2021 EHF Club Management Seminar in Cologne/GER (June, 10th – 11th 2021) "Learning from Others – Best Practice"

Axel Sierau Loyality programs in Sport







- 1 Introduction
- 2 Scientific Work loyality programs in european footballclubs results
- 3 Current developments 1. FC Nürnberg AfroPunk
- 4 Appendix







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1 Introduction

some short facts about Axel Sierau



further informations you will find in the appendix.







German Sport University in Cologne
University of Cologne
Institute for Sport Economics and Sport Management

Self employed since 1998
Sport Meets Charity
Foundation of city memories of Cologne
UCB Pharma SE

Lecturer @privat universities for marketing and management

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University Team Cologne

Goalkeeper Turnerkreis Nippes (Cologne) 5th League















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Content analysis of the websites, apps & social media channels of all Champions League Round of 16 participants 19/20, selected European participants of the group stage and the Europe League intermediate round 19/20







Based on the theory, research questions were created to get an overview of the current situation in Europe in order to be able to give recommendations for action and to analyse the competition.







Based on the ideas and wishes presented by Salzburg

Criteria established for a benchmarking analysis







Achtelfinale CL	Gruppenphase CL	EL Zwischenrunde
Atalanta Bergamo	Ajax Amsterdam	FC Arsenal
Atlético Madrid	Bayer 04 Leverkusen	FC Basel
Borussia Dortmund	Benfica Lissabon	FC Sevilla
Chelsea FC	Inter Mailand	Manchester United
FC Barcelona	KRC Genk	
FC Bayern München	Schachtjor Donezk	
Juventus Turin		
Liverpool FC		
Manchester City		
Olympique Lyon		
Paris Saint-Germain		
RB Leipzig		
Real Madrid		
SSC Neapel		
Tottenham Hotspur		
Valencia CF		







Table 1: Programme types: An overview of their characteristics and unique selling points

	at a tal	
Programme type	Characteristics	Unique selling points
Season ticket-based programme	Not many reward variations	Incentive for higher attendance
	Target group: stadium visitors	Logic of discount
	Implementation according to price levels	
Partner variant	Club creates partnership with one or more	One or more partners involved,
	partners – mutual marketing	designed specifically for them
Point-based loyalty programme	Collecting points for interactions with the club	Point-based crm system
	Many variations and target groups	Many possible unique selling points
Point-based loyalty programmes	Done by third parties – club buys licences	Main body of work not by club
third party	Other than that: similar to point based	Know-how is bought
	programs	Should focus primarily on the club
Club membership with rewards	Rewards for membership, no other	Very popular, classic system
	interactions needed	For many teams: decision-making
	Membership fee necessary	power by the members
Club membership without	Club membership without any added value,	No rewards
rewards	except for being part of the club	







Programme distribution by types

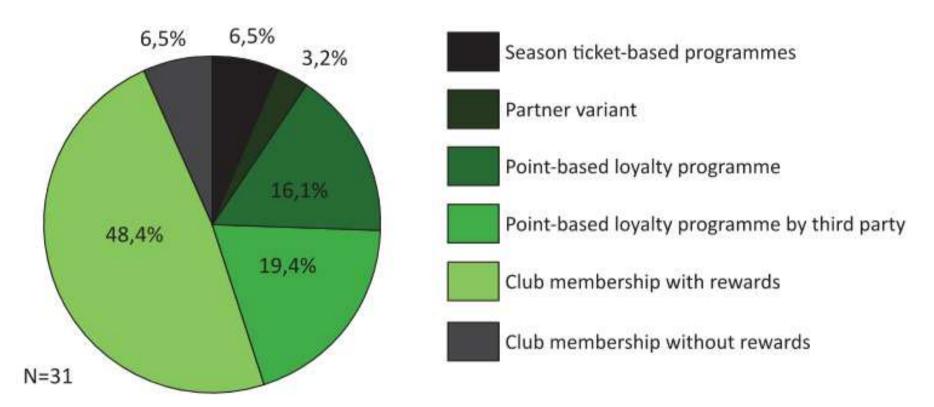








Table 2: Criteria and their explanations

Criteria	Explanation
1. Personality	Strengthen the sense of belonging
2. Hierarchy	Level system
3. Reward variations	Variety of rewards – sense of rewards
4. Types of rewards	Goals of the rewards seperated into two
5. Accessibility	types: behavioral and attitudinal Open or closed programmes (fee vs. no fee)
6. Simplicity	Complexity of programme usage
7. Fan involvement	Talking to fans, deci- sion-making by fans

Criteria	Explanation
8. Card implementation	Card used for the
	programme
9. Target group	Groups targeted by the
	programme
10. Communication	Personal tailored
	communication
11. Website	Website of the
	programme
12. App-integration	Usage of an app for the
	programme
13. Simplicity of the app	Process of the
	app-usage
14. Third party involvement	Programme by third
	party – Impact of third
	party on the programme
15. Social Media	Marketing and
	communication







2 results - Do's - Based on theory

- Own currency, participant designation, programme designation Personal
- Hierarchical systems not compulsory, but beneficial if implemented transparently incentive for participants to move up, special sense of belonging
- Varied rewards (hard & soft) not everyone wants only monetary rewards, not everyone wants only psychological rewards
 - What do you want to achieve? Behavioural or attitudinal loyalty?
- Introduce sufficient reward possibilities and rewards for the different types of fans SEGMENTATION
- Free of charge to prevent payment barriers
- Own website or easy-to-access and clear integration on the club website
- Diverse languages
- Participant-based communication (combination with hierarchy)







2 results - Don'ts - Based on theory

- Limit to monetary or fan added value
- Neglect marketing, especially social media
- Introduce costs
- Hire third party providers possibly too impersonal
- With hierarchy: do not communicate transparently
- Little fan communication and fan input







2 results - Best Practices - Who can Salzburg learn from?

- Olympique Lyon -> Many similarities to Salzburg's aspirations; hierarchy, stadium map.
- Chelsea FC -> different amounts of points for types of games (fill stadium for "smaller" games)
- FC Barcelona special reward for away fans
- Socios.com intensive social media communication (open own social media channel?); competitions with tokens, internal club voting (decision-making power or feeling in the club)
- Fanmiles app, but also good example of impersonal third-party programme
- Benfica Lisbon various partners, but no points







2 results - Final recommendation for action

- Make the programme as personal as possible (not just any programme but the programme must be Salzburg through and through).
- Many reward possibilities (variation of monetary values and psychological benefits) - otherwise only attitude-based loyalty
- Free registration data can be collected when used
- App integration & map
- Intensive social media communication on all channels (even after the programme has been published)
- Market research before launch: find out segments of existing fans and segments of sympathisers to target the programme well for everyone







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3 Current developments









3 Current developments



results:

- no to loyalty programs
- better user experience (UX) at all touch points

















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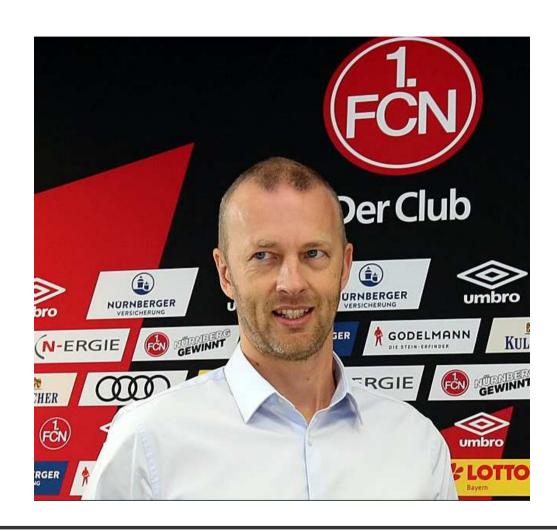








Niels Rossow Chief Financial Officer









3 AfroPunk

three pillars:

- 1. community (www.afropunk.com)
- 2. community service (volunteer)
- 3. Festival (three days in Brooklyn like Woodstock)







3 AFROPUNK – community – afropunk.com









3 AFROPUNK - community service

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AFROPUNK is defining culture by the collective creative actions of the individual and the group. It is a safe place, a blank space to freak out in, to construct a new reality, to live your life as you see fit, while making sense of the world around you.







3 AFROPUNK - festival

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&











three pillars:

- community
 (<u>www.meinclub.de</u> will be launched soon)
- 2. community service Nürnberg (CSR)
- 3. festival home match against FC Bayern Munich (different leagues jet)







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Many thanks for your attention! Any questions?

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4 Appendix

some more facts about Axel Sierau

Screenshots AFROPUNK.com















career for-profit:		
since 01/20	SPONSORIS.eu - transfer of scientific knowledge to the sports industry	
since 01/19	consultant for start-ups	
01/18-12/18	product manager in pharma industry	
since 04/17	member of EHF Scientific Network Group of Specialists	
since 01/15	initiator and co-founder of SportTreff Cooperative, Cologne	
07/13-12/17	Foundation "memory of city",	
	cause of collapsed archive of Cologne in 2003	
08/12-12/17	founder of "Marketing Minds" agency for marketing	
since 03/12	lecturer at several universities of applied sciences:	
	Macromedia University, IBA-University of Cooperative Education,	
	German Sports Academy, IST University of Applied Sciences,	
	University of applied sciences Europe, FOM university for professionals;	
since 05/11	member of ehf organising comittee of "EHF Club Manager Seminar" in Cologne	
11/08-12/13	initiator and co-founder of entrepreneurship	
	"Sport Meets Charity" (CSR in sports)	
since 04/98	project manager (events and marketing)	
05/95-05/08	member of the Institute of Sport Economics and	
	Sport Management of German Sport University Cologne	







career for ehf:

2021	Loyality programs in sport
2019	Green Home Games - sustainability
2018	investors in handball – Financial Fair Play (with Thorsten Dum)
	internationalization and digitalization in handball (with Oliver Gilhaus)
2017	influencer marketing in handball
2016	Customer Relationship Management (CRM) in handball
2015	merchandising - the club – fan connection - fans co-create
2014	media management, best practice, second screen, get the dialogue started
2013	brandbuilding and -management in spectator sports - cases
2012	corporate social responsibility in sports

since 04/17 member of EHF Scientific Network Group of Specialists







career non-profit:

since 2016	member of business development of sportgrenzenlos gGmbH – inclusion table tennis (Holger Nikelis paralympic winner 2008 + 2012)
since 2012	member of advisory board of "SportTreff"-Networking platform and cooperative
since 2012	member of advisory board of "German Sports Academy" DSA
since 2008	member of advisory board of "Cube Sports" exercise and motion offer for kids
10/01-06/15	founding member and vice-chair (finance) of alumni club of sport economics & sport management of German Sport University Cologne







career in handball:

2020/22 5	5 th league – '	Turnerkreis	Nippes ((Köln)
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2010	German	Championshi	ns in l	Iniversity	/-Handball	third place	(coach)
2010	CCITIATI	Citatipionsin	P3 111 C	, , , , v C , J , c y	, i iaiiabaii,	tillia place	(CCGCII)

2010 European Championships of Universities, **forth** place (coach), Nikosia/Cyprus

German **Champion** in University-Handball (coach)

2008 European Championships of Universities, **third** place (player&caoch), Nis/Serbia

2006 German **Champion** in University-Handball (player&coach)

2002 Coach B-License (incl. 2nd league)

06/95 – 12/07 Handball chairman of University of Cologne and German Sport University Cologne

1997 – 2007 3rd league

1993 – 1997 coach Kai Wandschneider (meanwhile he is coach1st league Wetzlar)

1990 4th league (goalkeeper)







publications:

"Events im Sport. Marketing, Management, Finanzierung", Köln, 2004, Hrsg.: Horch, H.-D./ Heydel, J./ Sierau, A.

"Finanzierung des Sports", Aachen, 2002, Hrsg.: Horch, H.-D./ Heydel, J./ Sierau, A.

"Professionalisierung im Sportmanagement", Aachen, 1999, Hrsg.: Horch, H.-D./ Heydel, J./ Sierau, A.







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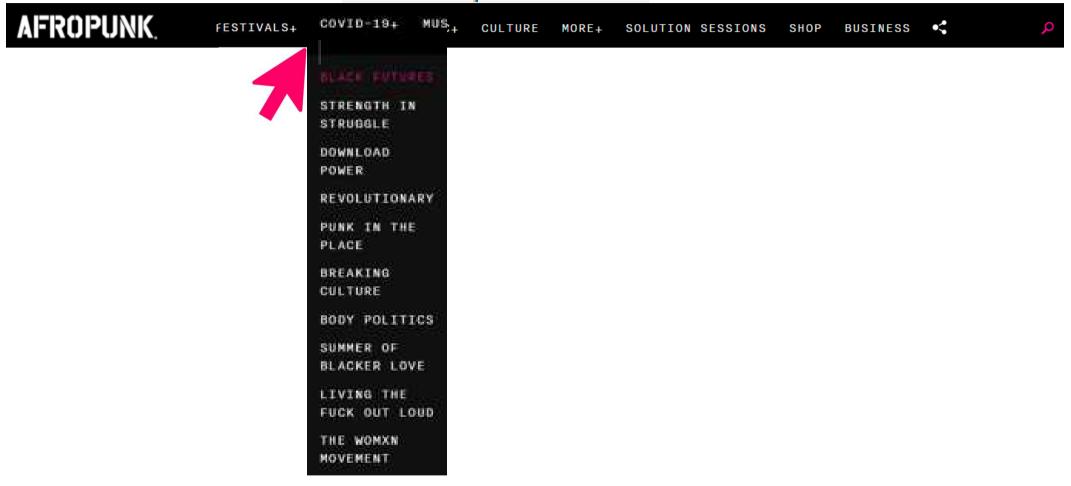










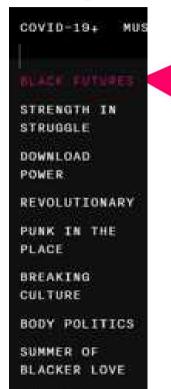












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BLACK FUTURES



ACTIVISM | BLACK FUTURES | FILM / TV

THE 'EMPEROR' TRAILER REFRAMES THE AMERICAN SLAVE NARRATIVE

By Emil Wilbekin February 21, 2020 A 339 picks

'Emperor' tells the story of Shields "Emperor" Green, a descendant of African kings turned freedom fighter in the struggle for Black Liberation.



BLACK FUTURES | MUSIC

JASMINFIRE'S 'DEM DISENFRANCHIZED BOYZ' MIX IS YOUR BHM SOUNDTRACK

By Timmhotep Aku February 21, 2020

For Black History Month, composer/violinist Jasminfire gives us an audio collage created for and by African-American culture.









STRENGTH IN STRUGGLE



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FILM / TV | STRENGTH IN STRUGGLE

EXCLUSIVE: NEW 'EMPEROR' CLIP EXPLORES BLACK INTIMACY AND RESISTANCE

By Emil Wilbekin March 9, 2020 4 92 picks

'Emperor' tells the story of Shields "Emperor" Green, a descendant of African kings turned freedom fighter in the struggle for Black Liberation.



STRENGTH IN STRUGGLE | THE WOMXN MOVEMENT

EDITOR'S LETTER: THE WOMXN MOVEMENT

By Emil Wilbekin March 2, 2020 4 208 picks

This month, we celebrate and honor the Black womxn who are revolutionaries and radicals intent on changing the ways of the world by any means necessary.











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DOWNLOAD POWER | JOHANNESBURG | MUSIC

AFROPUNK JOBURG: YOUR BACKSTAGE PASS

By AFROPUNK January 2, 2020

Behind the scenes at AFROPUNK JoBURG is where all the madness, mayhem and miracles happen to create the magic on stage. Take a look.



DOWNLOAD POWER | JOHANNESBURG | POLITICS OF STYLE

AFROPUNK JOBURG: CREW LOVE

By AFROPUNK January 2, 2020

There are safety in numbers. There is nothing like framily love, support and fun. They loving the crew.









REVOLUTIONARY



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THE WOMAN MOVEMENT



CULTURE | REVOLUTIONARY | STRENGTH IN STRUGGLE

IT WAS AMERICA THAT KILLED MALCOLM X

By Touré February 10, 2020 4 943 picks

Speaking with the filmmakers behind the new Netflix documentary that uncovers the who was behind the assassination of the legendary leader.



CULTURE | PUNK IN THE PLACE | REVOLUTIONARY

80-YEAR-OLD SCHOLAR MAKES HISTORY AT ALABAMA A&M

By Erin White December 27, 2019 4 2.2K picks

Donzella Washington became the oldest graduate in the 144-year history of the HBCU.











PUNK IN THE PLACE



CULTURE | PUNK IN THE PLACE | REVOLUTIONARY

80-YEAR-OLD SCHOLAR MAKES HISTORY AT ALABAMA A&M

By Erin White December 27, 2019 & 2.2K picks

Donzella Washington became the oldest graduate in the 144-year history of the HBCU.



ART | BOOKS | PUNK IN THE PLACE

GERALD JENKINS IMAGINES 'AFTER THE END OF THE WORLD'

By Michael Gonzales October 31, 2019 4 76 picks

An interview with the British photographer whose new Afrofuturist "picture novel" also features writing from Sun Ra, Norman Douglas, Darius James and others.



MOVEMENT







BREAKING CULTURE

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BEAUTY | BREAKING CULTURE | FILM / TV

MAGICAL BLACK GIRLS REIMAGINE DISNEY PRINCESSES

By Erin White February 28, 2020 A 103K picks

Hairstylist LaChanda Gatson and Atlanta-based duo CreativeSoul Photography closes out #29DaysOfBlackCosplay with an epic series of photographs.





BREAKING CULTURE | CULTURE | LONDON

MEGHAN TO THE QUEEN: "YOU MUST NOT KNOW 'BOUT ME"

By Touré January 22, 2020 4 3.7K picks

The day that Meghan Markle dumped the British royal family she became even more lovable.







BODY POLITICS





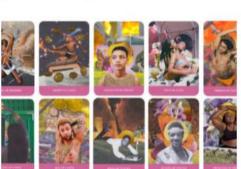
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ART | BODY POLITICS

KENDRICK DAYE'S #BLACKQUEERTAROTCARDS BRING INCLUSIVENESS IN AN OLD AGE PRACTICE

By Thembela Ngayi February 23, 2021

Harlem-based artist, Kendrick Daye is challenging the outdated non-inclusive decks of the past with the Black Queer Tarot Card deck. The Black Queer Tarot takes the traditional 78-card Tarot arcana and reimagines it with a new inclusive tarot that celebrates liberation, expression, and diversity of Black queer bodies.





BODY POLITICS | FILM / TV | SEX & GENDER

FAT GIRL SEX: TOO RADICAL FOR 'SEX EDUCATION'?

By Erin White February 12, 2020 4 234 picks

Season 2 of Netflix's UK teen drama was amazing, but it was missing one important thing: fat girl sex.









SUMMER OF BLACKER LOVE



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SEX & GENDER | SUMMER OF BLACKER LOVE

PRIDE IS A JOURNEY THAT NEVER ENDS

By ZamaMdoda July 1, 2019 4 53 picks

Love is the message.



SEX & GENDER | SUMMER OF BLACKER LOVE | WE SEE YOU

#AFROPUNKWESEEYOU: OUT LOUD AND PROUD

By AFROPUNK June 30, 2019 4 82 picks

It doesn't matter which letter of the alphabet we choose to identify in LGBTQI+ we are out here living our lives and being our authentic selves.









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LIVING THE FUCK OUT LOUD | SEX & GENDER

FAT GIRL SEX: F*CK YEAH, PERIOD SEX

By Erin White October 3, 2019 & 686 picks

If your partner is afraid of period sex, maybe they're not grown enough for sex at all.



CULTURE | FILM / TV | LIVING THE FUCK OUT LOUD

BILLY PORTER MAKES LGBTQ+ HISTORY AT THE EMMYS

By Erin White September 23, 2019 4 282 picks

Having previously won both a Grammy and Tony Award for his performance in 'Kinky Boots,' last night's Emmy brings him one step away from the coveted EGOT.

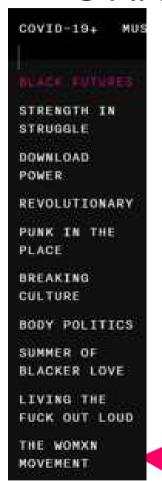








THE WOMXN MOVEMENT





ACTIVISM | POLITICS | THE WOMXN MOVEMENT

THE WORKING FAMILIES PARTY 'BET ON US' IN 2020

By Emil Wilbekin March 30, 2020 A 344 picks

Black women are the backbone of our democracy, but their political labor is often exploited. Non-binary people are often rendered invisible. WFP will launch Sankofa, a co-learning platform, to change all that.



DJ MIX | MUSIC | THE WOMXN MOVEMENT

AFROPUNK 10: SALUTING THE DJ'ING QUEENS

By Piotr Orlov March 18, 2020 463 picks

This may be no time for dancing but make no mistake, we're social beings, so the time for rhythm and joy will come back again. Listen to these women now - and then.







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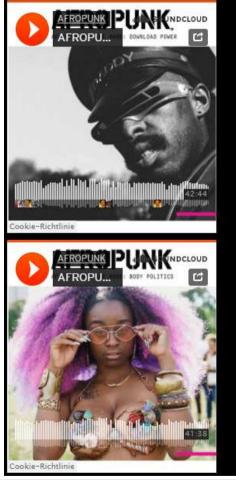


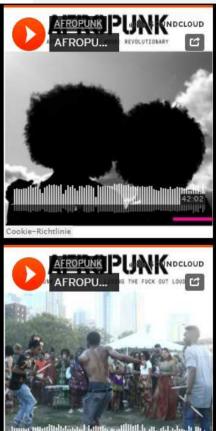




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CULTURE



ART | CULTURE

BROTHERS JUSTIN AND TERRY RAIMEY GO RETRO TO GIVE A GLIMPSE OF WHAT DIVERSITY IN VIDEO GAMES COULD LOOK LIKE

By AFROPUNK May 5, 2021

Brothers Justin and Terry Raimey's retro shooter Alien Up is a small piece of a bigger plan to help bring more creators of color into game creation.



CULTURE | MUSIC

FATHER AND SON COMBINE MUSIC AND TECHNOLOGY TO EXPAND HOW WE DEFINE ARTISTS

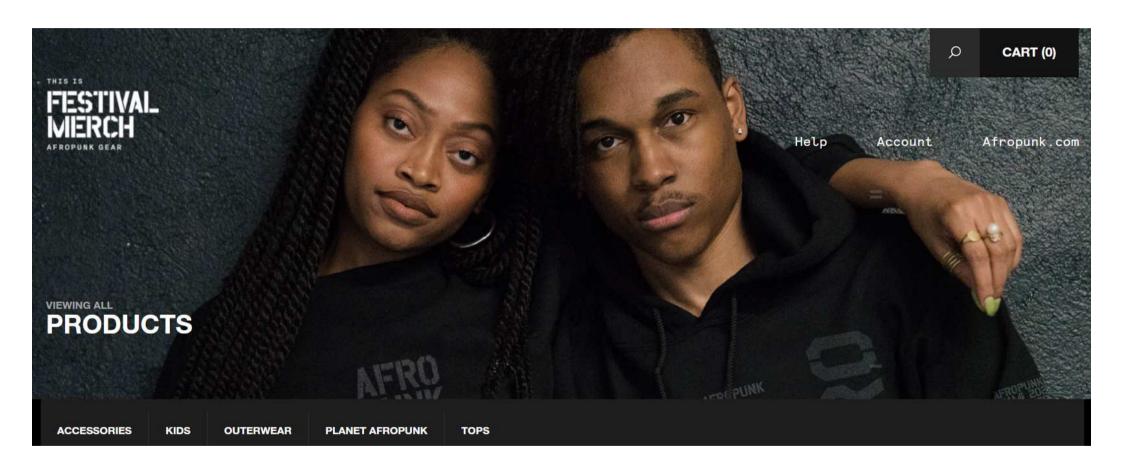
By AFROPUNK April 28, 2021

Father and son Maj Mack and Kareem "K-Mack" Mack create GiGa Music Group to promote virtual

























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