter version of our logo. Use the icon on its own only if you do not have enough room for the full logo or in cases when the Spotify brand has already been established. While the icon can exist without the wordmark, the wordmark should never exist without the icon.









Brand Name and Logo: Medium

The Medium Logo

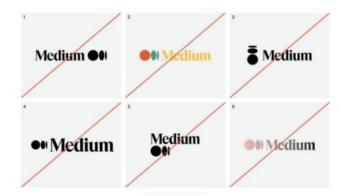
This is the Medium logo. It is our primary graphic device and should be the first choice when choosing a graphic element to represent the Medium brand.



The Medium logo. Minimum digital size: 25 pixels (height)

Incorrect usage of the logo:

- 1. Do not reverse the logo.
- 2. Do not apply colors.
- 3. Do not rotate any single part of the logo.
- 4. Do not stretch or alter the proportions of the logo.
- 5. Do not change the arrangement of the logo.
- 6. Do not apply gradients, shadows, or other effects.



Visual Style

Creating your visual style:

This should reflect the brand identity and can be used consistently across all material.

- ★ Color palette
- ★ Typography
- ★ Imagery Guidelines



UNIVERS 85 EXTRA BLACK

ABCDEFGHIJKLM NOPQRSTUVWXYZ 0123456789

Univers 85 Extra Black

ABCDEFGHIJKLM Noporstuvwxyz 0123456789

Univers 67 Condensed Bold

45 Light 45 Light Oblique

45 Light Oblique

55 Oblique 67 Condensed Bold

67 Condensed Bold Oblique

75 BLACK OBLIQUE

85 EXTRA BLACK 85 EXTRA BLACK OBLIQUE

WEB AND ELECTRONIC

Arial Bold

Visual Style: Fisher Price

Benefits of Play

We don't act a day over five

Baby Gear

We're heading back to childhood



Bang Boom Bzz!

A crayon sandwich for mom

Cloud-Jumping

You'll understand when you're younger

Let's Be Glyphs

AaBbCcDdEeFfGgHhliJjKkLIMm NnOoPpQqRrSsTtUuVvWwXxYyZz 1234567890"-+?!&*()

Let's Be Glyphs (Bouncy)

AaBbCcDdEeFfGgHhliJjKkLIMm NnOoPpQqRrSsTtUuVvWwXxYyZz 1234567890"-+?!&*()



Tone of Voice

Brand Tone of Voice

It's the mood or emotion you convey in the messages to your target market and customers through the specific word choice and writing styles you use.

- **★** Formal
- ★ Informal
- **★** Humorous
- ★ Serious
- **★** Optimistic
- ★ Motivating★ Respectful
- A Respective
- ★ Assertive★ Conversational

- 1. Innocent
- 2. Sage
- 3. Explorer
- 4. Outlaw
- 5. Magician
- 6. Hero
- 7. Lover
- 8. Jester
- 9. Everyman
- 10. Caregiver
- 11. Ruler
- 12. Creator



Transactional vs Emotional

These brand archetypes are examples of how we connect, fall in love and feel loyal to certain brands





















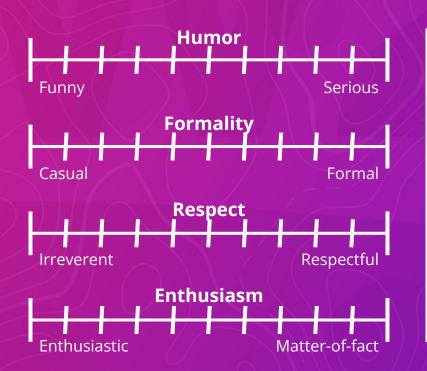


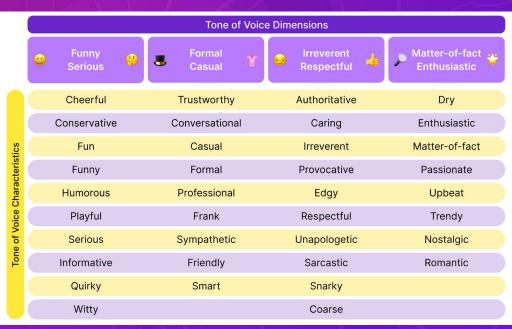


- 1. Innocent
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- 10. Caregiver
- 11. Ruler
- 12. Creator



The Four Dimensions of Tone of Voice





The Four Dimensions of Tone of Voice

Original:

An error has occurred.

Serious, formal, respectful, and matter-of-fact:

We apologize, but we are experiencing a problem.

A little more casual:

We're sorry, but we're experiencing a problem on our end.

Adding more enthusiasm:

Oops! We're sorry, but we're experiencing a problem on our end.

Sprinkle of humor and a little irreverence

What did you do!? You broke it! (Just kidding. We're experiencing a problem on our end.)

Tone of Voice...

REMEMBER...

You are not your user and your interpretation of tone will almost certainly be different from your users' interpretation.



Brand Guidelines

Title

Communicate the guidelines:
Communicate the guidelines to all stakeholders, including employees, partners, and agencies, to ensure consistency in all brand communications.

Mission, Vision, Values
Logo (and variations)
Brand Colors
Brand Typography
Brand Social Media Icos
Brand Stationery
Brand Email Signatures
Brand Merchandise
Brand Photography

Slack: Logos







Slack-From-Salesforce-Logo-B.



Slack-From-Salesforce-Logo-..



Slack-From-Salesforce-Logo-.



slack

Slack-logo-black-CMYK.ai



Slack-logo-black-CMYK.eps



Slack-logo-black-RGB-wclears.



Slack-logo-black-RGB.png



Slack-logo-black-RGB.svg



Slack-logo-CMYK.ai







Slack-logo-inverted-CMYK.ai



Slack-logo-inverted-CMYK.eps



Slack-logo-inverted-RGB-wcle..





Slack-logo-inverted-RGB.svg



Slack-logo-PMS.ai



Slack-logo-PMS.eps



Slack-logo-RGB-wclearspace.p.



Slack-logo-RGB.png



Slack-logo-RGB.svg

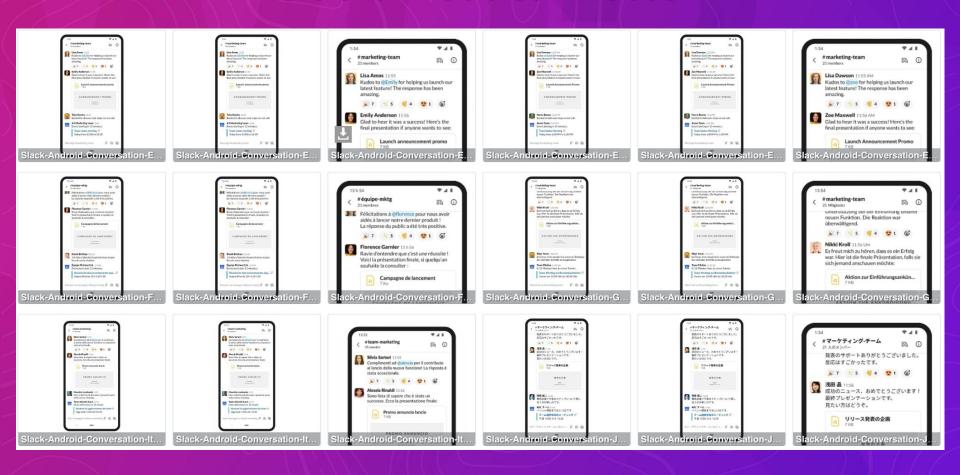


Slack-logo-white-CMYK.ai



Slack-logo-white-CMYK.eps

Slack: Product Photos



Slack: Leadership Bio & Photos

Lidiane Jones

Chief Executive Officer



READ BIO

Cal Henderson

Co-founder & Chief Technology Officer



READ BIO

 \rightarrow

Noah Weiss

Chief Product Officer



READ BIO

 \rightarrow

Cindy Morse

Chief Operating Officer



READ BIO

 \rightarrow

Slack: Color Palette

Aubergine	HEX 4A154B	RGB 74 21 75	CMYK 68 95 33 22	PMS 261 C
Horchata	HEX F4EDE4	RGB 244 237 228	CMYK 3 5 9 0	PMS TBD
Black	HEX 1D1C1D	RGB 29 28 29	CMYK 0 0 0 100	PMS Black
White	HEX FFFFFF	RGB 255 255 255	CMYK 0 0 0 0	
Slack blue	HEX 36C5F0	RGB 54 197 240	CMYK 65 10 2 0	PMS 298 C
Slack green	HEX 2EB67D	RGB 46 182 125	CMYK 79 2 75 0	PMS 2250 C
Slack yellow	HEX ECB22E	RGB 236 178 46	CMYK 4 33 98 0	PMS 7409 C
Slack red	HEX E01E5A	RGB 224 30 90	CMYK 13 100 36 0	PMS 214 C

Slack: Typography

Slack is your digital HQ			Larsseit Bold Line spacing: 125%		
H2	Simpler, more pleasant and more productive		Larsseit Bold Line spacing: 125%	:ations use Slack? Excellent question. Slack is a new way for your entire inicate. It replaces email with something faster, better organized and more ne-off email chains, all your communication is organized into channels that are and search.	Slack Circular Line spacing: 140%
НЗ	18/22.5 It's flexible. It's inclusive. It's connected.		Larsseit Bold Line spacing: 125%		
Н4	12/15 Slack is software that people actually enjoy using.		Larsseit Bold Line spacing: 125%	-	Slack Circular Line spacing: 125%
		Pull quote		ve that the advantages are so great that a orking on Slack, or something like it, is "	Larsseit Thin Italic Line spacing: 140%
		Attribution	10/12.5 Marcel Gherkin Slack Spokespe		Slack Circular Bold, Slack Circular Regular Line spacing: 125%

Slack: Brand Voice

Voice and tone

The Slack voice is the heart of our brand—it shines through our words, design, sound and overall experience with Slack. It sounds like your friendly, intelligent coworker: clear, concise and human.

Clear Clarity is a courtesy to our readers. We respect their time and their intelligence,

answer questions before they're asked, and don't get in the way of their actions. We recognize the weight of the written word. Saying what you mean is the best way to

say something meaningful.

Concise We give every word purpose. We're thoughtful and intentional with our words. We

don't get carried away with ourselves.

Human We are characterful. But we never let character overwhelm content. What we have

to say is infinitely more important than being admired for the way we say it. We like the people we're talking to, so we keep things warm and conversational. We add delight when the moment is right, and we reward the curious with pleasant

surprises.

Copy principles

These help us uphold the unique Slack voice and tone, and to align our copy across partners and functions. This ultimately leads to better—and more efficient—reviews and decisions. Our copy principles are:

Don't make me think

Be approachable

2 Make it memorable

6 Respect our readers

3 Be compelling

Slack: Brand Shapes

Types of brand shapes

Our brand shapes are core visual elements drawn from the octothorpe mark in the Slack logo.

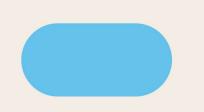
Chat bubble

Chat bubbles should be scaled proportionally. Don't combine chat bubbles and pill shapes into a single form.



Pill

Pills can be shortened or extended based on the application. Don't combine pills and chat bubbles into a single form.



Slack Brand Guidelines

https://brand.slackhq.com/



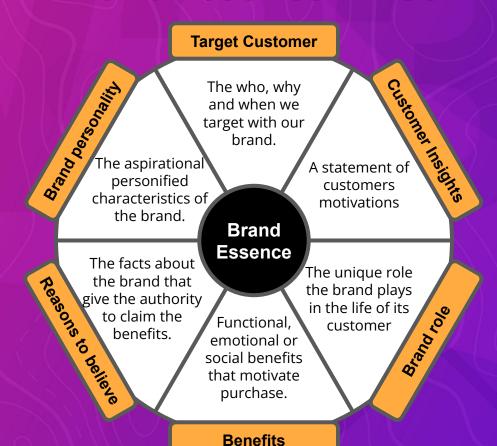




10 MINUTE BREAK



Brand Essence Wheel Framework



Credible

Brand DNA

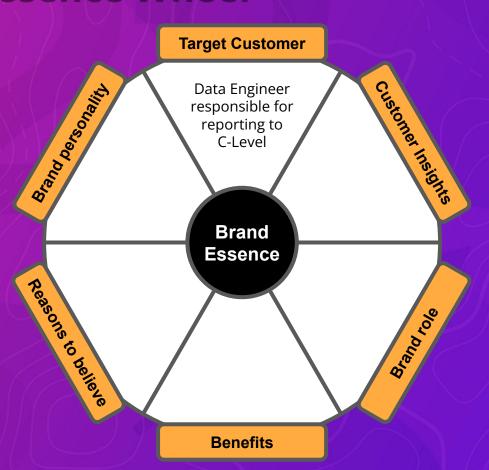
Relevant Consumer Insights

Target Customer:

Senior Data Engineer

A Senior Data Engineer who is leading the reporting and user segmentation of a successful SaaS platform for ecommerce that oversees \$10million of transactions a day.

Her responsibility is to collect all of the user behaviour data and submit weekly reports to the management team on how KPIs are being achieved with certain segments of their customer base.

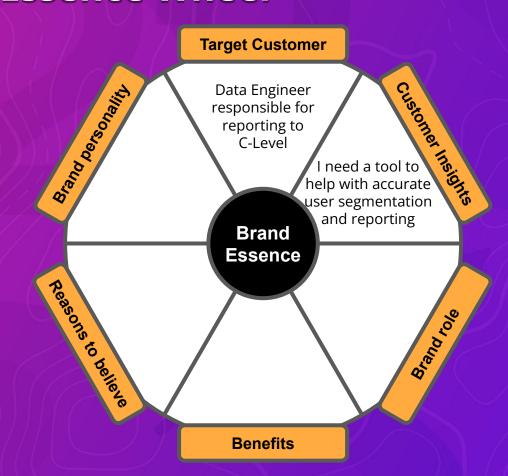


Customer Insights:

Senior Data Engineer

"My work day is challenging because it's filled with lots of manual tasks of exporting user behaviour data and analytics from multiple sources and then compiling them into a single report without destroying the integrity of the data

I need a tool that can pull in data from multiple sources in real-time and automatically generate accurate reports for me "



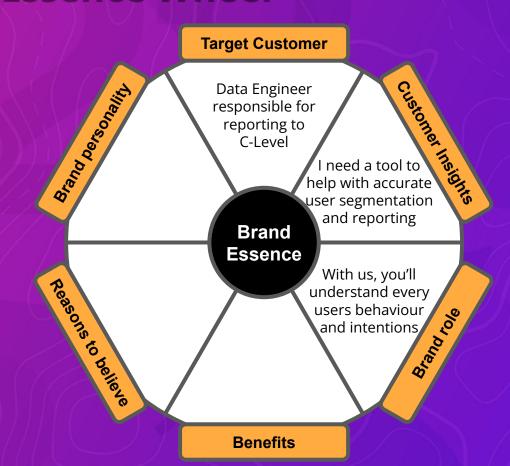
Brand Role:

Senior Data Engineer

We help you with reporting!

"With our business analytics platform we help you understand what's going on with your business

With us, you will have valuable, realtime, insights from cloud services, spreadsheets and databases in one place"



Benefits:

Senior Data Engineer

Social

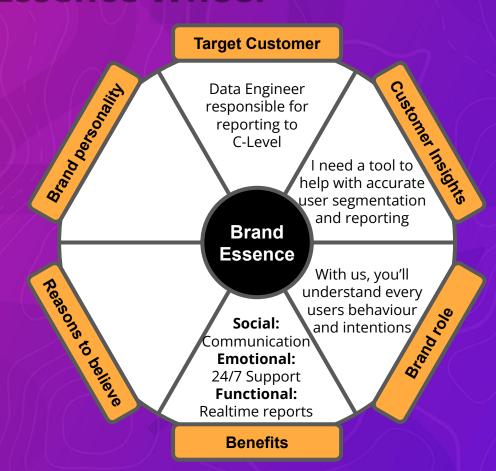
Ease of communication among all the stakeholders with actionable insights

Emotional

Build trust with 24/7 customer support. Full reporting customisation.

Functional

Automated and real-time reports. Reduces human errors and complexity.



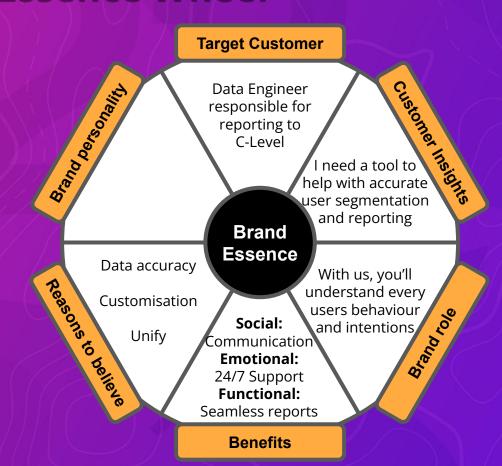
Reasons to believe:

Senior Data Engineer

Data Accuracy and ReliabilitySdfgfds

Customizable and user-friendly platform
Sdgfdsg

Unify your data sources sdfgsdf

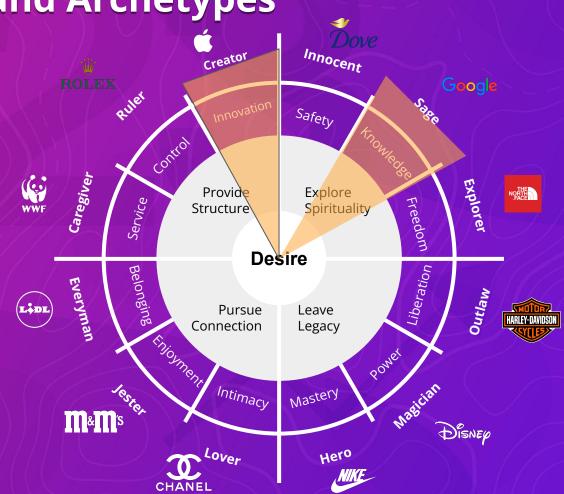


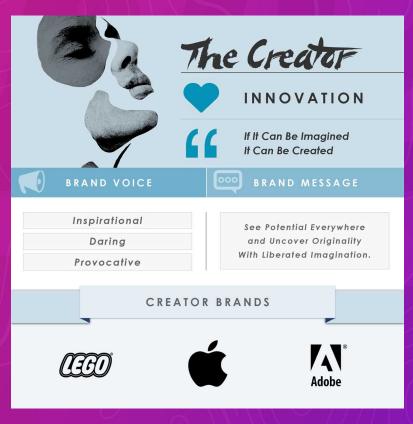
Creator

The Creator has a vision and a desire to create an enduring product or experience which realises their vision. They are innovators and non-conformists and are often the first to realise a concept and push the boundaries of creativity and design.

Sage

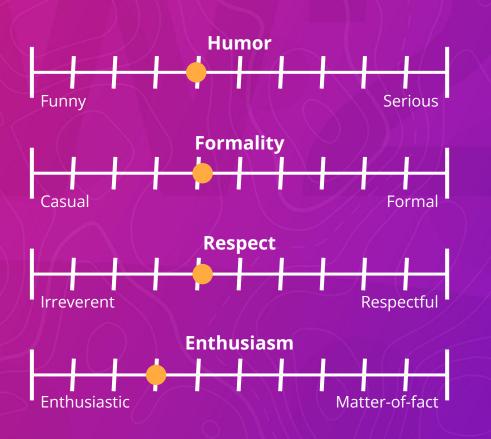
The Sage archetype is a seeker of knowledge and wisdom and believes that truth will set you free. They do not look to change the world themselves but prefer to empower others to do so by seeking out valuable information and sharing it.







Brand Voice



We are FUN, but we are not conservative.

We are CASUAL, but we are not amateurs.

We are BOLD, but we are not disrespectful.

We are ENTHUSIASTIC, but we are not irresponsible.

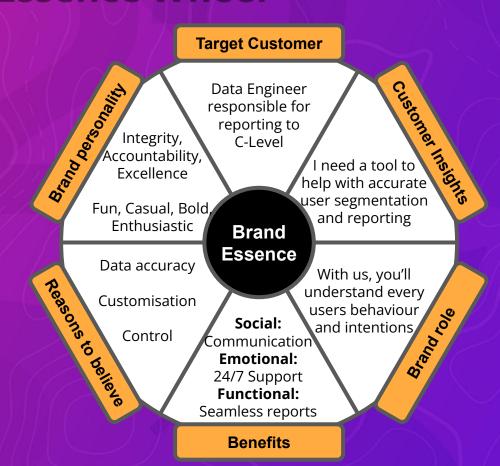
Target Customer:

Senior Data Engineer

Creator: We hate misinformation because it restrains us from making better decisions.

Sage: We like reliability/trust because it's the baseline for good results.

Fun - Casual -Bold - Enthusiastic





Discussion





Thank You



Jon Butterfield
Jon@W23.me

W23