



## Practical LinkedIn 3.0

By Randy Hain

I wrote the last version of this white paper well over two years ago. Much has changed in the world of social networking with the explosive growth of Twitter and Facebook and it is clear that how we build personal and business connections is ever evolving.

Without a doubt, the best tool for connecting business people is still LinkedIn. It focuses on connecting business professionals and doesn't bore you with the minutiae of Twitter or the more social, casual focus of Facebook although both are gaining popularity among recruiters to find candidates.

Despite the rising popularity of these new tools, LinkedIn has also enjoyed rapid growth as a recent search of their website revealed that LinkedIn has more than 175 million members as of August 2012 in over 200 countries, and is adding new ones at the rate two new members per second.

### Consider these statistics:

- All 500 of the Fortune 500 are represented on LinkedIn. In fact, all of them are represented by director-level and above employees
- More than 1.4 million members self-identify as senior executives
- Most members tend to be between 30 and 55 years old
- More than 2 million companies use LinkedIn.

For the purpose of this white paper, I make two basic assumptions: you are familiar with the Web site and you are interested in expanding your network for personal or professional reasons. With these assumptions in mind, let's explore different ways to approach LinkedIn, changes to LinkedIn since the first version of this article, paradigm shifts among users of the site, and best and worst practices.

"I have a profile, now what do I do?" This is the question I hear most often. Whether you are a job seeker, a sales professional, a recruiter or simply interested in making new connections, you will see your best results by approaching LinkedIn with this mindset:

1. **Have a "pay it forward" attitude.** Be open and willing to actively help people connect to your network and accept invitations.
2. **Focus on finding people you don't know.** This seems obvious, but it can be easy to fall into the habit of "collecting" contacts you already know. I find the real value of LinkedIn is connecting with people of different backgrounds and capabilities outside of your current network who can help you with your objective.
3. **Reach out to those people you don't know.** A majority of people on LinkedIn are open to networking, so don't be afraid to introduce yourself. Networking is likely why they joined in the first place.
4. **View LinkedIn as an enormous spider web.** Your direct connections and their connections and their connection's connections are all part of your network. So, get as many direct connections as possible to ensure that you can run searches within a very large population.
5. **Be transparent in your profile and complete it fully.** Give clear descriptions of the jobs you have had and always include a bio under the Summary section. Also, I advocate sharing personal

## Practical LinkedIn 3.0

interests, charitable causes you support, hobbies, affinity groups, faith, etc. We will review why this is important later.

6. **Recognize that the Internet does not allow you to hide.** In the age of Google, it is practically impossible to hide work and personal information. Utilize LinkedIn to showcase the information you want to share. Therefore with the typically high placement of LinkedIn profiles in Google searches, you are likely to have this seen first by others.
7. **Don't let LinkedIn serve as a substitute for human interaction.** Any people oriented business thrives on relationships and face-to-face meetings. Utilize this tool to make the connection and build a bridge, but always follow up with a phone call and a meeting.

These approaches to working with and maximizing what LinkedIn offers have served me well. And it continues to evolve as my needs change and the technology becomes more sophisticated over time.

I am always keenly interested in how different people use LinkedIn and I routinely ask clients, candidates, friends and peers for their perspectives. The results may surprise you. Here is what I have learned over the last few years:

- Most of my clients look at a candidate's profile on LinkedIn before he or she comes in for an interview. Their intent is to gain insight into the more personal side of the candidate as well as to check for resume inconsistencies. Don't let this scare you! Sharing the right personal information just might give you the edge you need to land the position.
- A number of my friends in professional services utilize LinkedIn to research their client prospects and gain a competitive advantage by being well informed. The ability

to discuss different aspect of a person's professional and personal history adds depth and distinctiveness to the conversation. Candidates often do the same with prospective employers.

- LinkedIn is becoming an excellent way build a personal brand. Be deliberate in how you use this channel to market yourself and your particular areas of expertise. You should consider adding a link to your LinkedIn profile at the bottom of your e-mail signature. This is becoming very common and I think it is a great idea.
- Corporate recruiters and executive search firms, including my own, have realized over the last few years that LinkedIn is a rich source of high-quality candidates and use it as a primary recruiting source.
- Corporate leaders are frequently looking at their own employee profiles to learn personal information for a variety of reasons. They also look to see if employees are job hunting, so use caution when checking the box that says you are interested in "Career Opportunities!"
- LinkedIn is a great channel for sharing content-your own writing, interesting news stories, etc.
- LinkedIn User Groups are exploding in popularity and are transforming into "mini-communities" of like-minded users with shared interests.

There are likely countless others, but these are the shifts I'm hearing about most frequently. Just to reiterate, there are no secrets on the Internet and you have complete control over the content you share on LinkedIn. You must simply exercise good judgment.

In general, aren't we interested in learning a better way of doing things? Adopt that strategy with LinkedIn. Nobody has all the answers, so an open mind and willingness to innovate will serve you well as you turn this into an effective tool.

## Practical LinkedIn 3.0

Here is a sample of the best and worst LinkedIn practices I have observed.

### First, the Best Practices:

- **Look at LinkedIn daily**, especially the Home page to track movement in your network that may benefit you—job changes, promotions, new connections, etc. Because LinkedIn is continually refreshed throughout the day, it is a good idea to keep an eye out for new names that may be of value to you. You can also see if anyone from your school (s) has joined LinkedIn and look at the people who have viewed your profile that day. If you don't have time to look each day, you can have a daily or weekly recap of all activity in your network sent to you from LinkedIn.
- **Upgrade your account.** The entry (free) level of LinkedIn is tedious if you are using it to make a large number of connections. Pay for at least the first upgrade level so you can connect to people in your network directly through InMail, and not wait weeks for a referral.
- **Have a transparent profile that will attract broad interest.** You are screening in and not screening out on LinkedIn and it is important to connect with as many people as possible in the network. A broader sharing of your background is likely to gain more contacts for you and allow you to connect with others with similar backgrounds. Also, list personal and business accomplishments that will help showcase your achievements.
- **Post your picture on your profile.** Your picture humanizes the connecting process and facilitates relationship building. I always tell people "I have a face made for radio and if I can put my picture on there, so can you!"
- **Have at least 5 recommendations on your profile.** Recommendations are analogous to a good Seller rating on eBay—you are viewed as credible and more likely to get a call back if a viewer sees that people think highly of you. You can recommend people in your network and they will be prompted to recommend you in return. This is a good "pay it forward" strategy.
- **When looking for people, run Boolean searches for prospects by keywords relevant to your background.** My examples include "University of Georgia," "Cub Scouts" and "Catholic." Search any key words relevant and important to you that will help build a connection to someone who shares these words in their profile. Keep playing with key words and companies you are interested in until you find people you would like to meet. This is called affinity based connecting.
- **Focus on contacts who can help you get to the right person.** Don't focus exclusively on finding the decision maker, you'll only be disappointed. Look for people in the target organization who share common interests, schools or LinkedIn connections with you. They are more likely to want to help you and make a friendly introduction to the right person—it's so much more effective than a cold call. However, if you can't establish common ground with someone in a target company, the cold contact may be necessary.
- **Always offer to help someone BEFORE asking for help.** When reaching out via InMail (assuming you now have the upgraded LinkedIn account), never state your desire/need in the opening sentence. You're not likely to get anywhere fast. I've had success with this approach: "John: I came across your background on LinkedIn and noticed that we both are UGA alums and involved in Cub Scouts. I run an executive search firm here in Atlanta and am always looking to grow my network. Would you be open to a call this week and perhaps a cup of coffee? I would like to see if there are ways I can help you and maybe we can share stories of our college days! You can check out my

## Practical LinkedIn 3.0

firm at [www.belloaks.com](http://www.belloaks.com) and I can be reached directly at (678) 287- 2000. I look forward to hearing from you. Thanks, Randy Hain"

- **Invite every person you meet to join your network.** This will help build your list of direct connections and expand your searchable pool. Mention when you meet that you will connect with them on LinkedIn to increase your chance of an accepted invitation. Also, if you click on the Add Connections button at the top right corner of the home page, you will see Import Contacts at the top of the new screen. Click on that and LinkedIn will search your Outlook (or Yahoo, Google, etc.) address book and bring up a screen which shows which of your email addresses have LinkedIn profiles. You can invite them as a group (they receive individual invitations) to join your network. This is an effective way to grow your network with people you know.
- **Join Groups to enhance your searches and help you be strategically identified.** You can join affinity Groups on LinkedIn in almost every category ranging from Alumni Associations to HR Executives to Faith Groups. Groups become "safe havens" where you can easily gain new connections, share in discussions, etc. Choose wisely because your profiles are visible to everyone in that network and your choices should not raise eyebrows (like Recovering Shopaholics!).
- **Start your own User Group on LinkedIn.** If you have a business, non-profit or group you would like to promote, this is an effective method. As the Group "owner" you will load a logo, mission/purpose statement and invite people to join. You will also be able to moderate very useful discussions and share news of interest to the members.
- **Review the "People You May Know" section on your homepage each week.** LinkedIn frequently refreshes a list of people that are in your extended network who you may want

to know. Caution! Always send a personal message along with any invitation to someone you don't know personally which explains the reason for your request.

- **Utilize the "Share an Update" feature at the top of your profile.** This is a great way to let your network know what you are working on and share links to great articles. Reminder: another good reason to do this is because every change to a LinkedIn profile shows up on the home page of the people in your network. This keeps you on their radar.
- **The Reading List** is an important feature on LinkedIn which allows you to share the books you recommend on your profile. This is another great way to share insight into how you think and what you like.

### And Now, the Worst:

- **Join LinkedIn, develop a profile and don't accept new contacts or requests for help.** Why go to the trouble if you are not going to use it? It won't put you on a secret "bad" list, but don't waste your time if you aren't willing to utilize the true value of LinkedIn. Also, if the tables are turned one day and you need help, these people will remember.
- **Abuse your network.** Be careful not to go to the same people again and again for referrals. They should be open to the request, but too many requests will create negative feelings and burn a bridge.
- **Send invitations to people you don't know** without a personal message of explanation. This is becoming an enormous problem on LinkedIn and makes the person sending the invitation look unprofessional.
- **Be afraid to reach out to people you don't know.** This is a common stumbling block. Remember that LinkedIn users are generally open to referral requests and direct contact. Direct connections to people with whom you share something in common will accelerate

## Practical LinkedIn 3.0

your business development, recruiting or connecting efforts exponentially.

- **I don't want my information "out there" on the Internet, so I won't share much.** I hate to tell you, but it is already "out there." Google yourself and if you are a business professional with any experience, you probably show up. Show your career information and use discretion when sharing the personal information if you prefer. Remember, you control what is shared. This is the direction technology is taking us, so I encourage you to try and manage it!
- **Don't share access to your connections.** If you plan to ask others for access to their connections, you must be willing to share yours. Some people do use LinkedIn as a kind of master contact manager, but I argue that part of the value of the network is open and transparent sharing of information and referrals. If someone you don't know or trust asks for a referral to one of your connections, simply say "no."
- **Don't fill out your profile completely.** You can't make LinkedIn work for you unless you have a profile that legitimizes you as a credible professional. I see many half-completed profiles and I wonder how many opportunities they miss.
- **Treat LinkedIn like Twitter and Facebook.** Please don't share the boring minutiae you often find on Twitter—we don't care that you are going to the grocery store! Also, even though Facebook encourages this, don't post a potentially embarrassing casual photo of yourself on your profile or anything else that would shed an unfavorable light on your professional image.

There are literally thousands of articles out there on how to use LinkedIn, so I certainly don't profess to have all the answers. Most of what I do on LinkedIn has been self-taught through experimentation, observing others' best practices, and logically evaluating what works best for me. Our firm

generated 20-25% percent of our revenue from LinkedIn client and candidate sources over the last 3 years. So clearly there can be a significant ROI in utilizing LinkedIn effectively.

Starting today, view LinkedIn as an enormous network of potential new friends but with a word of advice—don't let it become one of the omnipresent technological devices that make it so easy to hide behind. LinkedIn should be used as a catalyst, not a substitute, for human interaction and conversation.

Employ a "pay it forward" strategy of helping others through referrals and recommendations. Operate out of enlightened self-interest as you reach out to people and offer to help them first. Ask for what you want later, after rapport and common interests have been established. Use LinkedIn to promote your personal brand and develop your profile as a marketing showcase that will attract others. LinkedIn has become an effective networking tool for me and I hope it becomes the same for you.

### Helpful LinkedIn Scripts

One of the biggest challenges I hear from people about using LinkedIn is: "What do I say when I reach out to people?" To help with this issue, I have developed scripts to be used when communicating via InMail on LinkedIn. These scripts have been tried and work effectively to solicit a response from who you are trying to reach.

#### Sample Script #1

*Good afternoon, [First Name]. I came across your profile and noticed we have a few things in common including our time at Georgia State University and a shared interest in Habitat for Humanity. I would like to connect with you this week by phone to see if we might be able to help each other. What is the best way to reach you and what days can you chat for a few minutes? Regards, [Your Name]*

## Practical LinkedIn 3.0

### Sample Script #2

*Good morning, [First Name]. I noticed we are both members of the SHRM-Atlanta Group on LinkedIn. I am always interested in connecting with fellow HR professionals in the business world and would like to speak with you in the coming weeks if you are available. How can I reach you by phone? Regards, [Your Name]*

### Sample Script #3

*Good afternoon, [First Name]. I came across your background on LinkedIn today and noticed that we have a few friends in common. Also, I see we both worked for Home Depot at one time. I would welcome a chance to speak by phone this week. I would be glad to make my network available to you and I would like to see if you can assist me with expanding my network. I look forward to hearing from you. Regards, [Your Name]*

### Sample Script #4

*Good evening, [First Name]. My research and networking have pointed me towards an open position in your organization that appears to be a great fit. I would welcome an opportunity to speak with you, make a connection and hopefully schedule time to meet. I encourage you to look at my profile to gain an understanding of my background. How is the best way for me to reach you by phone this week? Thanks in advance for your time. Regards, [Your Name]*

### Sample Script #5

*Dear [First Name]. We haven't spoken in a while, but I hope all is well with you and your family. I noticed in LinkedIn that you are connected to Bill Thomas, VP of Sales at ABC Company. I was recently downsized at my company and would be grateful for an active introduction to Bill. Would you be willing to help me connect with him? Are you up for a cup of coffee to*

*catch up? Let me know what works for you. Regards, [Your Name]*

### Sample Script #6

*Good morning, [First Name]. My name is [Your Name] and I came across your profile on LinkedIn. I am very interested in your background, especially our shared experience as UGA grads. I also noticed that we both attend churches in the north Atlanta area. Would you be open to a cup of coffee in the next few weeks? What is the best way to reach you this week? I would like to see if we can help each other and look forward to meeting you. My daytime number is (770) 888-8888. Regards, [Your Name]*

### Sample Script #7

*Good morning, [First Name]. My name is [Your Name] and I came across your profile on LinkedIn. My firm does a great deal of work in your industry and I would like to make a connection and see if our expertise can serve your needs. I would appreciate an opportunity to connect by phone this week and schedule coffee or lunch. Also, I encourage you to look at my LinkedIn profile to gain a feel for my background. Let me know the best way to reach you this week. Regards, [Your Name]*

I hope you find these sample scripts helpful. As stated before, LinkedIn has become an effective networking tool for me and I hope it becomes the same for you.

---

The largest business school in the South and part of a major research institution, Georgia State University's J. Mack Robinson College of Business has 220 faculty, 8,000 students and 80,000 alumni. With programs on five continents and students from 88 countries, the College is world-class and worldwide. Its part-time MBA program is ranked among the best by the Aspen Institute, *Bloomberg Businessweek* and *U.S. News and World Report*, and its Executive MBA is on the *Financial Times* list of the world's premiere programs. Located in Atlanta, the Robinson College of Business and Georgia State have produced more of Georgia's top executives with graduate degrees than any other school in the Southeast.

## ABOUT THE AUTHOR



**Randy Hain** is an Adjunct Faculty Member in the Executive Education Programs offered at Georgia State University's Robinson College of Business. He is the Managing Partner and Shareholder of Bell Oaks, a nationally recognized executive search firm. Randy has an established track record of leading successful searches and building teams in diverse industries and functional specializations ranging from individual contributors to C-level leadership. He has played the lead role in hiring, training and developing one of the most successful search consultant teams in the business, and has earned a reputation as a values-based leader who invests heavily in his colleagues, candidates and clients. Randy's deep sense of community is reflected in his work and that of the partners of Bell Oaks. He may be reached at [rhain@belloaks.com](mailto:rhain@belloaks.com) or 678-287-2031.



EXECUTIVE EDUCATION  
GSU Buckhead Center  
Tower Place 200 Building, Floors 4, 5 and 6  
3348 Peachtree Road, NE  
Atlanta, Georgia 30326  
Phone: 404.413.3932 (EXEC)  
Email: [execed@gsu.edu](mailto:execed@gsu.edu)  
Web Site: [www.robinson.gsu.edu/execed](http://www.robinson.gsu.edu/execed)