#### Mags Patten

Communications consultant to the EU Twinning Project with the Israeli Equal Opportunities Commission

Former director of communications at the British Equality and Human Rights Commission

#### More money than sense?

"What we need is a big advertising campaign to the general public..."

Not everyone can do communications. We are the experts. But....

"Hardly any EU Equality Bodies have a freestanding, overarching awareness raising strategy as such"

### Tight budgets. Opportunity?

Resource limitations force us to plan.

Planning makes us more efficient and effective.

SOSTAC - the best acronym I ever learned

### SOSTAC every day

Situation Objectives Strategy Tactics Actions Control

#### Brainpower is free

Communications is part of the strategic business planning process

Israel and "make do and mend" analysis

Difficult choices. Awareness raising with employers or employees?

# There is no such thing as the 'general public'

Audiences are at the heart of the planning process

Audience research is an investment not a cost

PESTLE, attitudes and behaviour

#### Thee SME audience in Britain



#### The Arab audience in Israel

It's complicated

It's not like Europe

There is a lot at stake

#### This wouldn't work in Tel Aviv



## Positioning and the power of words

Employers in the EHRC context

"Here for business, here for everyone"

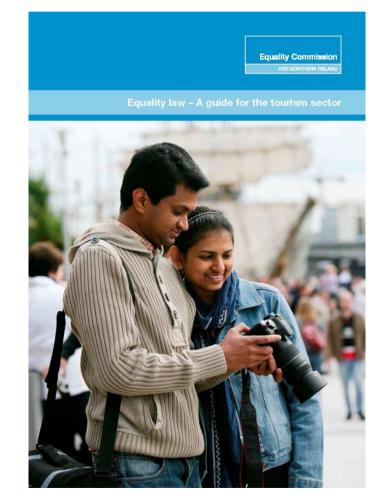
#### Get the product right

If you have to make choices invest in product before promotion

Don't leave the guidance to the experts

ECNI guidance

#### Investing in the product



Can we talk about advertising now?

Is there a place for traditional advertising anymore?

Are digital and social media the answer to our prayers?

## Being strategic means measuring

Use evaluation to prove your value

And use evaluation to improve amending Israel's first piece of recruitment and selection guidance

#### Managing in hard times

Invest in managers

Invest in internal communications

