



# Effective Communication Strategies

# ADAPTING & AMPLIFYING YOUR MESSAGE IN THE DIGITAL REALM

**Teddy Byrne**, Communication and Video Production Assistant **Mary Grace Puszka**, Communications Manager, Episcopal Ministries of Long Island **Office of Communication Ministry**, Episcopal Diocese of Long Island

#### AGENDA

- Communications Audit
- Improving your website user experience
- Basics of photography
- Break
- Reduce, Reuse, Recycle When and why we repurpose content
- Lunch
- Meeting people where they are: creating short video content
- Resources



## WHAT IS A COMMUNICATIONS AUDIT?



#### COMMUNICATIONS AUDIT

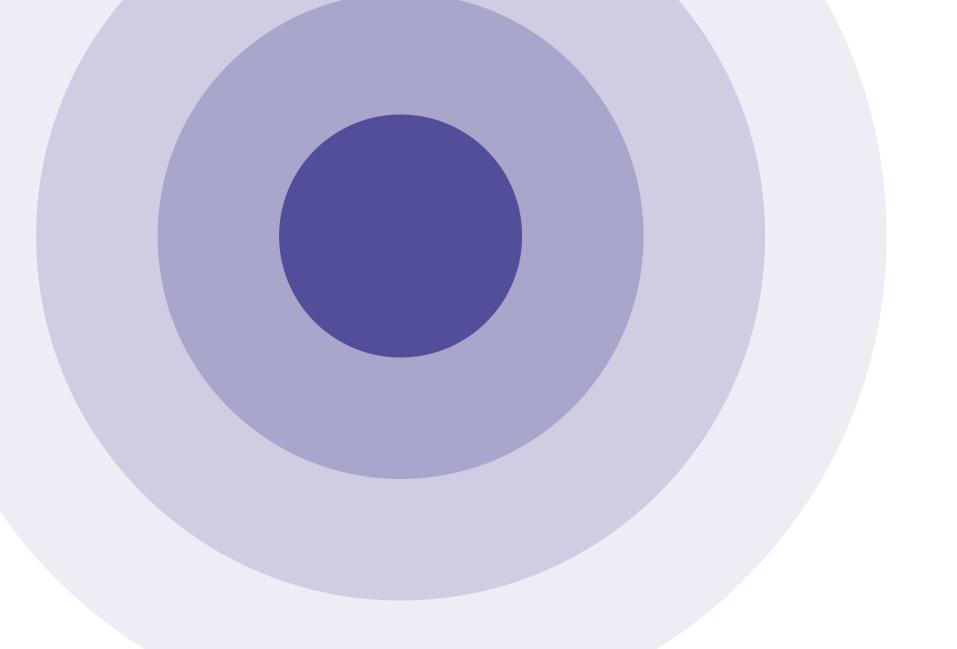
A comprehensive evaluation of your church or ministry's communications processes, tools, messages, and strategies

- Assess the effectiveness of current communications efforts
- Identify strengths and weaknesses in current communications
- Ensure messages are reaching intended audiences
- Optimize the use of resources (time, budget, personnel)



## COMMUNICATIONS AUDIT - STEP ONE

Take Inventory - who are your audiences?





#### **Wider Community**

**Occasional** 

**Engaged** 

Low hanging fruit Low hanging fruit: folks who know and understand your mission and message; Priest, vestry, warden, ministry leaders, youth leaders, people involved in the day-to-day life of your ministry or church

**Engaged:** Parishioners who come to church on a regular basis, who are on the mailing list, follow church's social media, make a annual pledge

Occasional: People who come to church occasionally and for special holidays

#### **Members of the Wider Community:**

Community partnerships, such as, schools, other churches, local government, media, social clubs, etc.



## COMMUNICATIONS AUDIT - STEP TWO

Take Inventory - what channels are you using?



#### COMMUNICATIONS AUDIT - STEP TWO

## Take Inventory - what channels are you using?

- In-person communication
  - Sermons, church announcements, announcement at church events
- Print communication
  - Bulletins, flyers, event program
- Website
  - News, events, announcements, sermons, ministry descriptions, etc.
- Email
  - Mass & direct
- Social media
  - Facebook, Instagram, X, TikTok, etc.



## COMMUNICATIONS AUDIT - STEP THREE

# Understand who you're reaching

| Channels                   | Target Audience                                    | Age      | Tone  |
|----------------------------|--|----------|---|
| Website                    | Current and potential members, broader community   | All ages | Welcoming, informative, professional        |
| Facebook                   | Congregation, community members, families          | 30-65+   | Friendly, engaging, conversational          |
| Instagram                  | Younger adults, teens, visually-<br>oriented users | 18-40    | Inspirational, visually appealing, casual   |
| TikTok                     | Teens, young adults, people follow social trends   | 13-30    | Fun, creative, trendy                       |
| Mass Email                 | Members, volunteers, ministry leaders              | 25-65+   | Direct, clear, warm, informative            |
| In-Person<br>Communication | Congregation, visitors, volunteers                 | All ages | Personal, warm, compassionate, approachable |



#### COMMUNICATIONS AUDIT

## Why does this matter?

- Relevance: Tailoring message to audience interests and needs
- Comprehension: Adjusting complexity to audience knowledge
- Engagement: Using relatable language and examples
- Effectiveness: Crafting more persuasive messages
- Appropriate tone: Matching formality to context
- Targeting: Who are you reaching? Who would you like to be reaching?



IMPROVING YOUR WEBSITE'S USER EXPERIENCE

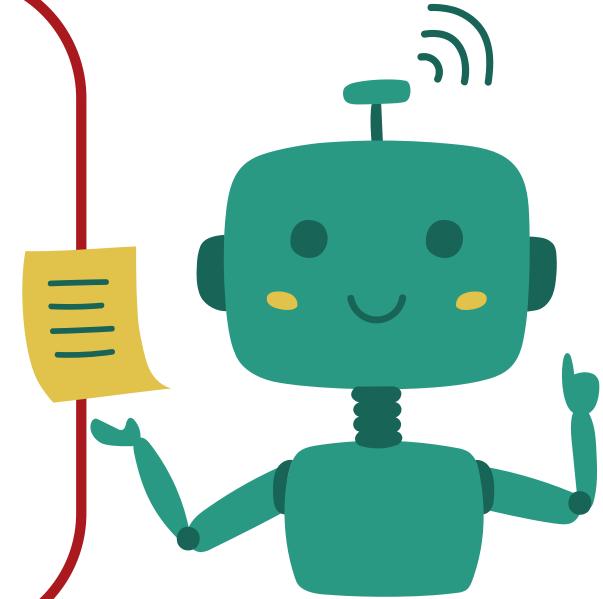
## WHAT IS A WEBSITE?



### A WEBSITE IS...

A website is a collection of related web pages under a domain name, providing content and services to users. Websites serve various purposes, including:

- Information Sharing
- Communication
- Engagement
- ChatGPT





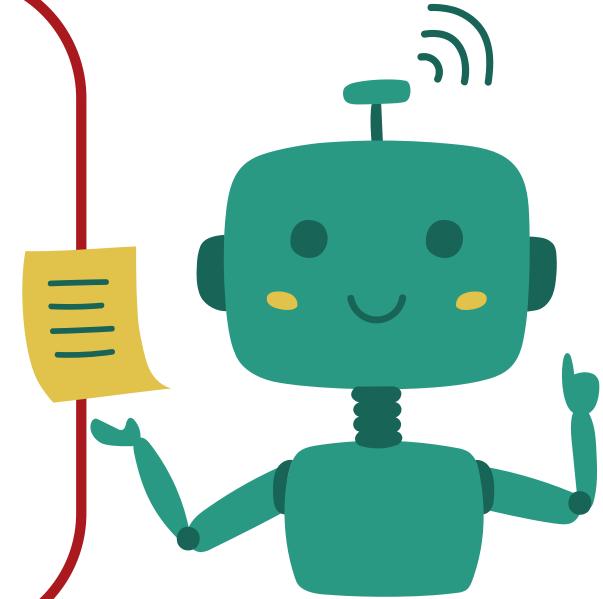


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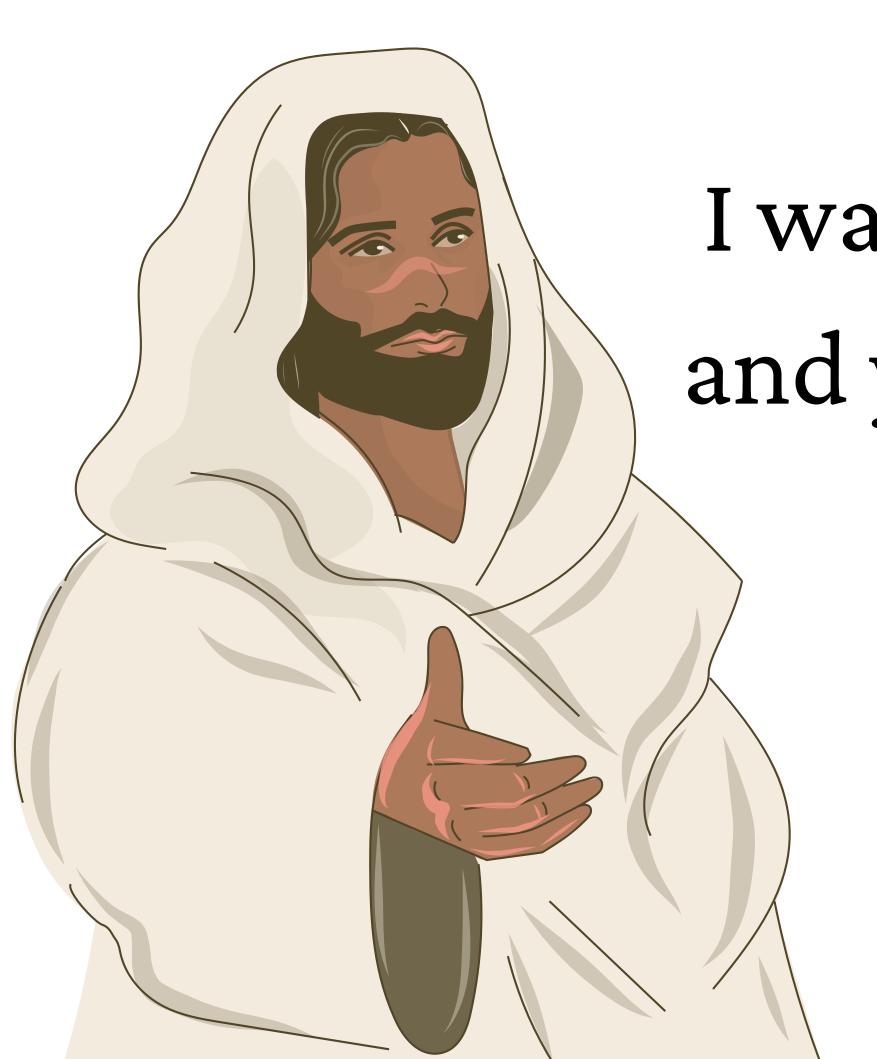


# WHAT IS A CHURCH WEBITE? WHO DOES IT SERVE?



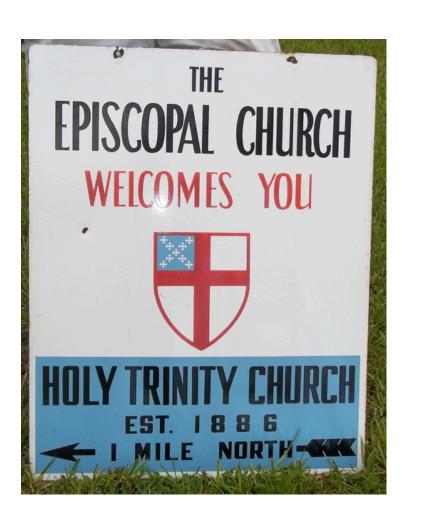
## MISSION



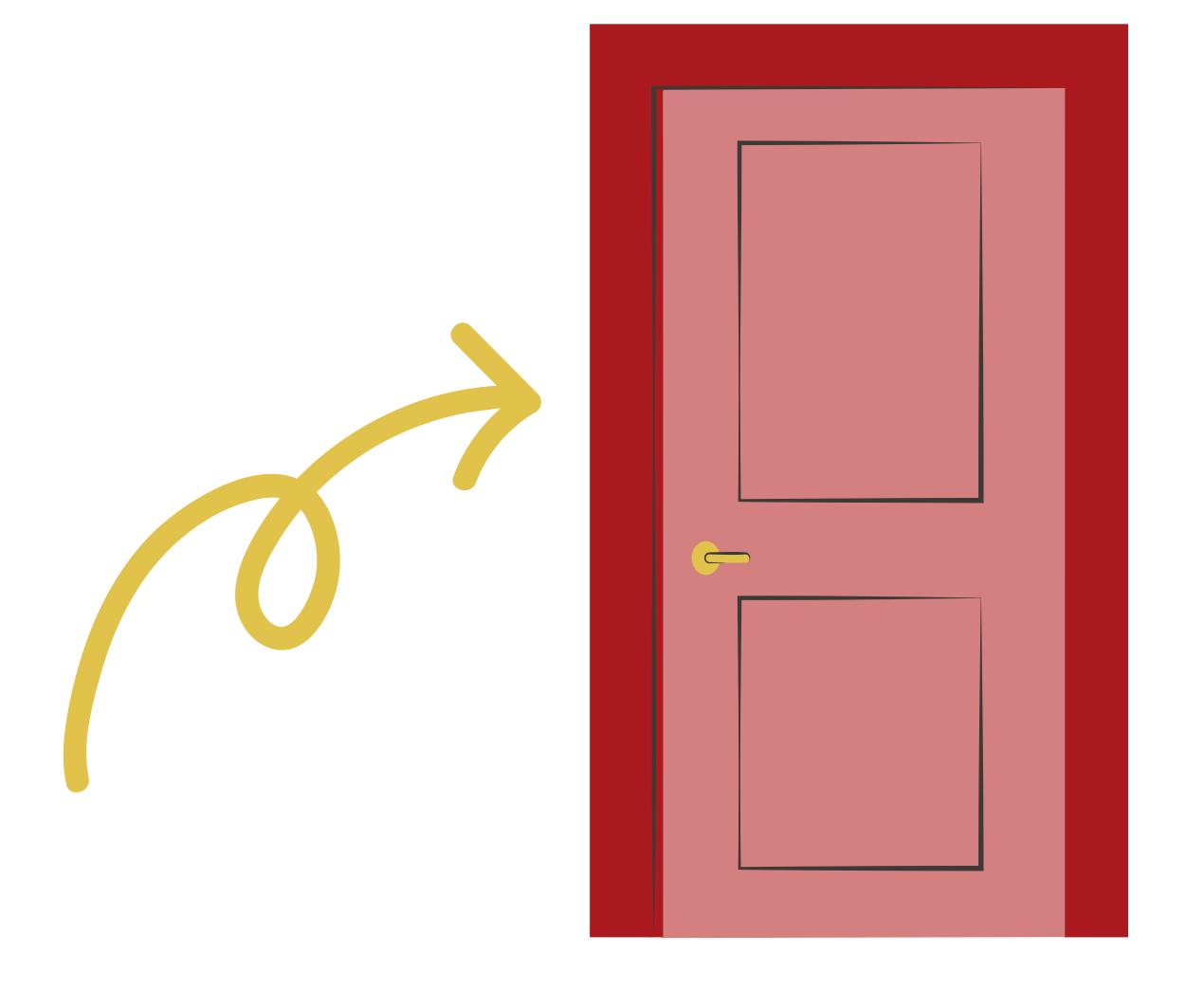


I was a stranger and you welcomed me.

-Jesus (Mark 25:35)











## DEFINE YOUR GOALS



## SOME POSSIBLE GOALS

- Improve user experience
- Grow your community
- Increase your relevance in your neighborhood, city, borough...
- Provide a place for people to access resources
- Others?





# HOW LONG DOES THE AVERAGE PERSON STAY ON A WEB PAGE?

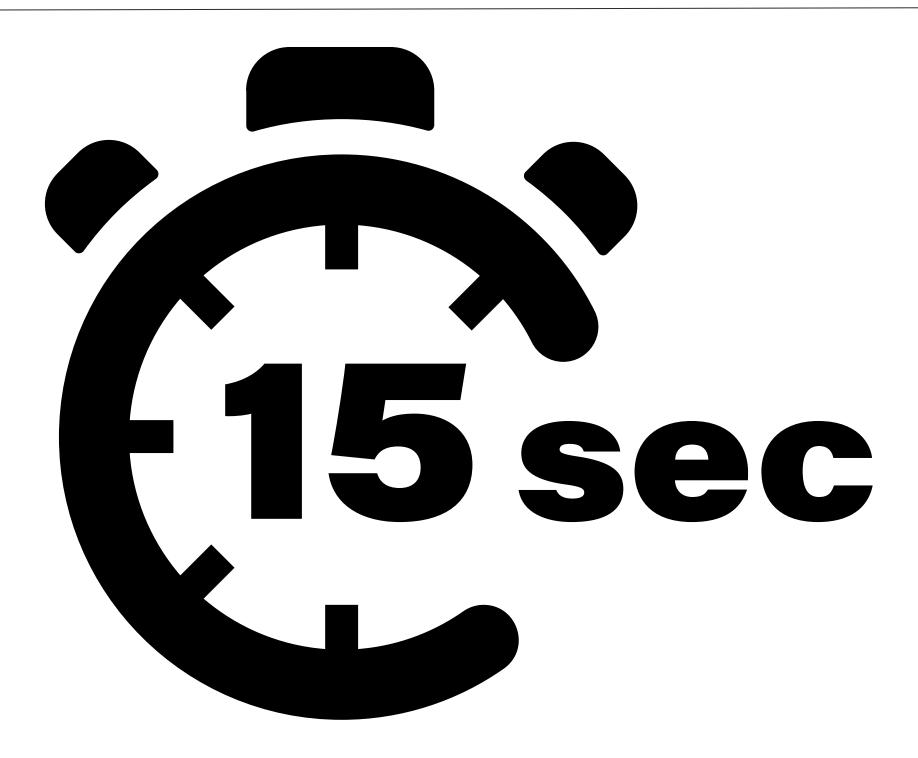


# HOW LONG DOES THE AVERAGE PERSON STAY ON A WEB PAGE?

10-20 Seconds

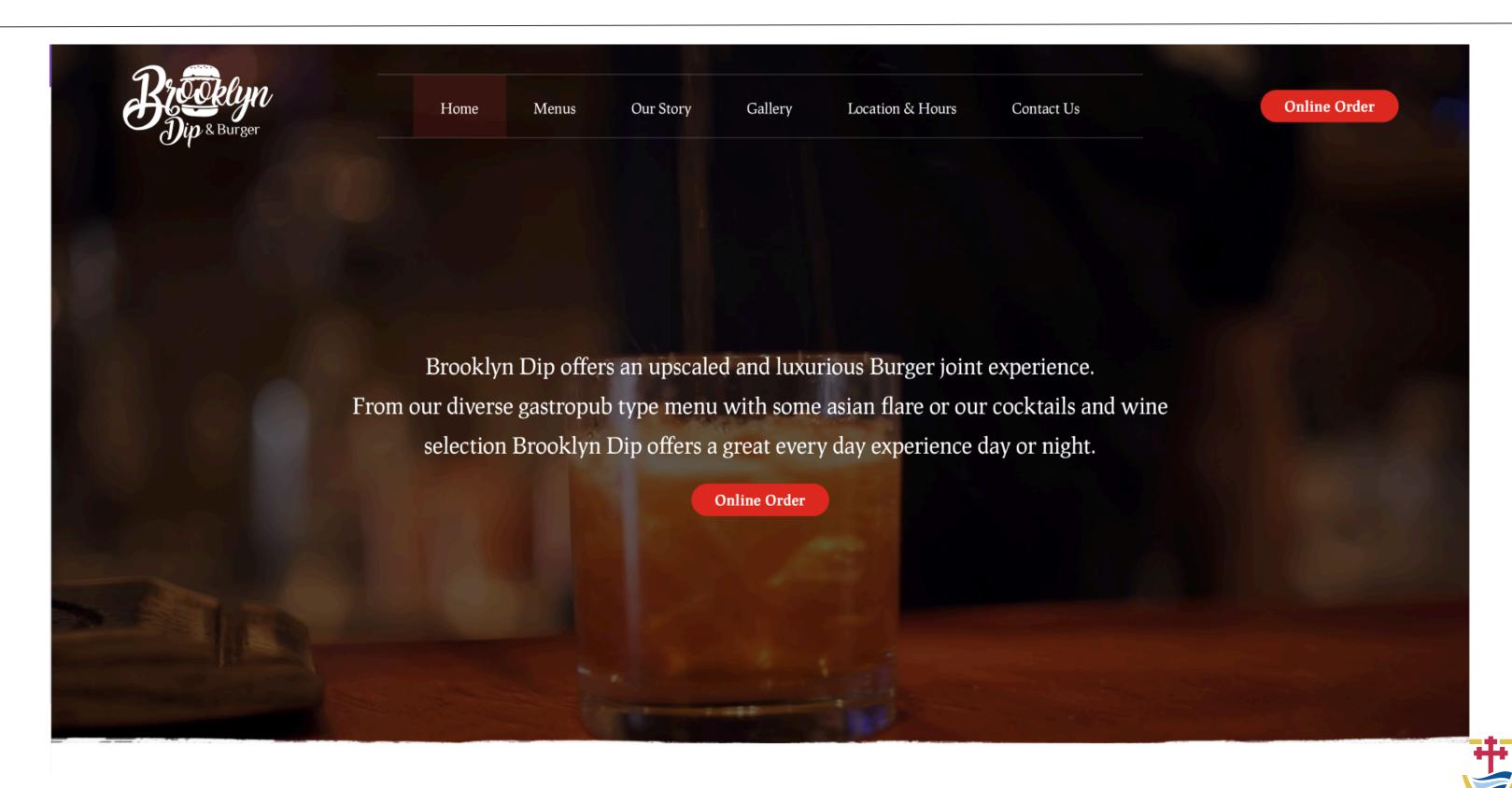
-Nielson Norman Group





Example A







**Example B** 







## DEVELOPING WEBSITE CONTENT



## AUDIENCE IS KEY

## **Primary Audience**

- Potential Parishioners
- Broader community

## **Secondary Audience**

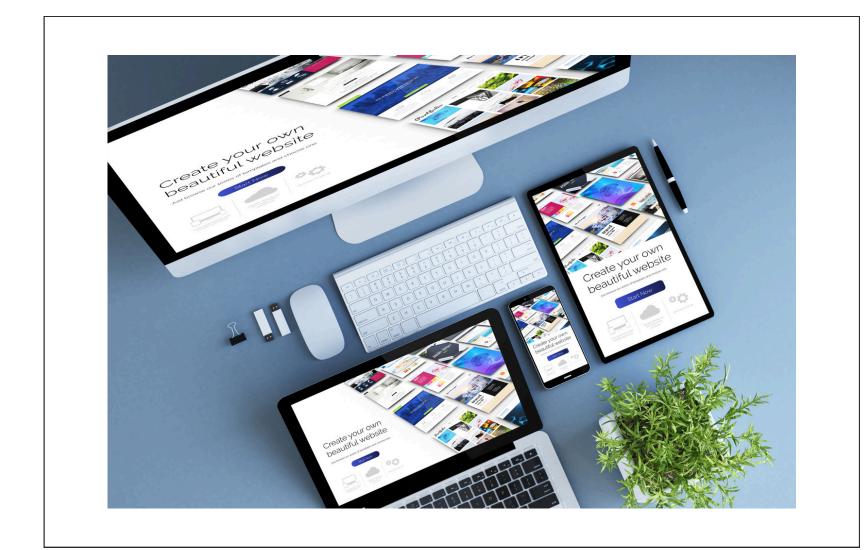
• Current Parishioners





## BASIC PAGES

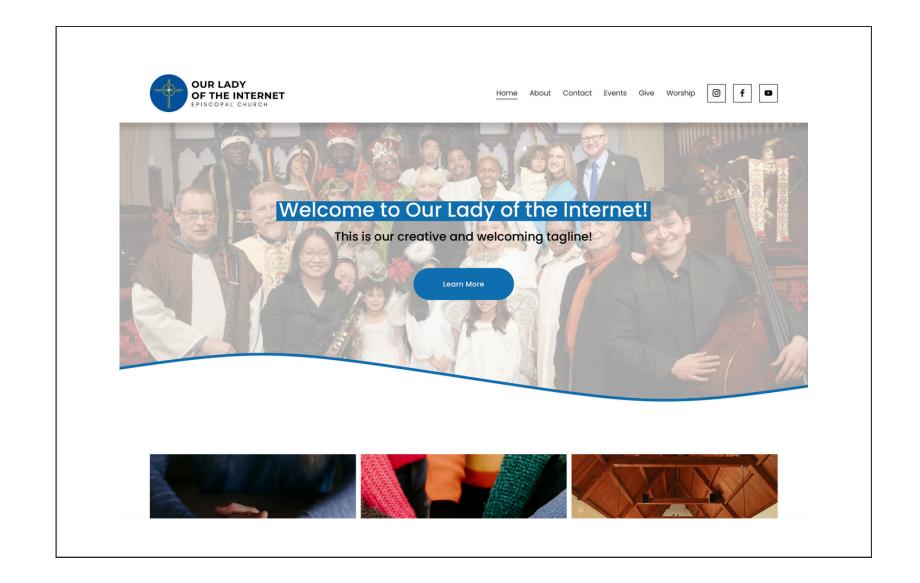
- Homepage
- About
- Contact
- Events
- Give/Donate
- Outreach
- Get Involved





#### HOMEPAGE

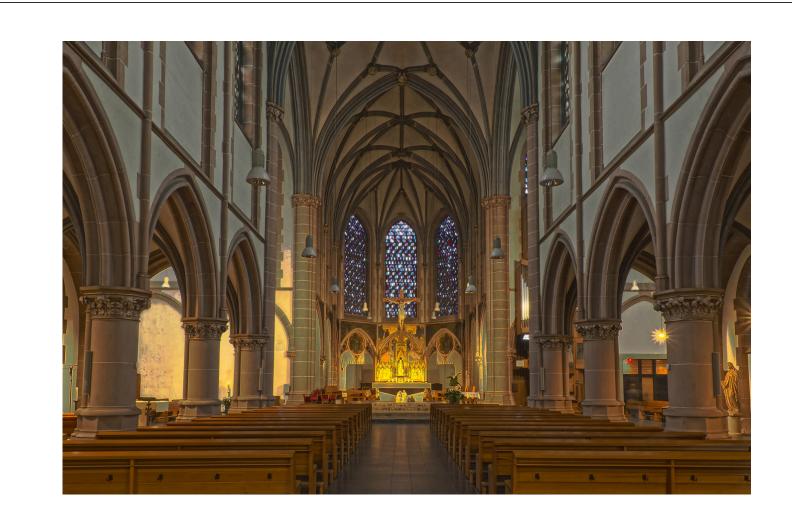
- On-ramp for website
- Home to important information such as service times and a quick welcome from the Rector or Priest-in-Charge
- Should have links that encourage people to dig deeper into the website.
- Example





### SUB PAGES

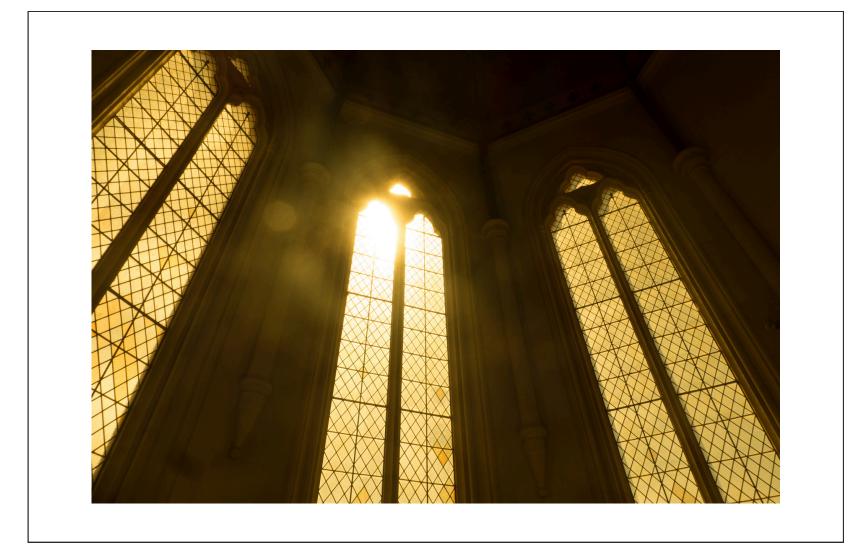
- About
  - Who We Are
    - Brief History, Values, MissionStatement
  - Leadership
    - Clergy, Staff, Vestry, etc.
  - FAQ's / Newcomer Info
    - Service Times
    - Dress Code (?)
    - The Episcopal Church
    - LGBTQIA+ Inclusion





#### SUB PAGES

- Contact
  - Address, Email, Phone Number
  - Contact Form
    - (Linked to a regularly checked e-mail)
- Events
  - Special Events
  - Parish Calendar
- Give/Donate
  - Include a short message about stewardship
  - Donation form that accepts credit cards and direct bank withdrawal.
    - Tithe.ly, Paypal, Realm by ACS





## CHURCH/MINISTRY WEBSITE ELEMENTS



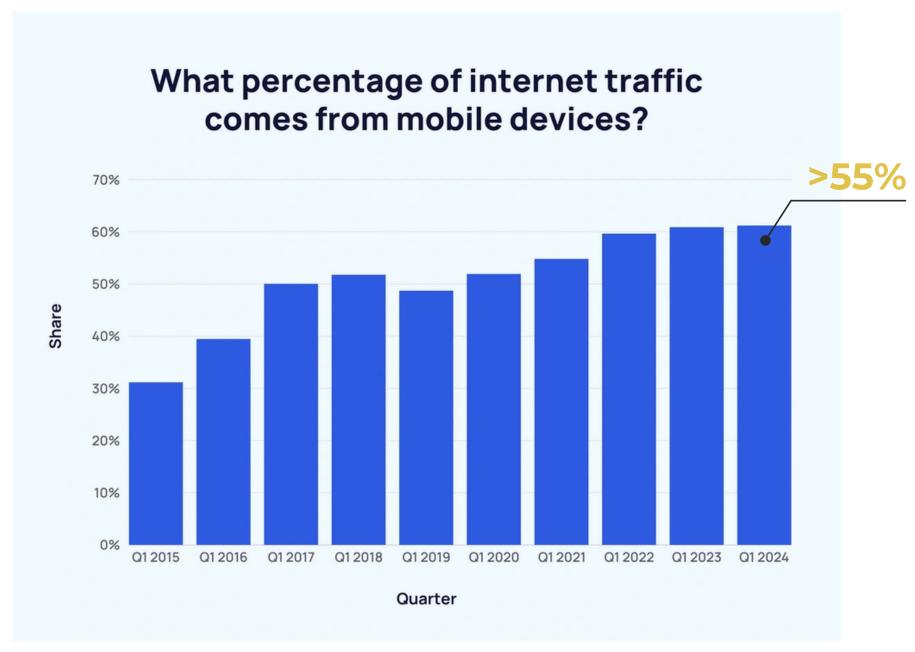
## USABILITY

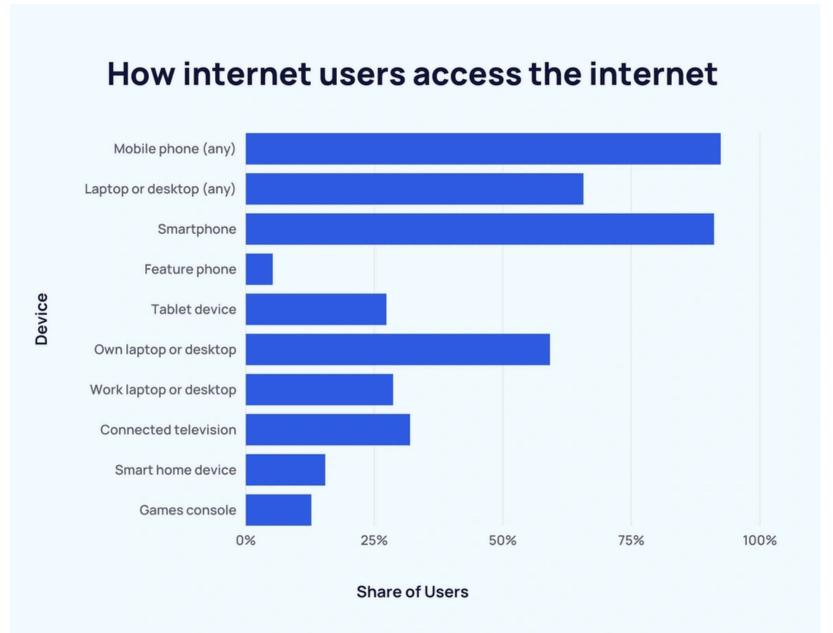


# WHAT DEVICES DO YOU USE TO ACCESS THE WEB?



## HOW PEOPLE ACCESS THE WEB





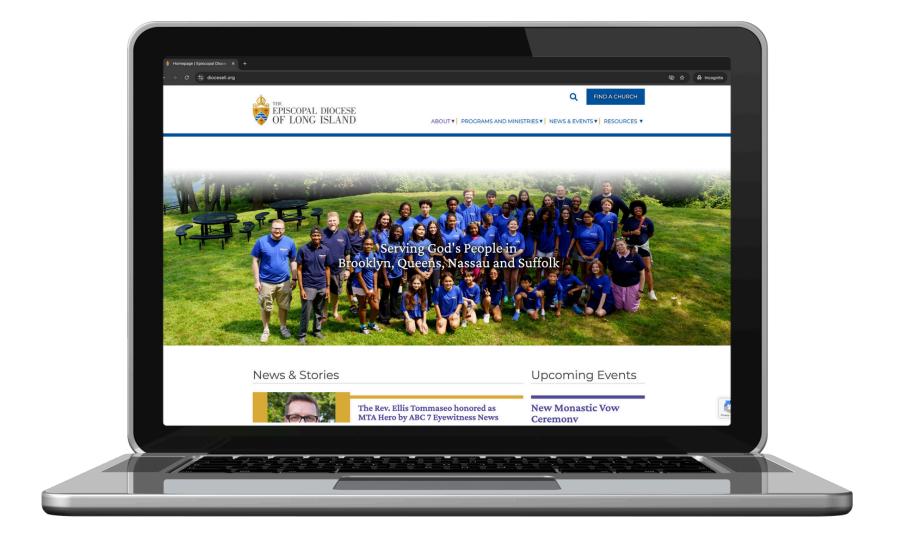


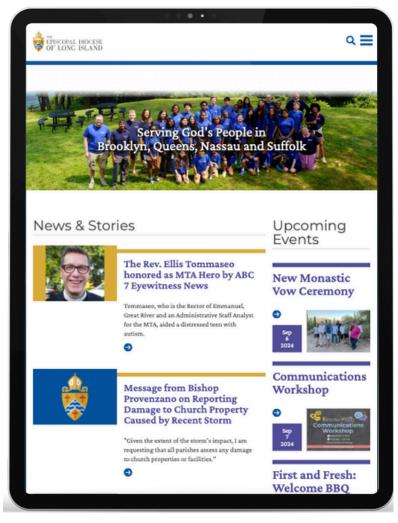
## RESPONSIVE DESIGN

Responsive web design is about creating web pages that look good on all devices!

A responsive web design will automatically adjust for different screen sizes and viewports.

- W3Schools









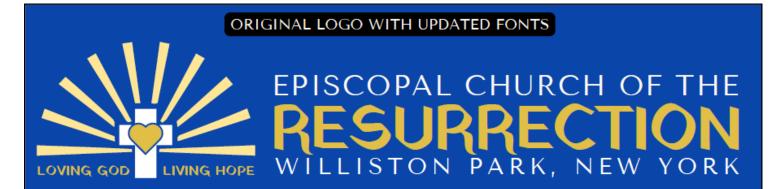


## VISUAL DESIGN



#### BRANDING

- Logo
- Colors
- Fonts



#### Alternative Logos





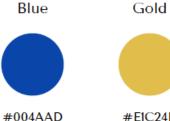


Stacked (Color)

Stacked (B&W)

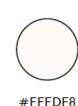
Alternate (Scaled)

#### Color Pallet









White



**Fonts** 

HEADER FONT

#### Yatra One

**ABCDEFGHIJKLMN** OPORSTUVWXYZ

abcdefghijklmnopqrstuvwxyz 1234567890!?+-=@#\$%^ **%**\*().,:;'/\[]{}

The quick brown fox jumps over the lazy dog.

#### BODY TEXT FONT

#### **Tenor Sans**

ABCDEFGHIJKLMN OPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz 1234567890!?+-=@#\$%^&\*() .,:;'/\[]{}

The quick brown fox jumps over the lazy dog.

### IMAGERY

- Use high quality images on your site.
- Possible photo subjects
  - Ordinary Parish Life
  - Youth
  - Events
  - Outreach
  - Architecture
- Emphasize all forms of diversity

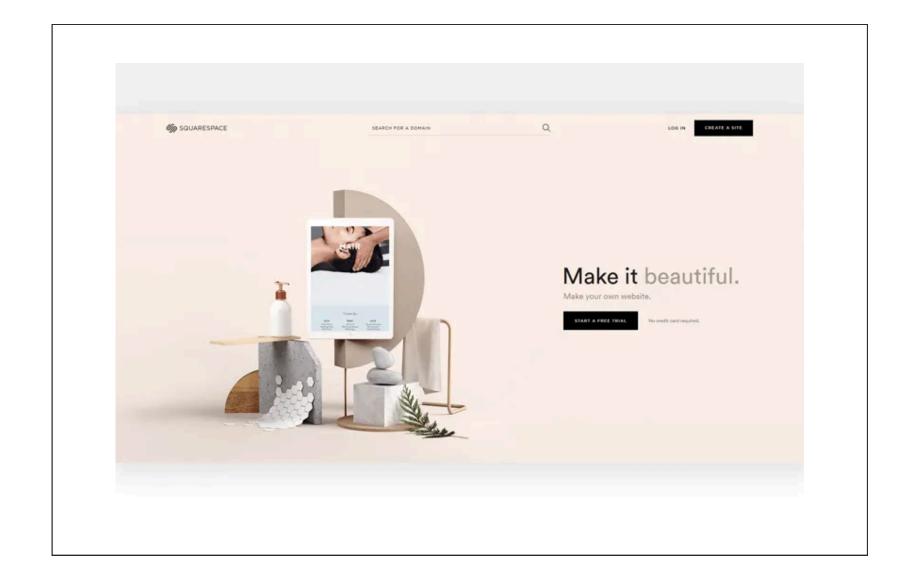






### SPACING

- Develop your site with the idea that people are likely scanning your website, rather than closely reading it.
  - White Space
  - Sections
  - Headings





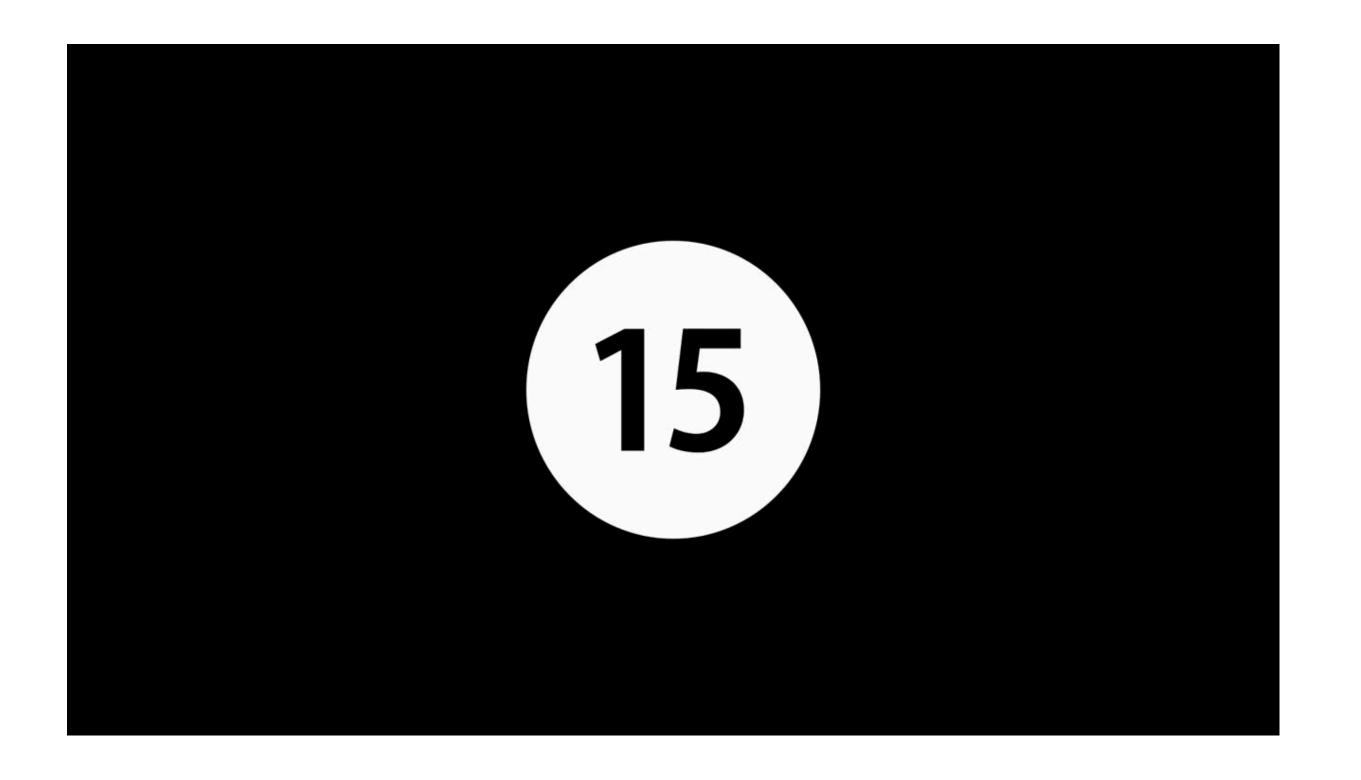
## WEBSITE AUDIT / FEEDBACK

Pull up a website on your device that you would like constructive feedback on



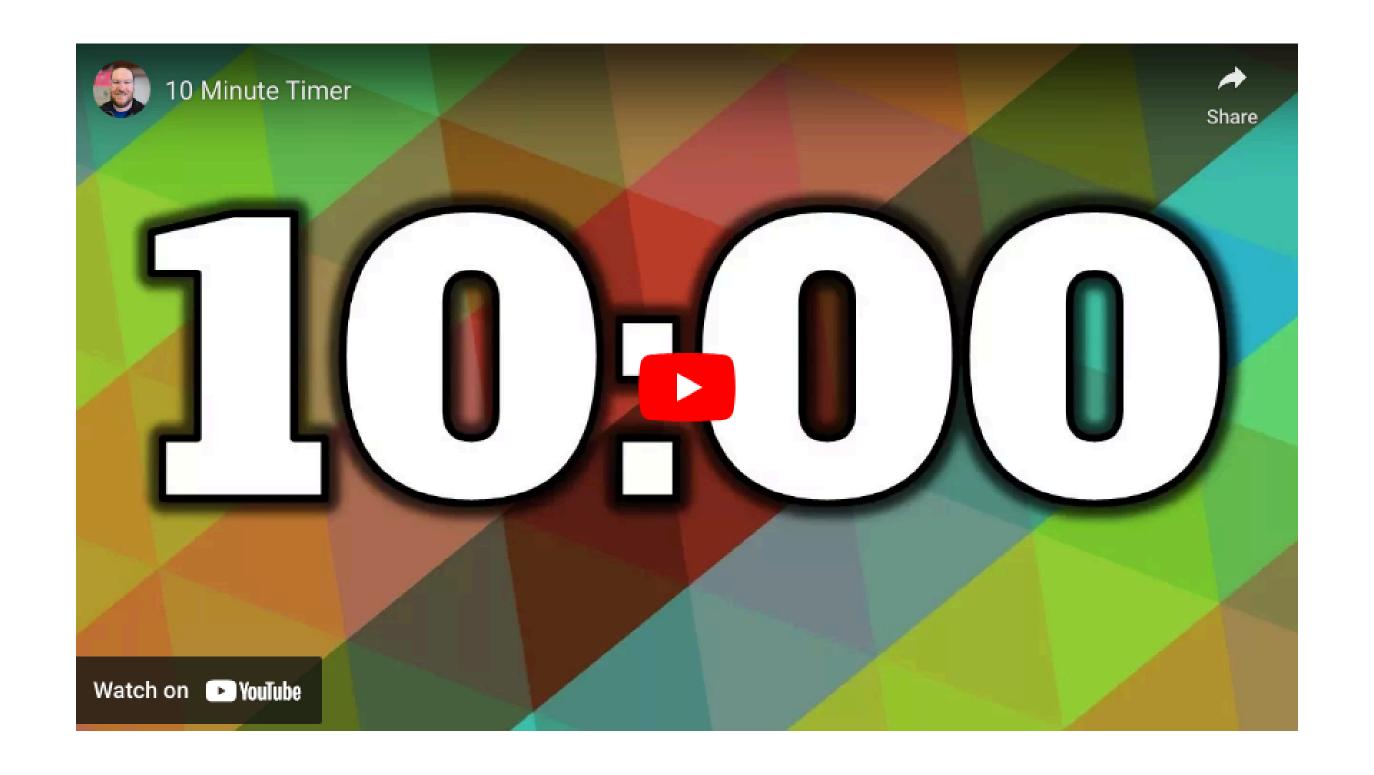


## 15 SECOND TEST





## 10 MINUTES FOR FEEDBACK





# ENHANCING YOUR PHOTOGRAPHY

small steps with a big impact





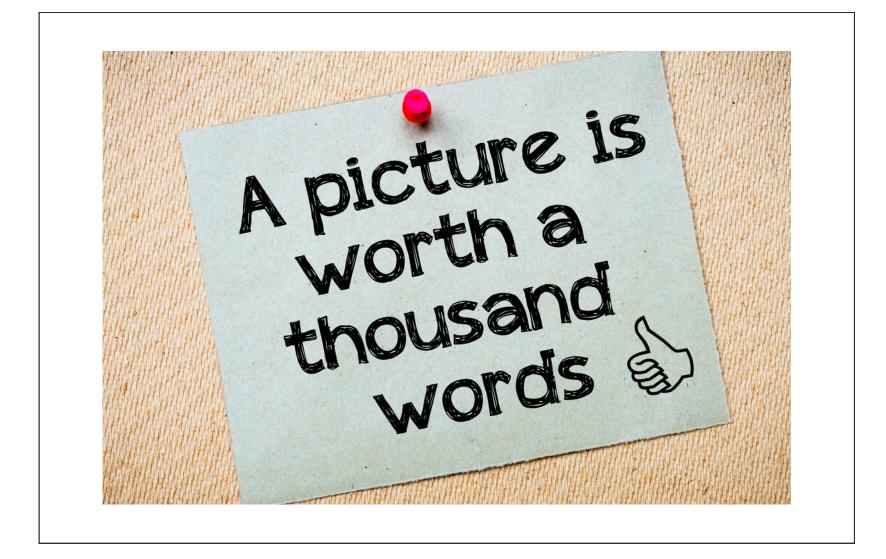
PHOTOGRAPHY: MATTHEW PRITCHARD





#### THINGS TO KEEP IN MIND

- Understand Your Surroundings
- Capture Diversity and Inclusion
- Close-Ups vs. Wide Shots
- Pay attention to your lighting.
- Keep the photo's destination in mind (Instagram vs. Website)
- Get consent for minors.





#### GET RELEASE FORMS

- For adults, it is widely understood that church services are public events where a right to privacy is not expected. However, if someone asks specifically to not be photographed, it is best to respect their wishes.
- For minors (18 and under), obtain a signed release form from the parent or guardian.





# WHEN SHOOTING WITH A SMARTPHONE...

- Use natural light / avoid flash
- Keep your hands steady
- Use Gridlines
  - Try to keep your subject on the left and right lines
- Get close to your subject when possible.





# HIRE A PROFESSIONAL PHOTOGRAPHER

- Consider hiring a professional photographer *at least once a year*.
- Greatly enhances your website content, social media, and more!
- See our resources worksheet for a few recommendations!







## REDUCE, REUSE, RECYCLE

repurposing content

Creating a social media post and making an announcement is sufficient communication to advertise an upcoming event.

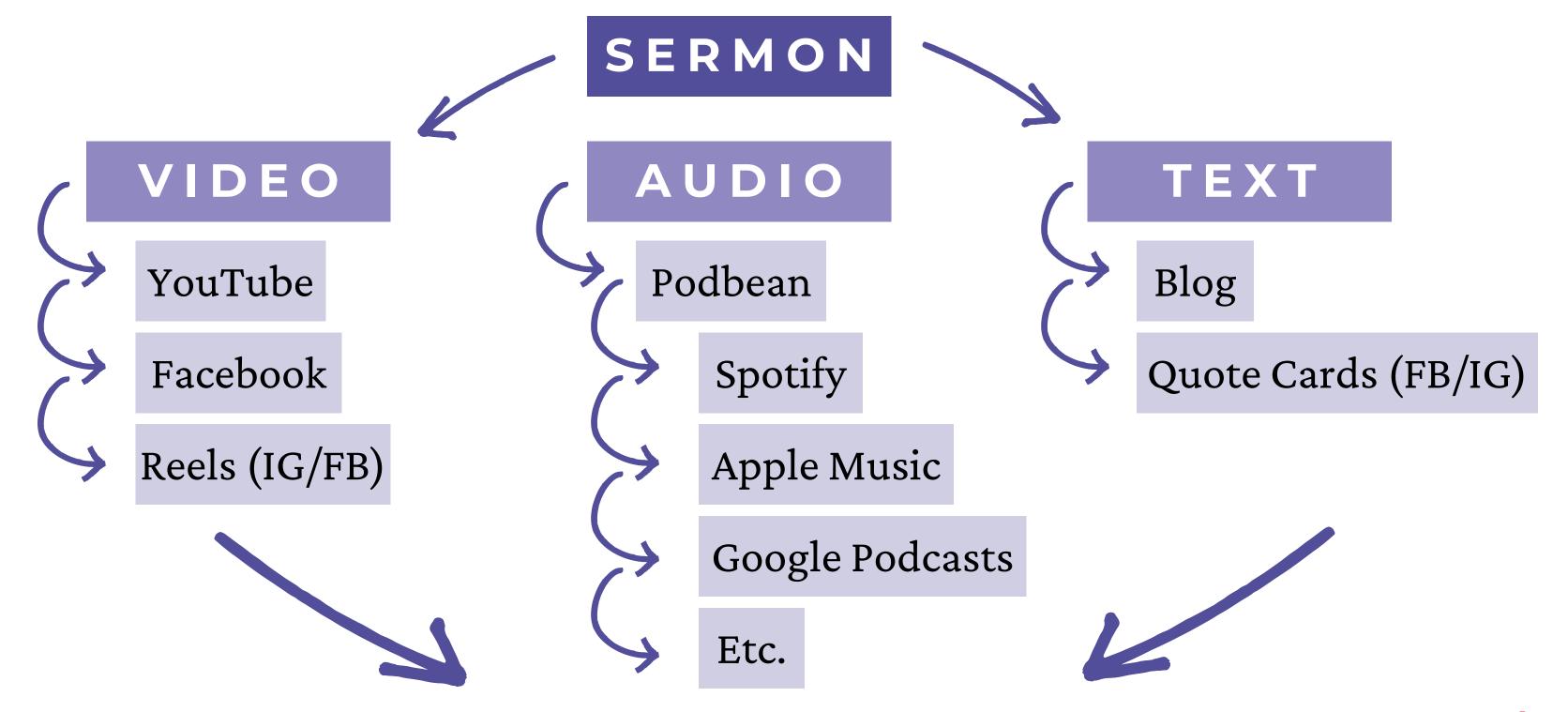


Research shows the average prospect needs to hear a message seven times before they take action.

Your Goal? Refine & Repeat



#### EXAMPLE OF CONTENT RECYCLING





#### KEEPING IT ALL ORGANIZED

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 $\oplus$ 

 $\oplus$ 

Oct 5

Oct 5

Oct 6

Oct 8

Oct 12

Diocesan

Cathedral

Cathedral

Diocesan

Diocesan

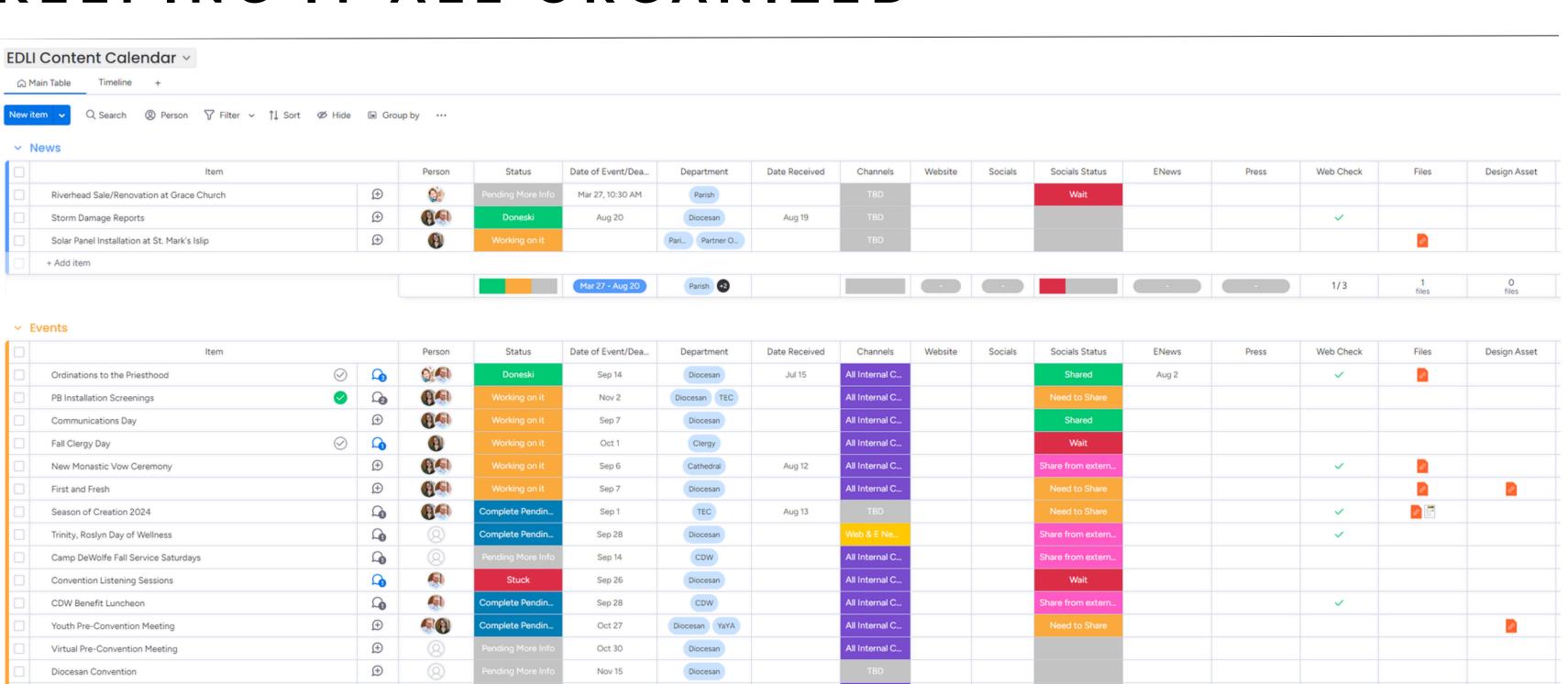
Green Teams Creation Care Retreat

Evensong for the Feast of St. Francis

Diocesan Confirmation

"Pawtoberfest" & Blessing of the Animals

> Collaborative Capital Campign Workshops 2



All Internal C..

All Internal C.

All Internal C.

All Internal C...

Wait

### KEEPING IT ALL ORGANIZED





#### **2024 Important Dates**

February 11 Pancake Breakfast

February 14 Ash Wednesday

Services: 7:00 AM, Noon, 7:30 PM

February 18

Valentine's Day Luncheon

February 16 or 18 Coffeehouse

March 8: Paul Simon Tribute Concert (Jeff Espenshade & Co.)

March 10 Altar Guild Recognition Sunday

March 24-30 Holy Week

March 29 Good Friday Morning retreat

March 31 Easter Sunday

April 12 Family Game Night

April 20 (Tentative) Community Flea Market

May 19
Pentecost – Deanery service at Grace,
Whitestone

May 19 Bayside Glee Club Spring Concert

June 7 Family Game Night June 9 Outdoor service & Picnic

June 21 or 22 (Tentative)
Outdoor Disney Movie Night

July 21

Christmas in July Kundraiser

September 7-9 Welcome Back Weekend

September 27 Family Game Night

October 31 Trick-or-Treat at All Saints

November 3: All Saints Sunday

November 14-15

Diocesan Convention

November 4 Christ The King and Thanksgiving Celebration

November 8

Family Game Night

December 1

First Sunday of Advent

December 7 Holly Bazaar

December 15 Bayside Glee Club Winter Concert

December 22 Christmas Cabaret

December 23
Pageant dress rehearsal and
Church School party

Please Note: The above dates are for planning purposes only and may be subject to change.

### TEMPLATES FOR COMMON CONTENT TYPES

- Long form text
- Short form text
- Event publicity
- Short form video



#### LONG FORM TEXT



#### HURRICANE BERYL RELIEF AND PRAYERS

Your continued prayers and contributions requested by The Rt. Rev. Lawrence C. Provenzano



Dear Sisters and Brothers in Christ,

The people and Diocese of Jamaica and The Cayman Islands desperately need our help since Hurricane Beryl, which struck on July 3, bringing significant devastation to the region.

I am writing to request that you join me in supporting this humanitarian effort. I am asking that every parish encourage members and worshippers to support this direct relief program.



In our communication with the Most Rev. Dr. The Hon. Howard K. Gregory O.J, Archbishop of the West Indies, Primate and Metropolitan, and Bishop of Jamaica and the Cayman Islands, he indicated that the diocese is focusing on providing necessities and helping individuals re-establish their livelihoods. They will also undertake rebuilding projects as a secondary priority. Funds have already been released to respond to requests for help, which are being managed by the diocesan team on the ground.

Please see our website to learn where to direct funds.



The Diocese of Jamaica and The Cayman Islands is providing updates as the situation and response

Thank you for answering the call to relieve human suffering in Christ's name. Please hold all the people impacted in your prayers through the coming weeks and months of recovery.

Bishop Lawrence C. Provenzanc





At 7:30pm on November 2nd, the Feast of All Souls, the parish of Zion Episcopal Church, Douglaston, Queens, will unveil and dedicate a plaque in their sanctuary memorializing the persons enslaved by founding members of the parish. This is the first public and concrete response to the historical research members have been conducting over the past



Adair: In the last ten years or so, there have been a number of universities and other institutions grappling with the presence of enslaved people in their own history, and their ongoing entanglement with white supremacy; I had been following that work with interest. But it wasn't until a few weeks after the murder of George Floyd in 2020 that I began to wonder if we could be one of those institutions. I did some quick Googling, and came across the Northeast Slavery Records Index. I plugged in the name of Zion's most prominent founder, Wynant Van Zandt. If I'm honest, I did the search almost casually, as a matter of intellectual curiosity. But then a bunch of records popped up, and it felt like a punch in the gut. In that moment, I knew that if we pulled at these threads, it would open up a profound and challenging spiritual journey for us as a parish—and I didn't know where it would lead. That's when I started praying.

We had found the same records showing that Wynant and Maria Van Zandt had enslaved at least 4 people. This wasn't going to be my private pet project: we were going to do this as a community, led by the Holy Spirit. A small committee of researchers started meeting every other week to uncover more records, and to expand our sense of the context in which our founders lived.



On November 2 at 7:30pm, Zion Episcopal Church will formally dedicate a memorial to the 43+ people that Zion's founding families enslaved. All are welcome.

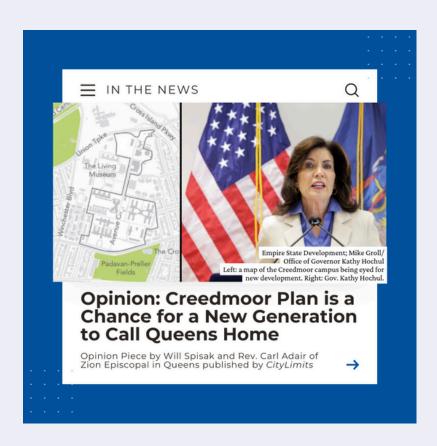
Continue reading at dioceseli.org/news

Sermons, blogs, articles, news features, announcements, etc.





## LONG FORM TEXT (ARTICLES)

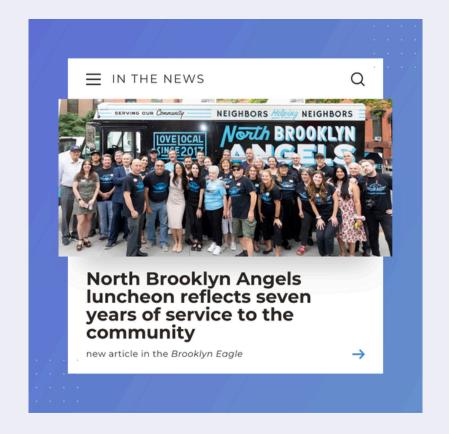


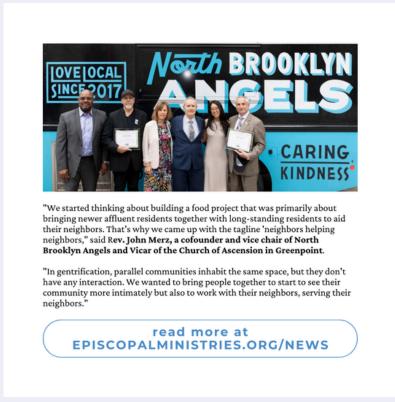
Lots of people are talking about the state's plan for 2,800 housing units at the Creedmoor site. Understandably, many life-long residents of the area fear that the project would change the character of the surrounding neighborhoods. Their parents or grandparents worked hard to buy homes in Glen Oaks Village or Hollis Hills: this new plan feels like a threat to their legacy.

As two people who care deeply about the Eastern Queens community, we've been listening carefully to our neighbors' concerns about the Creedmoor plan. We don't think Gov. Kathy Hochul's plan is perfect: there are plenty of details we want spelled out.

But we see at Creedmoor the opportunity for a new generation of New Yorkers to make a home and leave a legacy for their children and grandchildren. We support the plan's vision because we see it as a chance to stand up for people just like our parents and grandparents—who struggled bravely to make a life and a future for their families.

read more at DIOCESELI.ORG/NEWS











#### SHORT FORM TEXT

experienced volunteers needed to help get through the back to school rush

details in caption!



Sometimes even when I don't need food, I come here just to get a hug and to vent about my life because I know someone will always listen.

#### MELISSA

A GUEST WHO REGULARLY VISITS THE FOOD PANTRY AT **NEIGHBORS BEING HUMAN**, EMLI MINISTRY PARTNER

It is impossible to state too clearly that only the coming Lord Himself can make ready the way for His coming... The end of all preparation of the way of Christ must lie precisely in perceiving that we ourselves can never prepare the way."

Dietrich Bonhoeffer

This is a powerful learning tool.
Working in teams/groups facilitates exchange of view, insights, and ideas.
Many of these I have taken back to the congregations I serve to implement them."

#### FR. JOHN UNGER II

EPISCOPAL DIOCESE OF WEST VIRGINIA ON HIS EXPERIENCE WITH THE DIOCESAN CHURCH DEVELOPMENT INSTITUTE (DCDI)

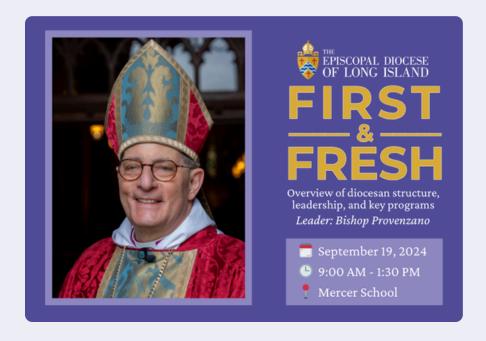
Register for the cycle starting this fall at DIOCESE.ORG/DCDI



For those who want to save their life will lose it, and those who lose their life for my sake will save it. What does it profit them if they gain the whole world, but lose or forfeit themselves? It is easy, at times, to miss the strange and paradoxical message of the cross. What does it mean to lose one's life for God's sake today? How might the way of the cross be a beginning rather than an

Testimonials, quotes from sermons, prayers, inspiration, brief announcements, etc.

### EVENT PUBLICITY

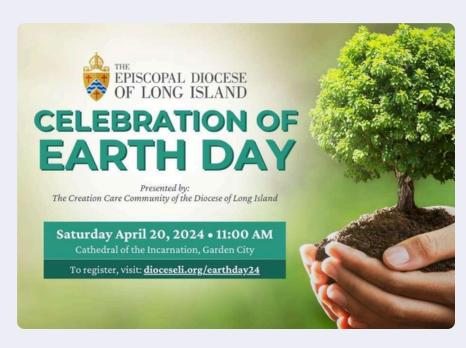










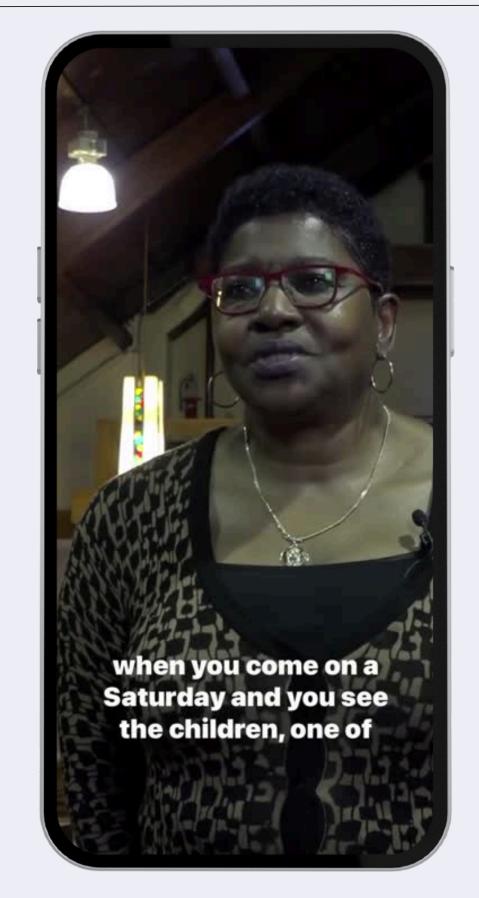


Announcements or reminders for upcoming events

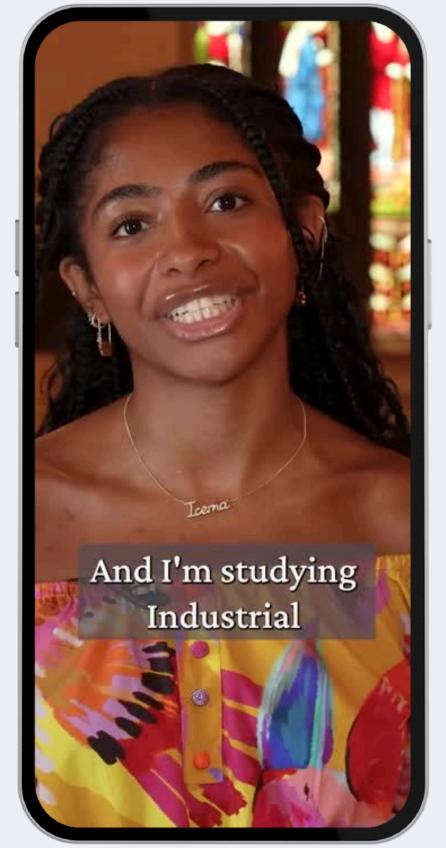
## SOCIALS WALK AROUND



## SHORT FORM VIDEO: REELS!



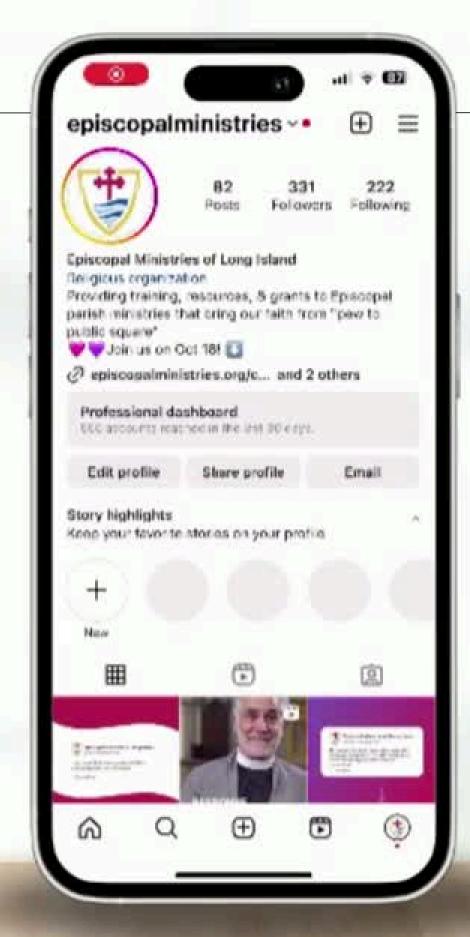








### CREATING REELS







#### STEPS FOR REELS CREATION

#### Add your video

- Open Instagram and tap the + icon at the top.
- Select "Reel" at the bottom.
- Record new footage or upload existing videos.
- Tap "Preview" to enter editing mode.

#### Edit video in IG app

You'll use the tools at the top of your screen to edit your video in the app.

# Add subtitle captions on the video screen

Tap square smiley face to have the app transcribe your audio automatically

#### Add music

Tap music notes to add music to your video. Tap controls to make the music background music and keep the audio from your speaker loud and clear

#### Add a text caption

Type what your reels is about in the text caption area. Add hashtags, collaborations, tags, locations, etc. Change the cover photo if you wish.

Click "Share"!



## UPLOAD COMPLETED VIDEOS HERE





#### RESOURCES

- Canva (free for nonprofits)
- Later (free or discounted for nonprofits)
- Monday.com (discounted for nonprofits)
- Tutorial for creating IG reels
- Descript for easy Reels with captions (discounted for nonprofits)

If you have a garden, thrift, or pantry ministry and would like to be included in an Instagram folder of sample reels for each of those ministries, please see Mary Grace and she'll add you to a virtual folder!



# Thank you!

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