# Successful and Ethical Marketing

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## Four Commandments

- Tell the truth
- If you have to ask, it is probably not okay
- You are your brand
- Zealously protect your brand value
  - Play the long game

# You can advertise (Rule 1-400)

- You can't solicit
- It can't be misleading (Rule 1-400(D)
- Your online profiles are ads
- Your website is an ad

### **Online Presence**

- Final decision on lawyer: Online content
  - Most people call after reviewing a site
  - Few emails don't mean few site visits
- Key factor in selection: Your website
- So how do people get to your website?

## Getting traffic

- Natural search
  - SEO short for Search Engine Optimization
  - Content is king
  - Blogging helps
  - So does updating your profile at referring sites
- Pay-per-click
- Referring sites

# Referring sites: Keep your information updated

- Google Local
- Google Profile
- Yahoo Local
- Avvo
- Yelp
- Findlaw
- Martindale (or Lawyers.com)

- Superlawyers
- LinkedIn
- Facebook
- Alumni sites

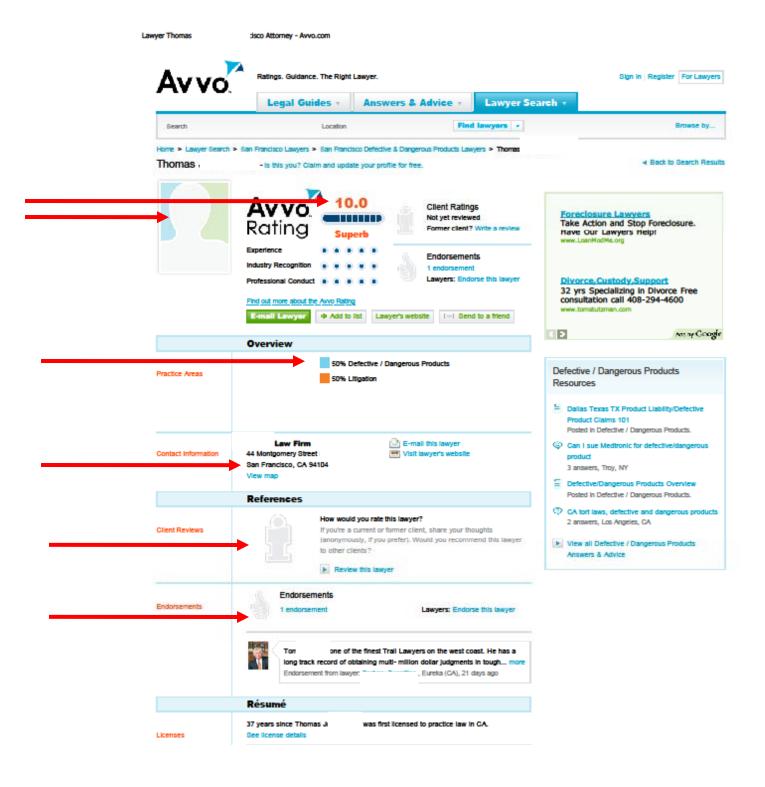
# Many referring sites are so-called supersites

Supersites:

- Lots of information
- Seen as authoritative
  - Either by users
  - Or by search engine
- Show up high in search results

Examples:

- Lawyers.com
- Avvo



### Test:

Q: You want recommendations. You, your employee, or a friend set up profiles on Yelp and then provide positive reviews for your firm. Ethical?

A: You must not provide false, deceptive or misleading information.

# Try to control your top 10 Google results

Go	ogle	ronald rouda		Seed Advanced Se	<u>arch</u>
Web	Show opti	ons	Results 1 - 10 of about 47,20	00 for ronald rouda.	(0.19 seconds)
	ound Rona	ald Rouda Current Phone, Address, Age	& More. Instant & Accurate Ronald	l Rouda	Sponsored Link
We F	ound Rona	ald Rouda			

Ronald Rouda :: Lawyer - San Francisco, California (CA ... Ronald Rouda (San Francisco, California) Attorney Profile on SuperLawyers.com, practicing in Personal Injury Plaintiff: General. www.superlawyers.com/.../Ronald...Rouda/b349d236-4a01-429d-ac70-bdbd695d5d63.html - Cached - Cached

Ronald H. Rouda :: Lawyer - San Francisco, California (CA ... Ronald H. Rouda (San Francisco, California) Super Lawyers Badge. www.superlawyers.com/.../b349d236-4a01-429d-ac70-bdbd695d5d63.html -Cached - C T

Attorney Ronald Rouda, Rouda, Feder, Tietjen & McGuinn, San ... Attorney Profile - Ronald Rouda, Litigation & Appeals Personal Injury -- Defense Personal Injury -- Plaintiff Professional Malpractice Law Products ... www.rftzlaw.com/bio/RonaldRouda.html - <u>Cached</u> -

Ronald H. Rouda - a San Francisco, California (CA) Business ...

Ronald H. Rouda, a San Francisco, California (CA) Lawyer, Attorney - Business & Commercial Law, Litigation & Appeals, Personal Injury -- Plaintiff. pview.findlaw.com/view/2447315\_1 - <u>Cached</u> - Cirk K

Ronald Rouda, Rouda Feder & Teitjen Zanobini Profile in Spoke's ...

Ronald Rouda, Rouda Feder & Teitjen Zanobini of Rouda Feder & Teitjen Zanobini"s information - including email, business address, business phone, ... www.spoke.com/info/pDyHLkJ/RonaldRouda - Cached - Cirking

#### Ronald Rouda - \$1750 in Political Contributions for 2008

Ronald Rouda - \$1750 in Political Contributions for 2008, Campaign Finance, Money, American politics, American political campaign contributions, ... www.campaignmoney.com/political/.../ronald-rouda.asp?cycle=08 - Cached - Cirri 🕅

#### [PDF] Presented by Ronald H. Rouda

File Format: PDF/Adobe Acrobat - <u>View as HTML</u> 3 0th Annual Tahoe Seminar. Saturday, April 1, 1995. Damage Issues in Burn Cases. Presented by. **Ronald** H. **Rouda**. This is a discussion about burns and a ... www.rftmlaw.com/CM/Articles/Damage\_Issues\_Burn\_Cases.pdf -

Rouda Campaign Contributions and Donations -- Huffington Post

Columbus OH. Donation to National Association Of Realtors Political Action Committee. **Ronald Rouda**. Donation of \$1000 to Presidential elections 2008 .... fundrace.huffingtonpost.com/neighbors.php?type=name...**Rouda** - Cached - Cached

#### Talk - Search Results | Yelp

10 posts - 1 author **Ronald Rouda**, Excellent personal injury lawyer. Did you sustained any permanent injury from this incident? If it is under \$10000 -it's not worth your time ... www.yelp.com/message\_board\_search?talk\_query...lnjury... - <u>Cached</u> -  $\bigcirc |\overline{\uparrow}| |x|$ 

# But not all names perform well

- Common names
- Famous (or infamous) names
- Supersite updates very important for these names

<b>~ 1</b>			
Google	miles cooper	Search	Advanced Search
0			

Web Show options....

Results 1 - 10 of about 2,050,000 for miles cooper. (0.22 seconds)

See your ad here »

Miles Cooper letter bomb campaign - Wikipedia, the free encyclopedia Sponsored Links

Miles Cooper letter bomb campaign - Wikipedia, the free encyclopedia

On 19 February 2007, **Miles Cooper** was arrested and (on 23 February) appeared in court charged with 12 offences relating to the case. ...

Miles Cooper - Locations and injuries - Police investigation

en.wikipedia.org/wiki/Miles\_Cooper\_letter\_bomb\_campaign -

Cached - Similar - O T

#### Miles Cooper Photography: A few forgotten

Jan 27, 2009 ... Posted by (Eric) Miles Cooper at 12:10 AM ... (Eric) Miles Cooper: Minneapolis, Minnesota: I am a portrait, wedding, family, landscape, ... www.milescooper.com/2009/01/few-forgotten.html - <u>Cached</u> -  $\bigcirc |\overline{\uparrow}||_{X}|$ 

H Show more results from www.milescooper.com

Image results for miles cooper - Report images



Legal Pad: Cynthia McGuinn, Miles Cooper Leaving The Veen Firm May 14, 2009 ... Update: James Butler and Christopher Viadro are also leaving The Veen Firm, to start a firm together. More updated reporting, and a link to ... legalpad.typepad.com/.../cynthia-mcguinn-miles-cooper-leaving-the-veen-firm.html -Cached - Ciri IX

#### Miles Cooper | Facebook

Friends: Ian Gardiner, Francesca Gilbert, Carla Guest, Georgina Frances Dodd, Jon Harrigan Miles Cooper is on Facebook. Join Facebook to connect with Miles Cooper and others you may know. Facebook gives people the power to share and makes the ... www.facebook.com/people/Miles-Cooper/640650011 - Cached - Similar - 💬 🕅

Miles D Cooper - Columbia, South Carolina (SC) | Company Profile. Miles D Cooper company profile in Columbia, SC. Our free company profile report for Miles D Cooper includes business information such as contact, ... www.manta.com/company/mm79h5f - Cached - Similar - ♡ []

Miles Cooper - LinkedIn

#### Lawyer Miles Cooper - San Francisco Attorney - Avvo.com

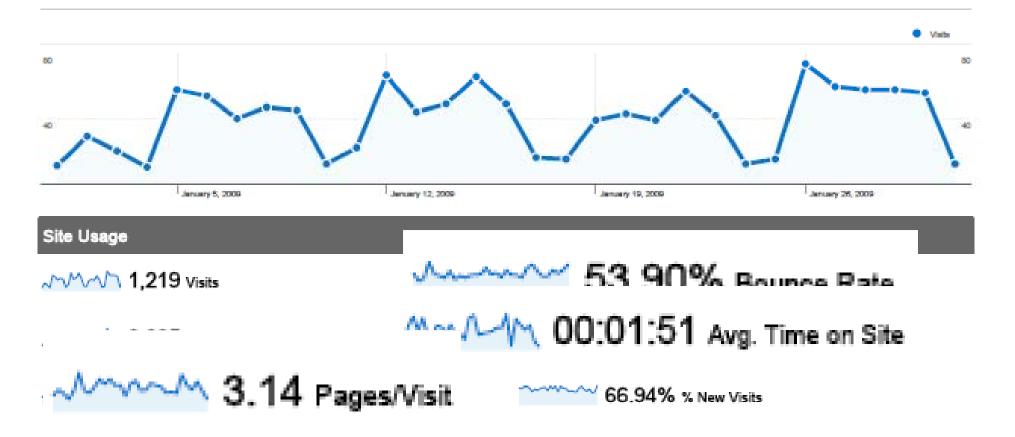
Lawyer wines Cooper - San Francisco Allomey - Avvo.com

### Consumers like:

- Your picture
- Video
- Recommendations
  - Past clients
  - Other lawyers

### Your website

- Ethics of success stories
  - Anonymous or client permission (Rule 3-100)
- Disclaimer: content does not create attorney-client relationship
- Disclaimer: Email is not confidential
- Identify where you are licensed and practice (CA, NV)
- Google Analytics





## Key factors

- Bounce rates
- Time on site
- Page views
- Exit page
  - Consider a website phone number
  - Various services available for this

#### Test:

Q: A major incident occurs. Within 24 hours, a firm puts up a website implying it is investigating the incident and is representing some of the victims. Ethical?

#### Test:

Q: A major incident occurs. A firm blogs about the incident and its past experience handling cases against the potential defendant. Ethical?

### **General Ethics Resources**

- *Ethical Communications for Lawyers* by Brian Garner
- California Attorney Guidelines of Civility and Professionalism from The State Bar of California