

Destination branding:
Questions and topics
that need to be
discussed among
internal stakeholders

Conference Bike Alpe Adria, 27 March 2015

MAJA KONEČNIK RUZZIER,

Associate Professor

Faculty of Economics, University of Ljubljana



BRANDS LIVE
IN THE HEARTS AND
MINDS
OF CUSTOMERS.

CUSTOMER
PERCEPTIONS
ARE
BRAND REALITIES.



Do we have and can we identify our potential customers?

Do we understand them?

Can we invite them to be brand co-creatoors?



BUT,
HOW THESE
PERCEPTIONS
OCCUR?





HOWEVER, **COMING THERE NEEDS A LOT OF** STRATEGIC THINKING, KNOWLEDGE, **WORK AND COOPERATION!**

ARE WE ABLE TO

- ☐ IDENTIFY UNIQUE EXPERIENCES
- ☐ MARKET THEM IN A WAY

WHICH WOULD
ADD VALUE TO
OUR CUSTOMERS?



DO WE BELIEVE
IN IT AND DO WE
SEE ENOUGH
ADDED VALUE?

DO WE HAVE A VISION FOR IT?



"When Paul Allen and I started Microsoft over 30 years ago, we had big dreams about software. We had dreams about the impact it could have. We talked about a computer on every desk and in every home. It's been amazing to see so much of that dream become a reality and touch so many lives. I never imagined what an incredible and important company would spring from those original ideas."



Bill Gates

DO WE HAVE AND
WHERE WE CAN GET
MONEY FOR BRAND
DEVELOPMENT AND ITS
FURTHER MAINTAINANCE
ON THE MARKET?

DO WE HAVE ENOUGH
PEOPLE WITH STRATEGIC
KNOWLEDGE, THAT
WOULD BE ABLE TO
DEVELOP AND MAINTAIN
A SUCESSFULL BRAND IN
A LONG TERM?



"What is Apple, after all? Apple is about people who think 'outside the box,' people who want to use computers to help them change the world, to help them create things that make a difference, and not just to get the job done."

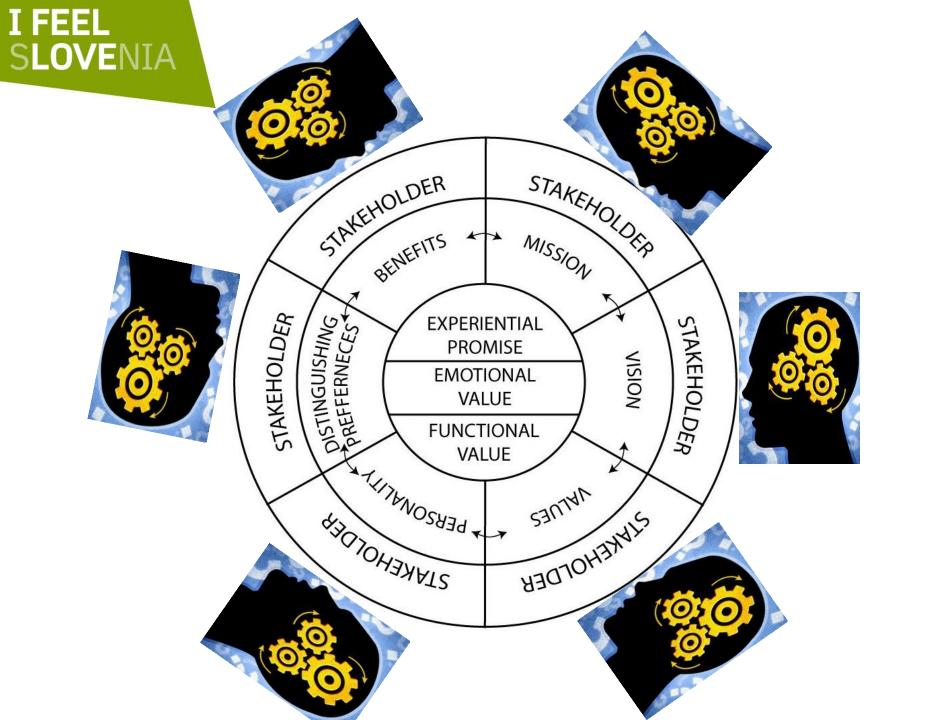
Steve Jobs



WE?

DIFFERENT STAKEHOLDERS WITH THEIR OWN INTERESTS, COMPETITIVE ADVANTAGES SHOULD FIND A PROPER AND UNIQUE **COMBINATION WHICH** WOULD GIVE A GOOD BASE FOR BRAND DEVELOPMENT AND ITS FURTHER **COOPERATIVE MARKETING!**





HOW TO DEVELOP A BRAND?

WITH A HELP OF ALL
STAKEHOLDERS,
WHICH WOULD BELIEVE
AND LIVE IT ALSO AFTER
ITS LAUNCHING.

ALL STAKEHOLDERS
SHOULD SEE ENOUGH
ADDED VALUE.



ARE WE PREPARED
TO COOPERATE AND
WORK HARD TO
DEVELOP AND
MAINTAIN IT LONG
TERM?



BRAND SHOULD
DEFINITELY GO BEYOND ITS
VISUALISATION (LOGO,
SLOGAN) AND SHOULD BE
ABLE TO TELL A STORY.

THE STORY CAN BE A BASE FOR DEVELOPING A REAL AND UNIQUE MARKETING **EXPERIENCES (AS A** COMBINATION OF DIVERSE STAKEHOLDERS), WHICH **CAN BE OFFERED AND** MARKETED TO TARGET CUSTOMERS.



STORY + VISUALISATION

I FEEL SLOVENIA

RENEFTTS

STIMULATES:

WISHTO CONTRIBUTEAND ACTIVITY

IN TOUCH WITH NATURE
ACCESSIBILITY
QUALITY OF LIFE

MISSION

FORWARD TO NATURE

Preserved nature
Acrossroadsofthe
Alps, Mediterranean
and Pannonia
Lowland
Proximityof
Differences
Safety

DIFFERENCES
SAFETY
SLOVENE LANGUAGEAND
ITS DIALECTS

SLOVENIAN GREEN

PLEASANT EXCITEMENT

ELEMENTAL

Organic
DEVELOPMENT
NICHE
ORIENTATION
TECHNOLOGICAL
ADVANCEMENT

VISION

Tenacidus of things we enjoy doing, active, hardworking, individualists, with a wish for recognition, we like to be approved of

IVE, HARDWORKING, ATTACHMENT ON THINGS LOCAD
LISTS, WITH A WISH HEALTH
HTTON, WELLKETO BE RESPONSIBILITY
PPROVED OF

PERSONALITY

WALUES

FAMILY



I FEEL SLOVENIA IMPLEMENTATION



BRAND (IDENTITY)
REPRESENTS THE BASE FOR
FURTHER (MARKETING)
STRATEGY FOR COUNTRY
SLOVENIA

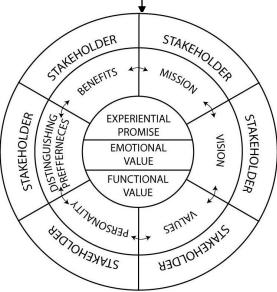
EXPERIENTIAL PROMISE OF SLOVENIAN GREEN - ACTION,

REAL IMPLEMENTATION
BY INDIVIDUALS AND
COMPANIES

HOW TO DEVELOP A BRAND? (model Konecnik Ruzzier) STRATEGIC PRE-ANALYSIS

- Sector/industry analysis
 - Consumer analysis
 - Competitor analysis
- Self-analysis (BRAND EQUITY, resources people, money)

IDENTITY ELEMENTS/ STORY



VISUAL ELEMENTS

BRAND IMPLEMENTATION

- Internal
- External

ARE WE ABLE TO **DEVELOP AND** MAINTAIN **COMPETITIVE SUSTAINABLE BRAND?**



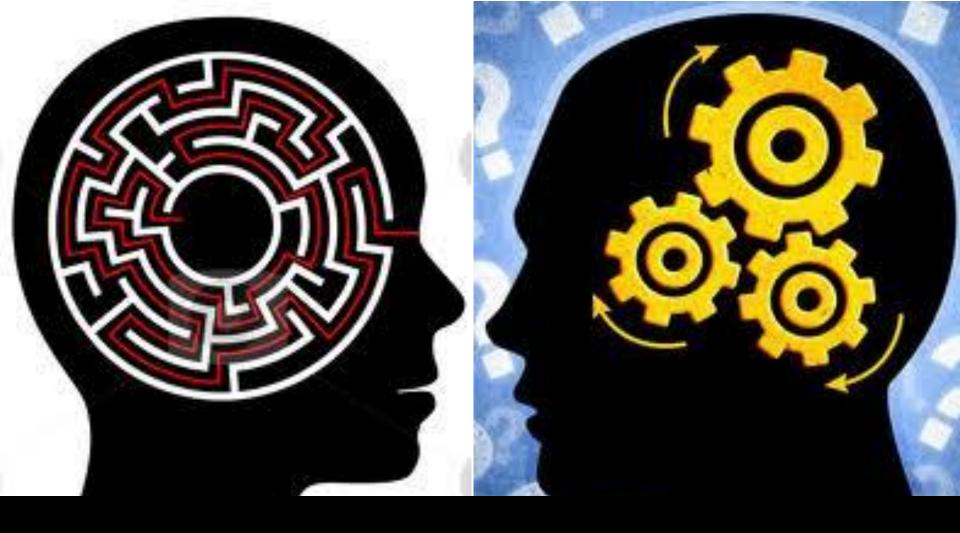
IT IS IMPORTANT TO OPEN A **DISCUSSION AND** TRY TO FIND ANSWERS BEFORE STARTING TO **DEVELOP THE BRAND!**





STRONG DESTINATION
BRAND

REQUIRES STRATEGIC
APPROACH, WHICH IS
MANAGED AND MARKETED BY ITS
INFLUENTIAL AND NUMEROUS
INTERNAL STAKEHOLDERS.



Thank you for your attention!

maja.konecnik@ef.uni-lj.si www.majakonecnik.com