

ICT tools and Social Media



Aivar Ruukel
3rd European Ecotourism Conference
Jachranka — Poland 26.-29. April 2015













"Europejski Fundusz Rolny na rzecz Rozwoju Obszarów Wiejskich: Europa inwestująca w obszary wiejskie."

Projekt opracowany przez Społeczny Instytut Ekologiczny
Projekt współfinansowany ze środków Unii Europejskiej w ramach Pomocy Technicznej
Programu Rozwoju Obszarów Wiejskich na lata 2007-2013
Instytucja Zarządzająca Programem Rozwoju Obszarów Wiejskich na lata 2007-2013 Minister Rolnictwa i Rozwoju Wsi

Please turn **ON** your smartphones!

#EuroEco15

#hashtags are for networking and conversations in social media



Kirsten Lovett @nowmomentjourn · 13h

#Ecotourism history presentation from Michael Meyer ustream.tv/recorded/61615... #EuroEco15



Ron Mader @ronmader · 17h

#EuroEco15 Q: Paint a broad picture please - how aware are Europeans of European #ecotourism? @Fair_Travel_Swe @Ruukel @nuttisamisiida



Sigmar Naudi @SigmarNaudi · 22h

@margr3t started #Tweeting aswell, because of #EuroEco15 interactive communication.



European Wilderness @EUWilderness · 20h
an example of tourism promoting #wildlife #EuroEco15



John Williams @eurapart · Apr 26

RT @Ruukel: Rainbow greets us on the first evening in Poland #EuroEco15



Aivar Ruukel @Ruukel · 17h

@wildsweden Marcus do you follow LIVE what Jeppe says? ustream.tv/channel/aivar-... #EuroEco15



WildSweden @wildsweden · 17h

@Ruukel I cant Im in the woods!









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Aivar Ruukel | Facebook - Tere tulemast Facebook'i

https://et-ee.facebook.com/aivar.ruukel *

Aivar Ruukel kasutab Facebook'i. Ühine Facebookiga, et olla ühenduses kasutajaga Aivar Ruukel ja teistega, keda sa tead. Facebook gives people the power...

Aivar Ruukel | LinkedIn

https://ee.linkedin.com/in/ruukel

Estonia - Tripbod and local guide in Soomaa National Park at tripbod View Aivar Ruukel's (Estonia) professional profile on LinkedIn. LinkedIn is the world's largest business network, helping professionals like Aivar Ruukel discover ...

Märksõna - Aivar Ruukel | Soomaa

eesti.soomaa.com/sildid/aivar-ruukel/ *

Siiski ei saanud ei Algis ega Aivar sel korral Leetu sõita, saadame slaidid sooturismit Soomaal. Soomaa : wetland tourism case study from Aivar Ruukel ...

Kanuumatkad | Soomaa

eesti.soomaa.com/kanuumatkad/ *

Lisainfo ja registreerimine telefonil 5061896 (Aivar), 5147572 (Algis) või ... Aivar Ruukel · Top Commenter · Foodie at Finno Ugric Tastes : Local and Fresh Food ... You've visited this page 5 times. Last visit: 3/31/15

Aivar Ruukel | Ecotourism and eTourism enthusiast and ...

Nov 1, 2012 - Aivar Ruukel, Connection between social media and tourism in protected areas. from Aivar Ruukel on Vimeo.

Aivar Ruukel (@Ruukel) | Twitter

https://twitter.com/ruukel *

6645 tweets • 780 photos/videos • 5582 followers. Check out the latest Tweets from Aivar Ruukel (@Ruukel)

Aivar Ruukel presentations | SlideShare

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Aivar Ruukel

lazy, but curious

Update your profile

Lecturer at Estonian University of Life Sciences Attends Estonian University for Life Scinces Lives in Soomaa National Park

Home: aivar.ruukel@gmail.com

Work: aivar@soomaa.com

Mobile: +3725061896







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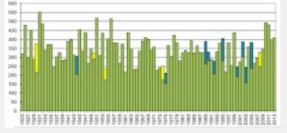
















How do you rate your digital literacy?



Next hour

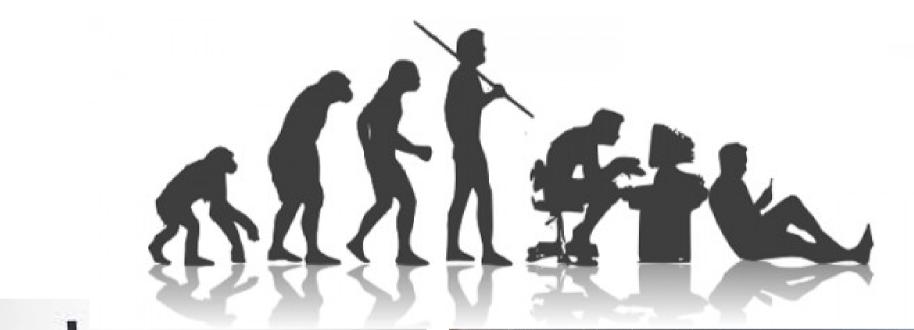
- Why ICT tools and social media?
- 2 concepts: word of mouth and storytelling
- 3 reasons people talk about you
- 5 stages of travel
- 10 reasons for using social media
- 20+ social media tool to learn experiment with

Q & A

Please ask questions also during my presentation!

For remote participants: please ask on twitter, use hastag #EuroEco15

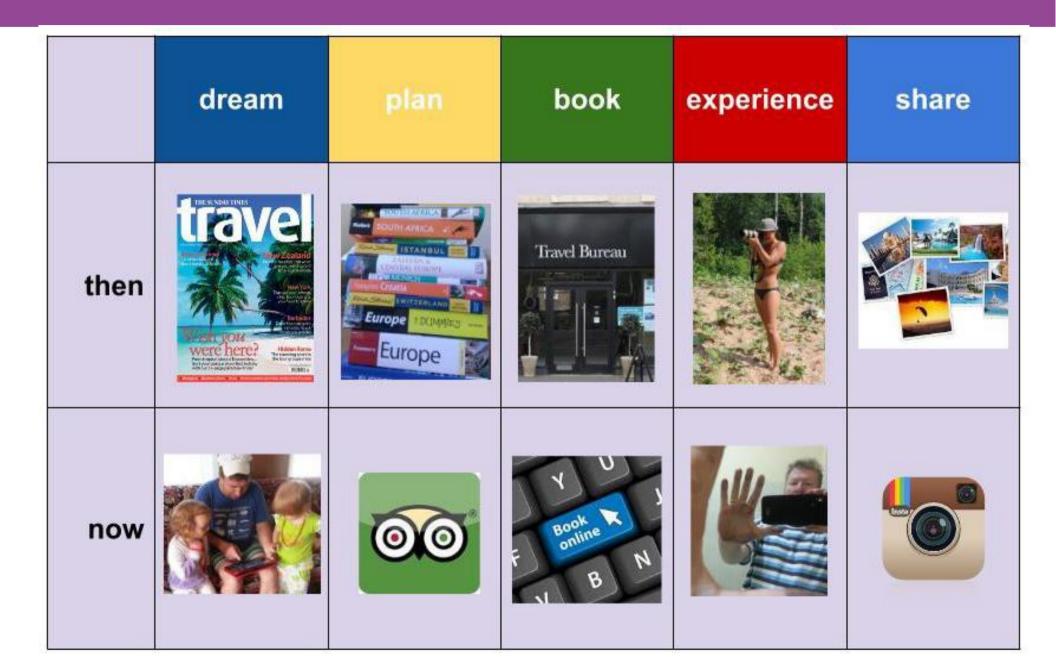
Technology changes everything...



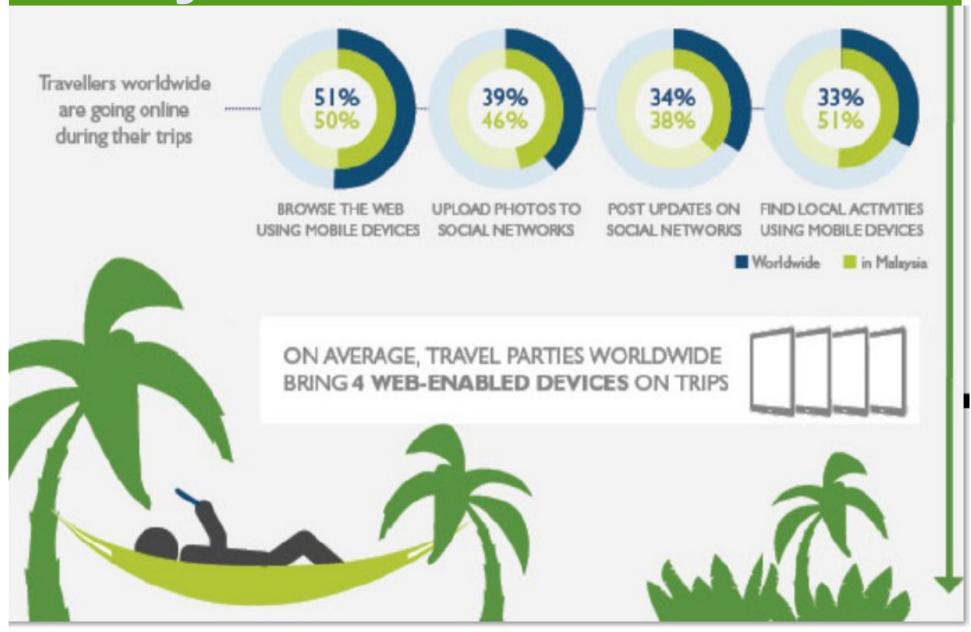




... including the way we travel



always connected travelers



FOBO (Fear of Being Offline) is real for teens around the world

Posted December 9, 2014 4:04 pm by Cynthia Boris with O comments

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The Mobile Revolution



picture: @exicon

facebook





Even my mother is using Facebook

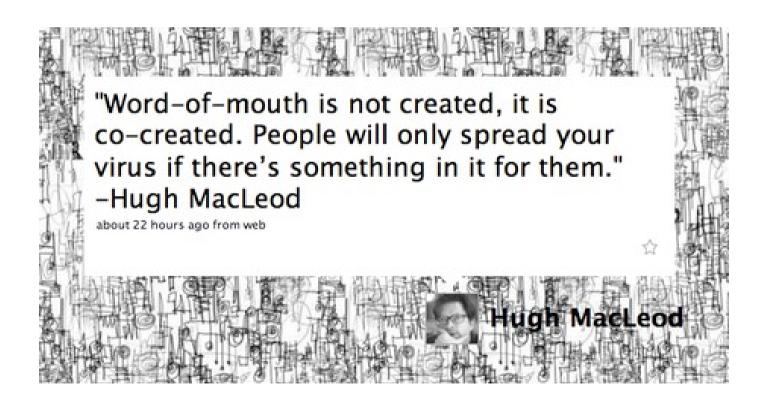




...it is called word of mouth

Word of Mouth Marketing

- Giving people a reason to talk about your stuff
- Making it easier for that conversation to take place



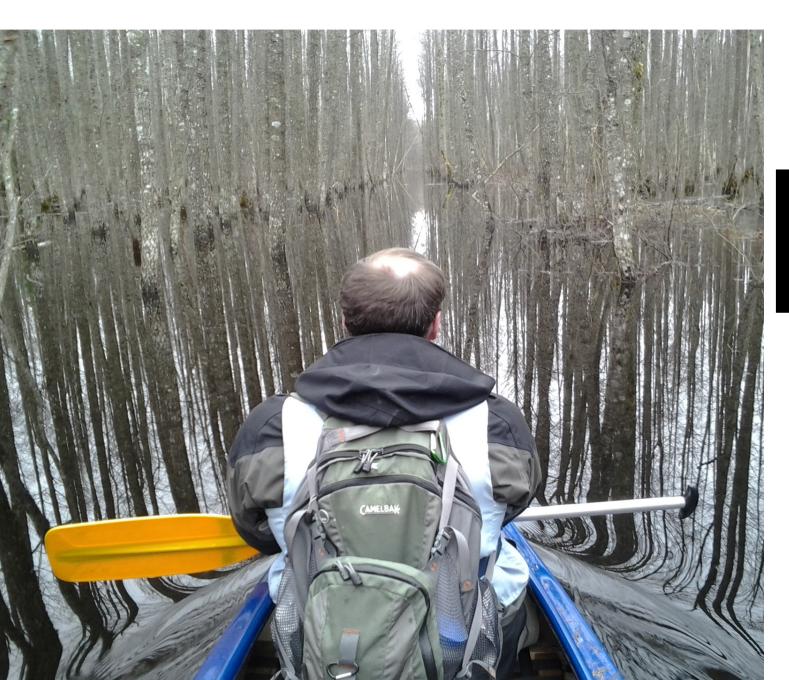


YOU

It is about stuff, the company and products

- They love you (and your stuff)
- They hate you
- You have given something to talk about
- You have made it easy for them to talk about you

source: @sernovitz



It is about talker, making them feel good

- They feel smart
- They feel important
- They want to help people
- They want to express themselves

source: @sernovitz

US



It is about the group: feeling connected

- They are part of the brand family
- They belong to a community
- They are part of a team

source: @sernovitz

social media

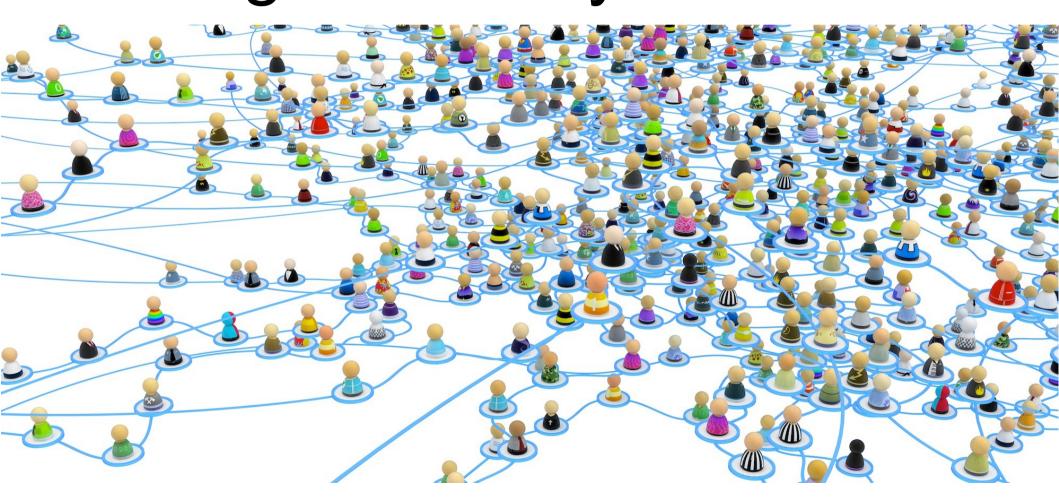
IS MOT

a trend

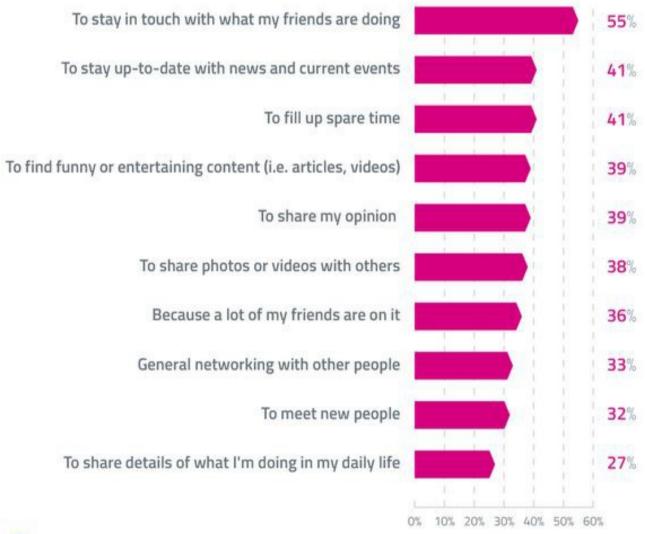
social media is

a new word of mouth

People have been practicing social networking and sharing as long as society has existed



10 reasons for using social media





globalwebindex.net /// Question: What are your main reasons for using social networking services? /// Source: GlobalWebIndex Q3-Q4 2014 /// Base: Internet Users Aged 16-64



«Storytelling is by far the most underrated skill when it comes to business.»

@garyvee

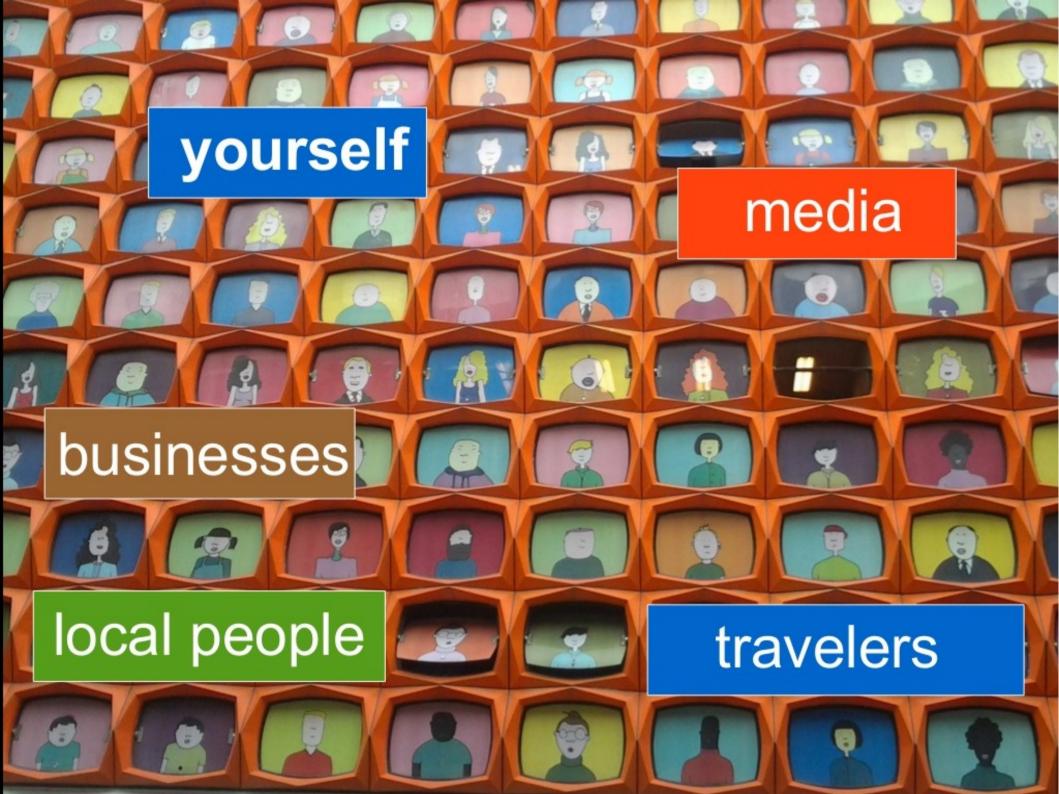


stop selling! start storytelling!









your job as tourism marketer

curating

other peoples stories





sharing is caring



sharing is caring



5 stages of travel







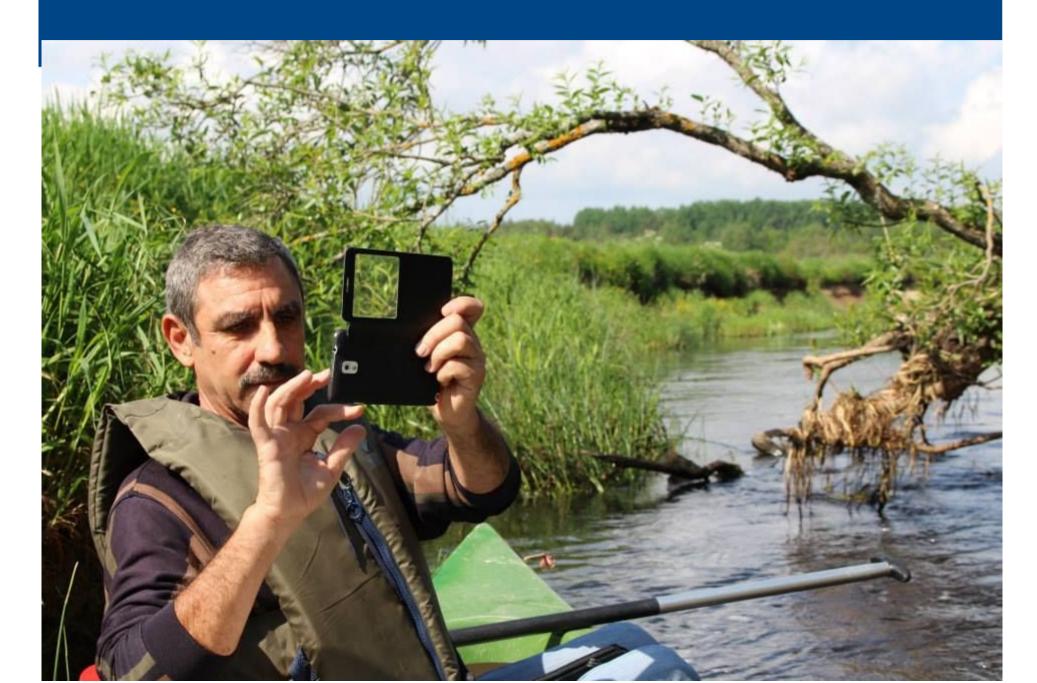




dreaming



The Wisdom of Friends

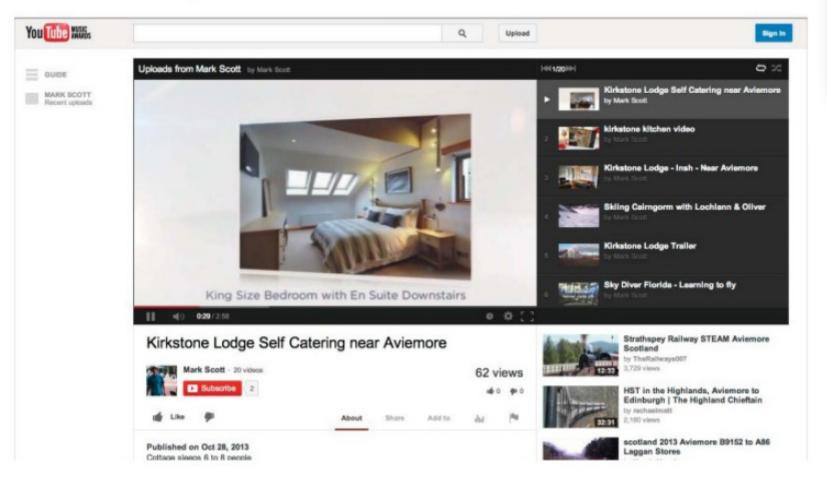


planning



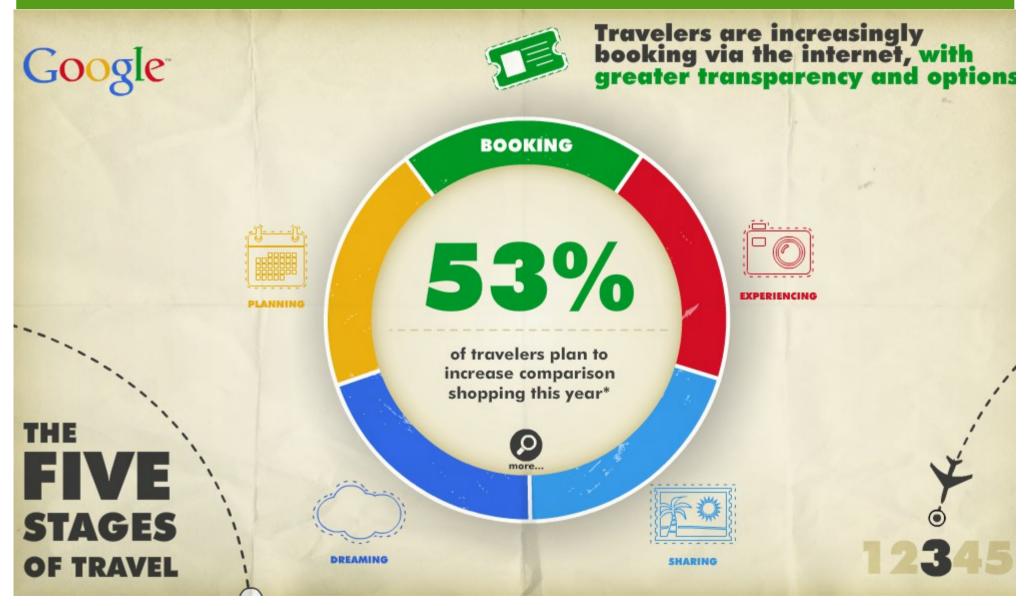
planning

60% of leisure travelers have watched an online video to help them decide on a destination; 55% to help decide on specific accommodation...

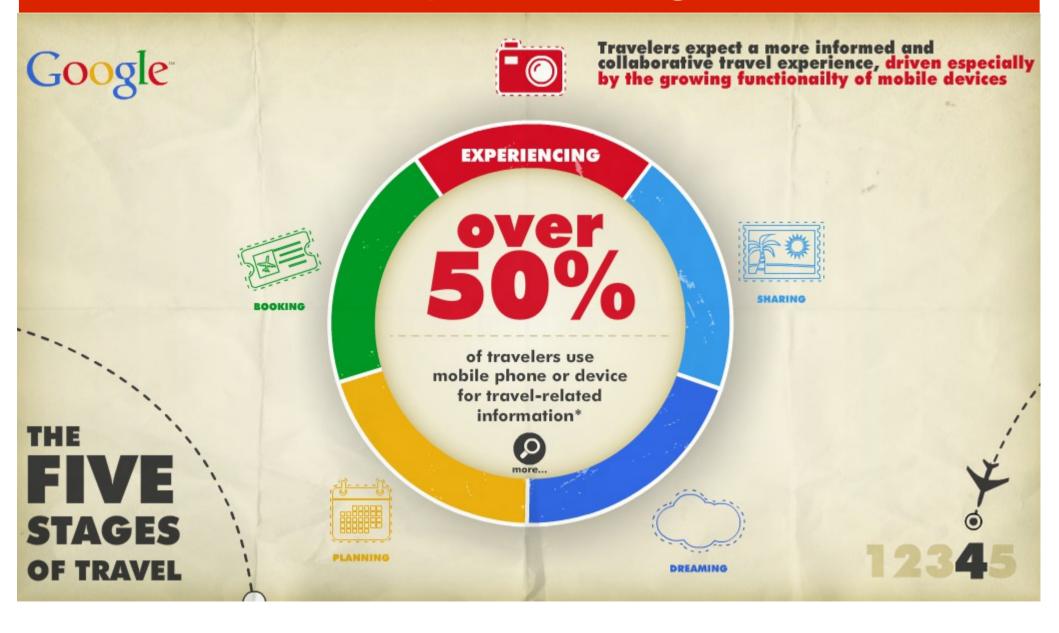




booking



experiencing





What is in your digital backpack?



picture tells 1000 words?





pinterest



Polish Trails - Ecotourism in Poland

Lydla Bander Eco & sustainable tourism



Ecotourism in Poland, Welcome...

Peggy Silawerda Places I Wanna Go



A weekend in Low Beskids. Story by Agnieszka #Polishtrails #ecotourism #responsibletourism

Pollan Trans local food in Poland Pollah Tralia



All Pins

from Foursquare

Polish Trails - Ecotourism in Poland

Polish Trails - Ecotourism in Poland w Kraków, Województwo małopolskie

Laura Kalleka D rekodzleło



Ortodox church in Wolowiec A weekend in Low Beskids. Story by Agnieszka #Polishtrails #ecotourism #responsibletourism





Pinners.

Krakow is the best kept eco-travel secret in Europe

E+ 1

Greenloons Eco Travel with Irene

Your Pins



Beskids. Story by Agnieszka #Polishtrails #ecotourism #responsibletourism





Boards

from Foursquare

Beskid Niski

East Ortodox Church in Wołowiec. Beskid Niski Mountains goo.gl/K1sV94

Zależna w Podróży Blog Poland by Locals II Polska po...



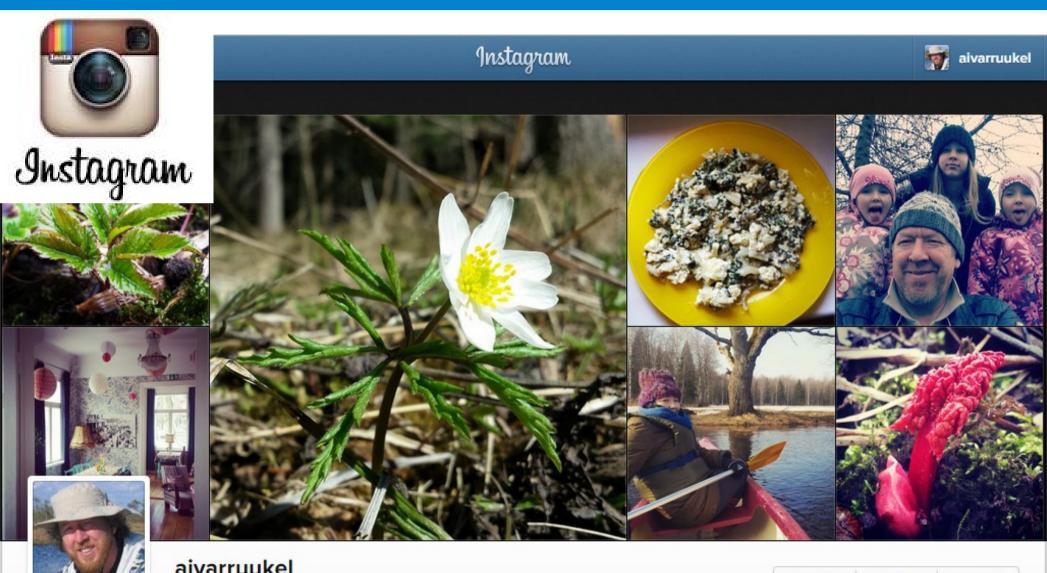
Nieznaiowa A weekend in Low Beskids. Story by Agnieszka #Polishtrails #ecotourism #responsibletourism



Pollsh Tralls Wooden architecture in Poland



picture tells 1000 words?



aivarruukel

Edit Profile

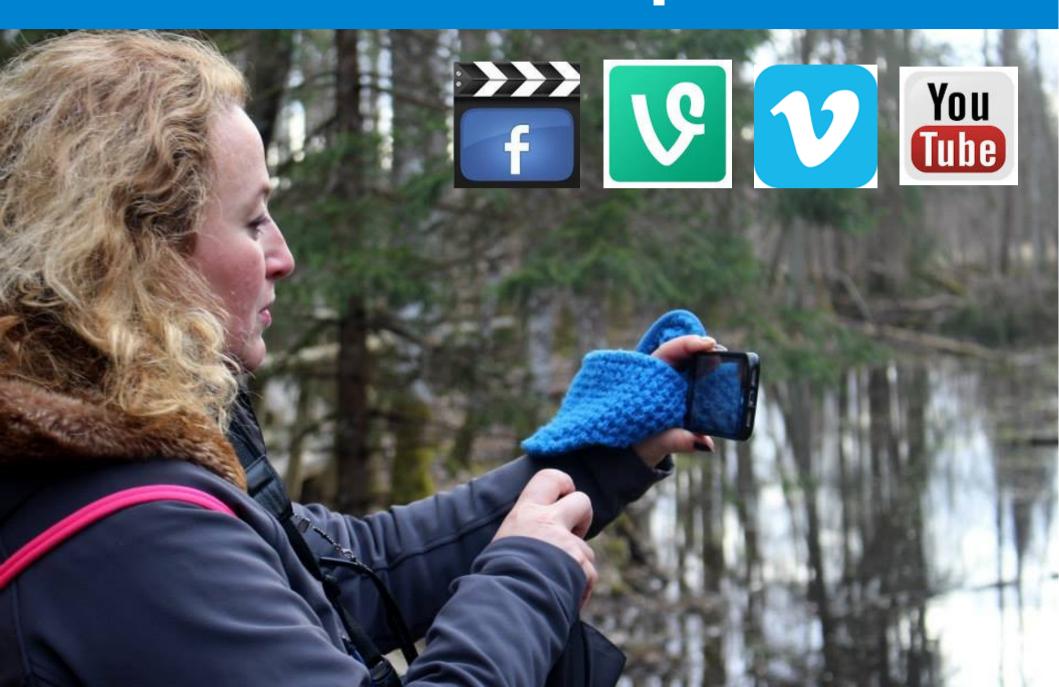
Aivar Ruukel Lazy but curious. Ecotourism and e-Tourism enthusiast and practitioner. Based in Pärnu and Soomaa National Park, Estonia, http://www.soomaa.com

921 posts

630 followers

1.119 following

video tells 1000 pictures?



- Educate!

- Entertain!

- Inform!



give timely responses to customers feedback



facebook

why should we Isten to our customers on social media?

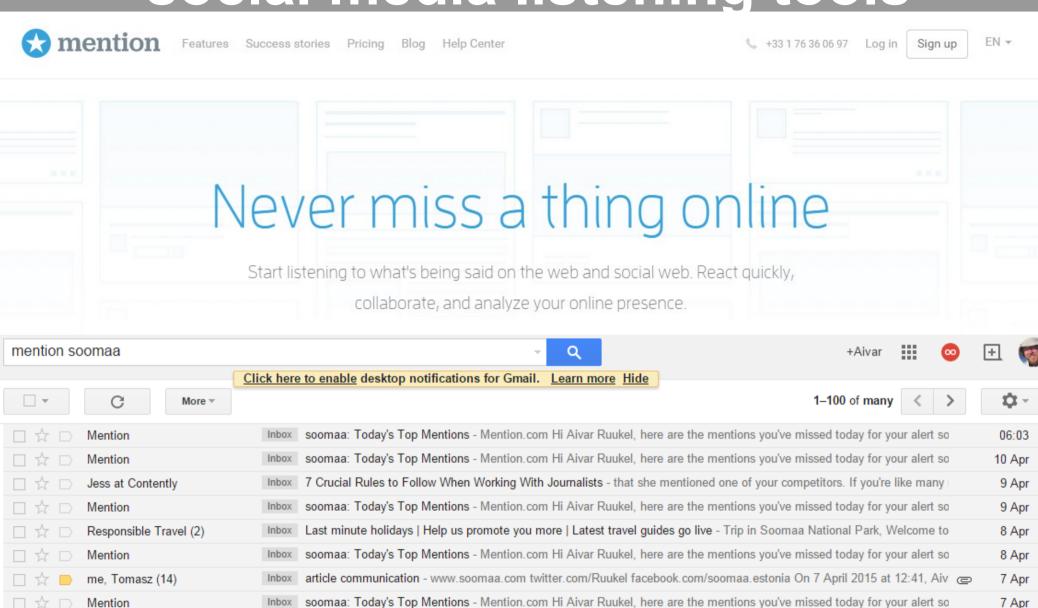
Listen More, Talk Less!



social media listening tools



social media listening tools



Mention

Mention

Mention

VisitSoomaa (via Twitter)

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Inbox

soomaa: Today's Top Mentions - Mention.com Hi Aivar Ruukel, here are the mentions you've missed today for your alert so

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VisitSoomaa (@VisitSoomaa) favorited a Tweet you were mentioned in! - and nearby Soomaa #NationalPark, #Estonia sin

6 Apr

5 Apr

4 Apr

3 Apr

social media listening tools

socialmention*

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poland ecotourism

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52 % strength	5:0 sentiment	
69% passion	18% reach	
1 minutes avg. per mention		
last mention 25 minutes ago		

35 unique authors

12 retweets

Sentiment



Top Keywords

-	
poland	243
hetalia	126
axis	63
powers	63
ecotourism	38
european	16

Mentions about poland ecotourism

Sort By: Source ▼ Results: Last Week ▼

Results 1 - 15 of 115 mentions.

In 14 days starts #Euroeco15 : European #Ecotourism Conference in #Poland

"Countdown: In 14 days European #ecotourism meetup #Poland: Join! Event is FREE! http://t.co/k9wPnCS1Uq #EuroEco15"



www.facebook.com/permalink.php?id=232245174416&v=wall&story_fbid=10153195446774417 25 minutes ago - by <u>European-Ecotourism-Conference</u> on <u>facebook</u>

Poland

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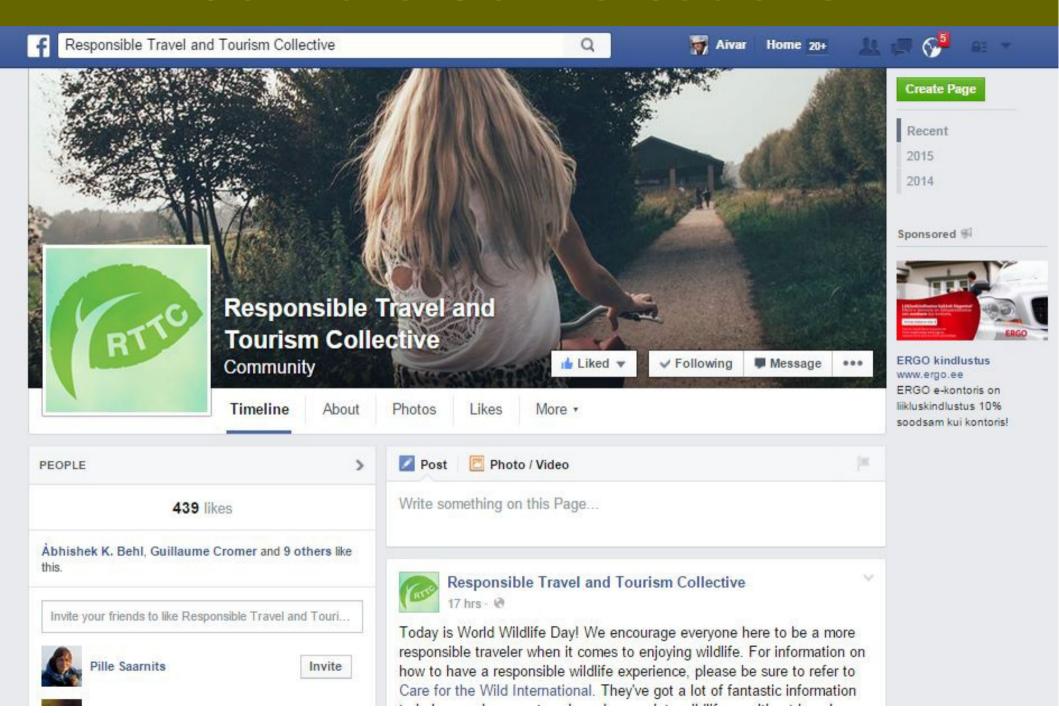
Join the Conversations!



Join Relevant Groups & Communities



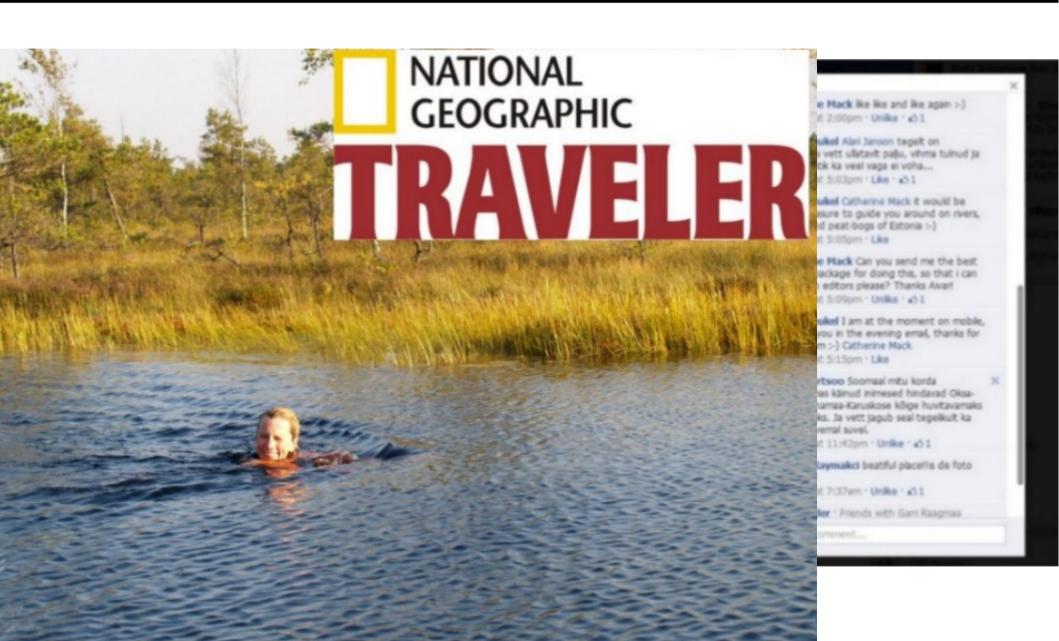
Join the Conversations!



Find Potential Buyer & Partnes



Find Potential Buyer & Partnes



Collaborate & Share Your Story!



Ron Mader @ronmader · 16h

Call for photos of European #Ecotourism flickr.com/groups/ecotour... @AzamBB

@Fair Travel Swe @reallifepr0ject @Ruukel @nuttisamisiida #euroeco15

Flickr





A Cordial Invitation

Ecotourism Europe is a popular group on Flickr and features 600+ photos and graphics from 50+ members, including local tourism pros and visitors. Everyone's invited. Join us!



Become an Editor of Planeta Wiki!





#EuroEco15 #EuroEco A1 I would like to find 'virtual volunteers' who can help edit the Planeta Wiki planeta.wikispaces.com/eurowild @Ruukel

9:18 PM - 23 Apr 2015 · Paradise, NV, United States











@ronmader We can definitely spread the word Ron. Would be great to get volunteers with local knowledge from each country #EuroEco15

9:20 PM - 23 Apr 2015













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Many Thanks to our Editors

planeta

poland

europe / Poland

on this page: upcoming events flickr group: Ecotourism Europe &

slideshare: ecotourism europe &, Europe on the web &

editing: Europe &

Poland is bordered by Germany to the west; the Czech Republic and Slovakia to the south; Ukraine, Belarus and Lithuania to the east; and the Baltic Sea and Kaliningrad Oblast, a Russian exclave, to the north,

Events

April 27-30 European Ecotourism Conference

RSS

Społeczny Instytut Ekologiczny - Strona Główna

- Zapraszamy na III Eurpejska Konferencję Ekoturystyczna. Apr 1, 2015
- Międzynarodowa Konferencja Rolnictwo Przyszłości Przyjazne Dla Rolników i Klimatu Dec 4, 2014
- Jarmark Aktywności Lokalnej Wasewo 2014 Aug 20, 2014
- Jarmark aktywności lokalnej Aug 5, 2014
- III spotkanie sieci, przewidziane dla projektu .. SIEĆ WSPARCIA PARTYCYPACJI KOBIET NA TERENACH WIEJSKICH". Jun 23, 2014
- Zaproszenie na III Szkolenie Sieciowe May 20, 2014



- Join!

- Listen!

- Connect!

- Help!

- Engage!

- Share!



Q&A







Thank you for listening! Thank you organizers!! Thank you sponsors!!!

See you on the 4th EuroEco Conference!

where?













"Europejski Fundusz Rolny na rzecz Rozwoju Obszarów Wiejskich: Europa inwestująca w obszary wiejskie."

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