



— HOW TO CREATE —

# BUYER PERSONAS

FOR YOUR BUSINESS

## TABLE OF CONTENTS

What Are Buyer Personas? .....	Slide 3
What Are Negative Personas? .....	Slide 4
How Can You Use Personas? .....	Slide 5
How Do You Create Personas? .....	Slide 7

## What Are Buyer Personas?

Buyer personas are fictional, generalized representations of your ideal customers. They help you understand your customers (and prospective customers) better, and make it easier for you to tailor content to the specific needs, behaviors, and concerns of different groups.

The strongest buyer personas are based on market research as well as on insights you gather from your actual customer base (through surveys, interviews, etc.). Depending on your business, you could have as few as one or two personas, or as many as 10 or 20. (Note: If you're new to personas, start small! You can always develop more personas later if needed.)

## What Are Negative Personas?

Whereas a buyer persona is a representation of an *ideal* customer, a negative -- or "exclusionary" -- persona is a representation of who you *don't* want as a customer.

This could include, for example, professionals who are too advanced for your product or service, students who are only engaging with your content for research/knowledge, or potential customers who are just too expensive to acquire (because of a low average sale price, their propensity to churn, or their unlikeliness to purchase again from your company.)

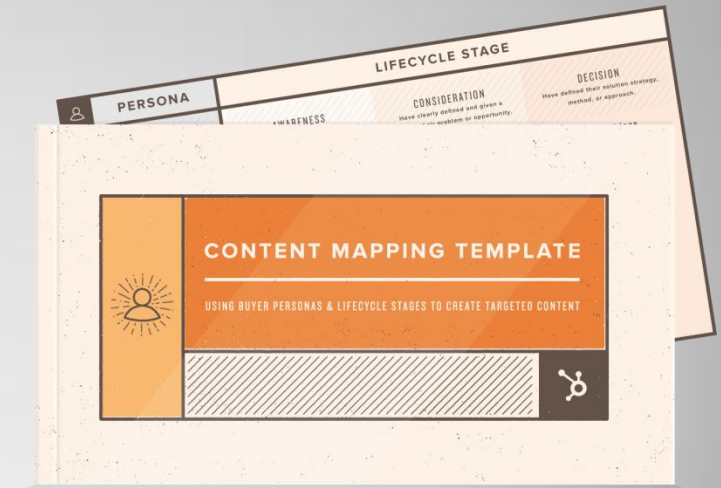
## How Can You Use Personas?

At the most basic level, personas allow you to personalize or target your marketing for different segments of your audience. For example, instead of sending the same lead nurturing emails to everyone in your database, you can segment by buyer persona and tailor your messaging according to what you know about those different personas.

If you take the time to create negative personas, you'll have the added advantage of being able to segment out the "bad apples" from the rest of your contacts, which can help you achieve a lower cost-per-lead and cost-per-customer (and see higher sales productivity).

## How Can You Use Personas? (continued)

When combined with lifecycle stage (i.e. how far along someone is in your sales cycle), buyer personas also allow you to map out and create highly targeted content.



## How Do You Create Buyer Personas?

Buyer personas are created through research, surveys, and interviews of your target audience. That includes a mix of customers, prospects, and those outside of your contact database who might align with your target audience.

Here are some practical methods for gathering the information you need to develop personas:

- Interview customers either in person or over the phone to discover what they like about your product or service.

## How Do You Create Buyer Personas? (continued)

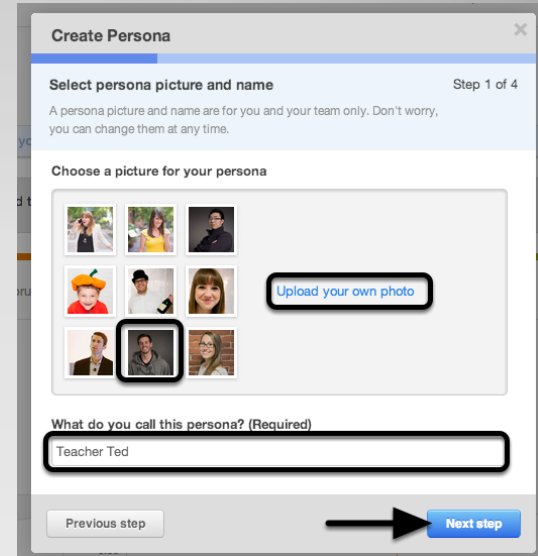
- Look through your contacts database to uncover trends about how certain leads or customers find and consume your content.
- When creating forms to use on your website, use form fields that capture important persona information. (For example, if all of your personas vary based on company size, ask each lead for information about company size on your forms. You could also gather information on what forms of social media your leads use by asking a question about social media accounts.)
- Take into consideration your sales team's feedback on the leads they are interacting with most. (What types of sales cycles does your sales team work with? What generalizations can they make about the different types of customers you serve best?)



## How Do You Create Buyer Personas? (continued)

- **InDigiMar Customers:** You can create and manage your personas within the Contacts tool.
- **Customers and non-customers alike:** You can use the following 4-slide template to organize your persona data.

First, we'll walk you through an example, then we'll leave you with some blank templates so you can get to it!



The screenshot shows a 'Create Persona' dialog box with the following elements:

- Title:** Create Persona (with a close button 'x')
- Step:** Select persona picture and name (Step 1 of 4)
- Text:** A persona picture and name are for you and your team only. Don't worry, you can change them at any time.
- Section:** Choose a picture for your persona
- Image Grid:** A 3x3 grid of placeholder images. The image in the bottom-middle position is highlighted with a black border.
- Button:** 'Upload your own photo' button to the right of the grid.
- Text Field:** 'What do you call this persona? (Required)' with the text 'Teacher Ted' entered.
- Navigation:** 'Previous step' button on the left and 'Next step' button on the right, with a large black arrow pointing to the right.

1

## Sample Sally Persona

2

- ✓ Head of Human Resources
- ✓ Worked at the same company for 10 years; worked her way up from HR Associate
- ✓ Married with 2 children (10 and 8)

3

- ✓ Skews female
- ✓ Age 30-45
- ✓ Dual HH Income: \$140,000
- ✓ Suburban

4

- ✓ Calm demeanor
- ✓ Probably has an assistant screening calls
- ✓ Asks to receive collateral mailed/printed

5

- ✓ Keep employees happy and turnover low
- ✓ Support legal and finance teams

6

- ✓ Getting everything done with a small staff
- ✓ Rolling out changes to the entire company

7

- ✓ Make it easy to manage all employee data in one place
- ✓ Integrate with legal and finance teams' systems

8

- ✓ "It's been difficult getting company-wide adoption of new technologies in the past."
- ✓ "I don't have time to train new employees on a million different databases and platforms."
- ✓ "I've had to deal with so many painful integrations with other departments' databases and software."

9

- ✓ I'm worried I'll lose data transitioning to a new system.
- ✓ I don't want to have to train the entire company on how to use a new system.



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