

Elaine – Empty nest career lady



About Elaine

Elaine is 53 and married with two children who have now left home. Having picked up her career again after the children went to school, Elaine is now a full time senior teacher. In a few years' time she'll consider dropping her hours ready for retirement, but for now she's enjoying the career opportunities and chance to stretch herself.

When Elaine gets home from work she enjoys a glass of wine while making a healthy dinner for herself and her husband. They chat over dinner and might even call their son who is away at university, though inevitably they'll be talking to his voicemail.

Elaine goes to a class at the gym one evening a week and enjoys watching dramas or reading a book other nights. Weekends see her going to the stables, gardening or going for a long walk with her husband.

- 25% of Elaines do sport for 30 minutes 3 times a week
- 47% of Elaines would like to do sport more often
- 91% of Elaines are white, 5% are Asian, 3% are black and 1% are mixed
- 16% of Elaines are with limiting disability
- 57.5% of Elaines are aged 46-55, 20.5% 56-65, 16.2% 36-45, 5.8% 26-35.

Alternative names

Carole, Sandra, Penelope, Julie, Jacqueline.

Sports she likes

Keep fit/gym, swimming, cycling, athletics, tennis, badminton, horse riding, golf, martial arts, bowls.

What works

Messages that work to motivate her

1. Activity – the great stress reliever.

"A long, hard day can leave our bodies and minds restless. If you crave a decent night's sleep and a clear head, doing an activity could be the solution. It will help you forget the hectic day and leave you feeling relaxed and mellow".

2. It's easy to make it part of the routine.

"Having a busy schedule can leave you with no spare time to do any activity. So instead of setting special time aside, why not incorporate an activity into your normal routine? That way you get all the added benefits from physical exercise – without having to take on more commitments".

3. Treat yourself to some me-time.

"You've dedicated your life to others – raising children, looking after your husband. Now it's time to treat yourself for being so great. Taking time out to do an activity is a chance to spend some quality time with yourself – and come out feeling better".

4. Hold on to your figure and stay in shape.

"You've always cared about your looks and now there's even more reason to look after yourself. Forget the anti aging creams and time defying lotions – these won't give you 'a bum like J Lo'. Activity is a great weapon in fighting the aging process – and one you'll feel great doing".

Barriers you need to address in secondary messages (in main text – not headline)

1. That activity itself won't be stressful (e.g. free lanes vs. kids everywhere).

2. Finds it hard to fit it in the routine.

"If you get home, you just have to sit down and you've lost the will".

Projects that work

These projects are from the Active Celebrations report. For more details see link below

<http://www.promotingactivity.com/wp-content/uploads/2011/07/Active-Celebration-Demonstration-Effect-Initiatives.pdf>

<http://www.promotingactivity.com/wp-content/uploads/2011/07/Active-Celebration-Festival-Effect-Initiatives.pdf>

Going for green

- Goals: Stimulate contemplation to become physically active
- Targets: Groups less interested in physical activity

Chance to dance

- Goals: Prompt dance activity
- Targets: Participation contemplators

Stroll 'n' roll

- Goals: Prompt activity
- Targets: Participation contemplators

Cultural Carnivals

- Goals: Stimulate contemplation
- Targets: Disinterested non-participants

Ultimate Performance (disability communities)

- Goals: Prompt activity and stimulate contemplation
- Targets: Participation contemplators and disinterested non-participants

How does she make decisions?

Elaine is a perfectionist; she is keen to access as much information as possible before making a decision. She would like to be given the facts so she can make her own decisions. Communications should stress the rational benefits and make any method of communications sound easy.

She relates most strongly to marketing that is

- Unpretentious
- Down to Earth
- Rational
- Not gimmick-led
- Established
- Pragmatic
- Intelligent
- Practical
- Informative
- Uncluttered

Communications Channels

At Make Sport Fun we have found there are 6 stages to an effective activity marketing campaign.



- Plan your campaign – identify what segment you should be targeting, how to reach them and what budget you'll need.
- Set up your campaign – set up ways for people to register; a CRM system to track who's registered and when they need following up with; an activity database; and (if required) a campaign website.
- Recruit – find people who want to get active and get them to register their interest.
- Intervene – follow up with people who've registered by phone, email and post, and find them somewhere local to do an activity of their choice on a day and at a time that suits them.
- Active Participation – people then go off and try their new activity. Ideally their first experience will be fun, free and friendly.
- Review- stay in touch with people via phone, email, text message and direct mail, address any barriers and issues and offer further motivation and support to keep them active.

These are the communication channels which work best for this segment for each stage.

- Recruit
 - Pay per click (e.g. Google Ads)
 - Search Engine Optimisation
 - Direct mail
 - Face to face
 - Partnership working
 - Referrals
 - Social media (e.g. Facebook, Twitter)
 - PR

- Intervene
 - Phone
 - Email
 - SMS
 - Post
- Review
 - Phone
 - Email
 - SMS
 - Post

If you need more information about how to use these communication channels in practice then you can purchase the Make Sport Fun book from www.makesportfun.com/book. This has details of precisely how to run your activity marketing campaigns and dozens of case studies.

You can also hire Make Sport Fun to run a training workshop to cover one area in more depth. More details are available at www.makesportfun.com/services/training.

Brands she likes



Black and Minority Ethnic Groups

Motivators

- Venues providing crèche facilities
- For BME women rooms with limited windows and viewing areas
- Use female only venues and entrances
- Enclosed and private showers and changing rooms available
- Local facilities
- Convenient times to fit in with BME women and schooling (e.g. after dropping off or before picking up children from school)
- Timetabling of activities should take into consideration the needs of local communities to make allowances for festivals and religious days as well as religious study
- Female only instructors for female groups of participants

Barriers

| | Black Caribbean | Black African | Black Other | Indian | Pakistani | Bangladeshi | Chinese | Other |
|--------------------------------|-----------------|---------------|-------------|--------|-----------|-------------|---------|-------|
| Work/ study demands | 27% | 36% | 41% | 35% | 29% | 18% | 33% | 32% |
| lack of/ unsuitable facilities | 26% | 23% | 44% | 25% | 25% | 53% | 15% | 31% |
| home & family responsibilities | 41% | 40% | 45% | 49% | 44% | 42% | 12% | 43% |
| I'm too lazy/ embarrassed | 19% | 9% | 12% | 12% | 6% | 10% | 16% | 7% |
| lack of money | 18% | 20% | 23% | 13% | 14% | 18% | 15% | 20% |
| friend/ family don't take part | 10% | 5% | 4% | 6% | 4% | 2% | 24% | 4% |

Communications Channels

- Leaflets in different languages (depending on local ethnic groups)
- Advertise via religious buildings, posters, radio and word of mouth
- Use images of Black and Minority Ethnic groups in promotional literature
- In rural locations use local newsletters, notice boards and information points
- For young people use Internet, email and text messaging. Media that works is loud, funny, rude, exciting and multi-layered – with lots going on at one time
- Use word of mouth, local women's groups, faith groups, women's magazines, radio, libraries, schools and websites
- Communicate through MENTER (Minority Ethnic Network) www.mentor.org.uk

Black Caribbean – sports they’re doing

1. Walking
2. Keep fit/ yoga
3. Weight training
4. Swimming
5. Cycling

Black African – sports they’re doing

1. Walking
2. Keep fit/Yoga
3. Running/jogging
4. Swimming
5. Football

Black Other – sports they’re doing

1. Walking
2. Keep fit/Yoga
3. Swimming
4. Cycling
5. Weight training

Indian – sports they’re doing

1. Walking
2. Keep fit/Yoga
3. Swimming
4. Cycling
5. Running/Jogging

Pakistani – sports they’re doing

1. Walking
2. Keep fit/Yoga
3. Swimming
4. Badminton
5. Tennis

Bangladeshi – sports they’re doing

1. Walking
2. Keep fit/Yoga
3. Swimming
4. Football
5. Badminton

Chinese – sports they’re doing

1. Walking
2. Keep fit/Yoga
3. Swimming
4. Tennis
5. Badminton

Other – sports they’re doing

1. Walking
2. Keep fit/Yoga
3. Swimming
4. Cycling
5. Tenpin Bowling

Black Caribbean – sports they’d like to do

1. Keep fit/ Yoga
2. Swimming
3. Martial arts
4. Badminton
5. Netball

Black African – sports they’d like to do

1. Swimming
2. Keep fit/Yoga
3. Netball
4. Tennis
5. Cycling

Black Other – sports they’d like to do

1. Keep fit/Yoga
2. Netball
3. Swimming
4. Martial Arts
5. Horse Riding

Indian – sports they’d like to do

1. Swimming
2. Keep fit/Yoga
3. Badminton
4. Tennis
5. Martial Arts

Pakistani – sports they’d like to do

1. Swimming
2. Keep fit/Yoga
3. Badminton
4. Tennis
5. Netball

Bangladeshi – sports they’d like to do

1. Swimming
2. Martial Arts
3. Badminton
4. Tennis
5. Ice Skating

Chinese – sports they’d like to do

1. Swimming
2. Badminton
3. Tennis
4. Cycling
5. Running/Jogging

Other – sports they’d like to do

1. Swimming
2. Keep fit/Yoga
3. Badminton
4. Tennis
5. Horse Riding

Rural Communities

Motivators

- Mobile services that travel around the area can be of great benefit (e.g. North Norfolk Mobile Gym project).
- Existing village hall and school facilities can make great sports facilities.
- Combining smaller events can help increase the numbers of people willing to take part.
- 'Nature' is an ideal environment for activity: local green space, rural footpaths, farmland etc. It can also help the landowners.
- Ensure training is accessible to your workforce who live in rural areas. Consider time of day and location.

Barriers

- Be aware that many rural areas do not have a regular daily bus service linking them to larger urban areas (e.g. 84% of rural Norfolk parishes have no access to a daily bus service).
- Problems relating to disability and age can be magnified when living in a rural location

Communication Channels

- Local newsletters, notice boards and information points are widely used in rural locations and should be taken advantage of.
- Don't rely on internet or email as less than 5% of rural households have access to a broadband internet service, compared to 2 in 3 typically.
- Include images of traditional and innovative rural activities.
- Avoid the overuse of images that can only take place in urban areas.
- Consider all the other equality groups (like those detailed here) who could be living in rural areas.
- Avoid rural stereotypes (e.g. that rural people are more affluent)
- Try to involve local volunteers

Disabled People

Motivators

- Affordable price
- Good accessibility
- Inclusive community-based leisure services
- It is fun
- Can hang out with friends
- Opportunity to stretch themselves to their limits
- Social inclusion
- Increase of self-esteem
- Helpful, trained staff

Barriers

- Availability of suitable facilities: toilets, changing facilities, seating arrangements, loop systems, parking space, uneven surfaces, tactile markings, poor signage
- Cost
- Have to travel outside their area to find accessible facilities
- Not enough community-based services and support
- Believe that they wouldn't be able to do as well as the others
- Fear that the other kids will be nasty or not understand them
- Children with visual disabilities struggle with signs being too small
- Children with physical impairments cite barriers to building relationships due to hostility, ignorance and a lack of access
- Believe that school sports clubs are for 'good performers' only
- Lack of information on what activities are available and where they can be undertaken
- Overprotection issues such as parents not allowing their disabled child to participate
- Negative public attitudes

Sports they like

1. Swimming
2. Football
3. Basketball
4. Athletics
5. Hockey
6. Rugby
7. Netball
8. Gymnastics
9. Cricket
10. Angling
11. Yoga
12. Fitness
13. Dance
14. Trampolining
15. Self defence
16. Cue sports
17. Gym
18. Archery

Specifically for people with sight problems

Leaflets

- Type Size: 14 point print or above
- Easily recognisable font: sans serif (Verdana, Geneva, Arial, Helvetica, sans serif) and serif (Georgia, Times New Roman, Times, serif) typefaces
- Type weight: normal, semi-bold, bold
- Type style: underlining, italic and capital letters should be avoided
- Leading: anything less than single line spacing would be inadequate
- Numbers: ensure they are distinct by using a correct font
- Alignment: left aligning text
- Design & layout: simple and uncluttered. The different elements of page layout clearly separated from each other
- Columns: make sure the margin between the columns clearly separates them. At least 1 point thickness. Avoid putting pictures within the text of a column. No text is laid over the top of an image or texture
- Hyphens at the end of a line disrupts reading flow, so should be kept to minimum
- Good contrast
- Images: all images should either support the main body of the text, or should be accompanied by a text caption explaining their significance, but never on their own
- Photographs: the important part of the image should be obvious
- Text should be set horizontally
- Paper type: avoid using glossy paper, gloss lamination or gloss encapsulation. Choose matt, silk or uncoated paper that weights 90gsm.
- Handwriting: use a medium thick pen, felt tipped. Use white paper and a pen with dark ink

Posters

- Alignment: left aligning text
- Easily recognisable font
- Not using underlining, italic and capital letters
- Good contrast between background and text
- Not placing text over images
- Make sure the colour of the poster contrasts well with the colour of the wall it is placed on
- Use strong, clear images that convey a clear message
- Minimum font size 26 points
- The core information is between 1400 and 1700mm from the ground

The following details must go in every poster to meet IFI standards:

- Website address
- Email address
- Phone - Type Talk details

Audio Information- CD's

Tactile Information

- Braille
- Moon
- Accessible images: combination of raised lines, shapes and textures

To read electronic information people with sight problems use Screen reading software or Screen magnification software

Email

- Plain text format emails are used
- *Bold* or underline symbols are used to surround text you want to give emphasis to rather than italic, capital letters or underlining
- Use effective and meaningful subject line
- Use effective and meaningful file names, so they can be read by a screen reader
- If voting buttons are used this is mentioned within the email

Signage

- Signs are well lit
- Surface of the sign is non- reflective
- Sign colour contrasts with the colour of the wall it is on
- Signboard has no sharp edges
- Content is short and concise
- Characters are embossed and have a depth of between 1mm and 1.5mm
- Engraved characters not used
- Characters are between 15 and 20mm high
- Text is not set in capital letters
- Braille is used wherever is possible
- Text is aligned to the left
- Arrows are positioned to the same side they are pointing
- Signs are positioned between 1400 and 1700mm high
- Spacing between characters is between 20 and 30% more than when using the standard typeface
- Spacing between words is increased from the standard typeface by about 25%

Pre-written promotional messages

Run:

Clear head, toned legs

Go for a run – the instant stress reliever

Gardening:

Relax and unwind in the garden

Gardening – good for mind, body and soul

Break out that trowel – gardening is great exercise

Gardens aren't just good for plants – gardening for 30 minutes a day can help you lose weight and feel more energised

Horse riding:

Horse riders don't count sheep

Exercise equals great sleep

The most stylish way to feel re-energized

Saddle up this summer – try horse riding at xxx

Experience a different perspective – try horse riding

Aqua:

Women love our wonderful water workout. Try for yourself

Aqua aerobics – perfect for toning your tum

Classes:

With a little help from our friends

- Research shows we're all more likely to find time for classes with friends

You're exceptional... and we can help you feel that way

You've made time for everyone else so now make time for you

Can be confidence causing

Real women glow

You can't fake the glow you get from feeling great

The secret to a healthier body is exercise

The secret to staying in shape is exercise

Sssh don't tell everybody as they will all want some

The average woman spends £185,528 on beauty products in her lifetime* Confidence – free

*Thisismoney.co.uk 2007

Exercise is a great recipe for a great night's sleep

Make friends and keep fit at our range of classes

Put a spring in your step every week - classes for all at xx

We've got classes to suit everyone - what are you waiting for?

Step / spin classes:

Scared of commitment? Come and go classes
Exercise your right to feel and look fabulous
Find your own pace at work through regular exercise
Re-charge your batteries each day
Helping you feel fantastic
Short sessions? TICK No commitment? TICK Getting someone else to do the chores? We're working on it
Memo to self – spend 30 minutes a day on me
Memo to self – make time for me
We'll help get time on your side
Say yes to...
New ideas for your friends night out
Step back into fitness at xxx
Spin away from the working day
Join the spin-sters at xxx
Step this way for a fitter you

Yoga:

If work's been hellish yoga is heavenly
Lose weight lying down
Stretch yourself outside of work
Stretch your horizons at yoga classes
Get fit and flexible with yoga

Dance:

'Classes are great ...but it's the après activity with my friends I prefer!'
Catch up with friends with a twist
Dance away the in-tray
Step out with friends
Step up to catch up
Wednesday evening fever – dance classes every Wednesday at xxx
Have fun – learn to dance
Take a twirl every week at xxx

Black and minority ethnic groups (focus on Black and Asian)

Key message: promotes the activity/venue/welcome

Other messages: quickly addresses barriers; and highlights specific benefits/offer e.g. 'free' 'girls only' 'inclusive' 'great value' 'no dress codes'

Along with the right images, the atmosphere at the club or venue matters (as much as the activities offered) so highlight your differences: 'friendly' 'welcoming' 'music' 'cool' 'respect' 'open to ideas' 'relaxed' 'support'

Example

- ◆ Warm welcome to wonderful women women only classes, wear what you like
- ◆ Lead the way Up for it? Mentoring and coaching classes - free

Main messages are the same as the 19 adult segments or young people messages. However the following additional ideas may be useful.

Messages

- ◆ Mums, Daughters and Grandmas family swimming at women only sessions
- ◆ We are family!
- ◆ Wear what you like
- ◆ Don't know what your sport is yet? Come and play
- ◆ Cool activities for girls who don't do sport
- ◆ Express yourself
- ◆ Your space at our place
- ◆ Your time, your sport, our support
- ◆ The friendliest club in town
- ◆ Fantastic family fitness
- ◆ We're behind you every step
- ◆ Helpful. Friendly. Open
- ◆ Girlfriends with style
- ◆ Your club, your sessions
- ◆ It's your beautiful game
- ◆ The fun half hour for the whole household
- ◆ Did you know kids' swimming is free? Grandparents too?
- ◆ Exercise classes for wonderful women
- ◆ Generation games!
- ◆ Women-only classes, and female coaches
- ◆ Your club, open to your ideas
- ◆ Friendly, open, respectful, fun
- ◆ Always friendly, always affordable
- ◆ Putting family first

Rural Communities

Key message: promotes the activity/venue/idea

Other messages: quickly addresses barriers and highlights your specific benefits/offer.

Key benefits for rural communities include: 'transport' 'local' 'within reach' 'outdoors' 'free' 'taster sessions' 'indoors' 'mobile'

Messages

- ◆ Your activity centre
- ◆ When it comes to activities we've got it
- ◆ Great games and activities nearer than you think
- ◆ Your local activity champions
- ◆ Get active naturally
- ◆ Your social-life centre
- ◆ Raising your heart rate – it's only natural
- ◆ Natural. Local. Yours
- ◆ Fun for free in the park this Summer and Autumn
- ◆ Enjoy the even greater outdoors
- ◆ Doorstep delights
- ◆ The best places to get active? Right here
- ◆ Enjoy natural highs!
- ◆ Getting the most out of life
- ◆ Walk the everyday adventure trail
- ◆ Top trails and tall stories
- ◆ Weather-proof your fun
- ◆ Activities in all weathers? We've got it covered
- ◆ Get up and about with us
- ◆ Walking heroes wanted
- ◆ Laugh your walking socks off

Mobile/ transport link-ups

- ◆ Bringing activities to you
- ◆ Activities at the heart of everything
- ◆ Share the journey, share the fun
- ◆ Getting on board the activity express
- ◆ The club that comes to you
- ◆ Find out about community tranSPORT
- ◆ Sessions that fit around the shops
- ◆ School-run sessions