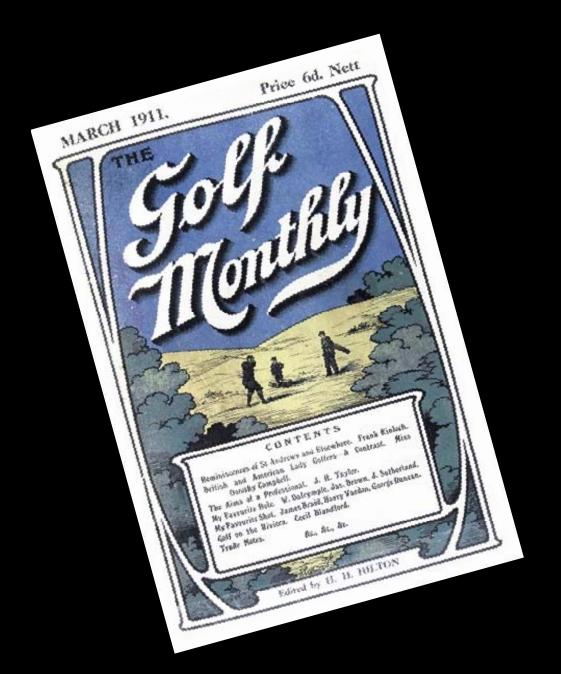
Golf - Monthly?

Michael Harris
Editor
Golf Monthly







Established 1911 by Harold Hilton



- Articles by and about the top players of the day
 - Tips from the top players of the day
 - Articles on golf courses and travel
 - Information on new golf equipment









Golf Monthly in 2009



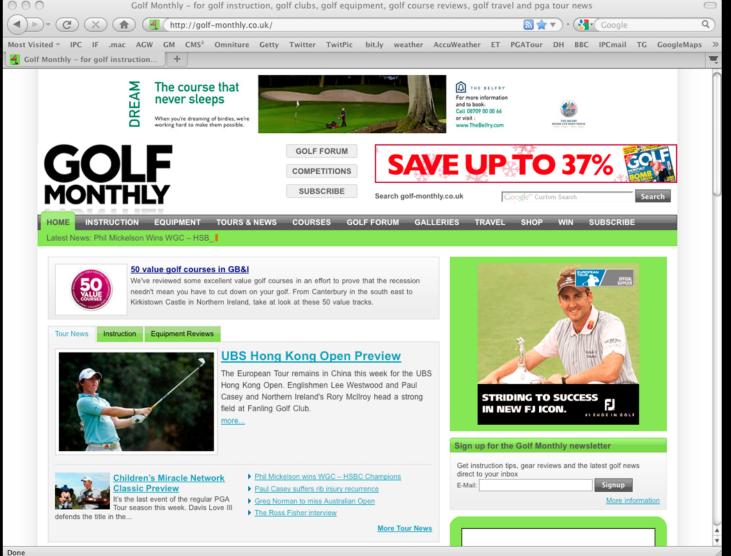




published by IPC Media 12 times a year...13 times a year from 2010

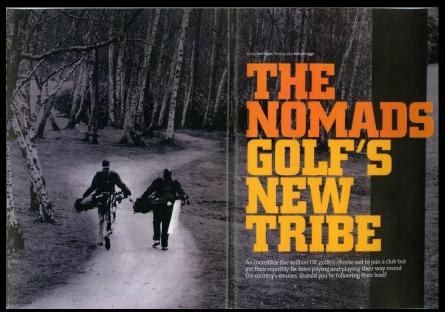


golf-monthly.co.uk





A time of change for golf





- Declining club memberships
- Rise of the nomads and 2-4-1
- Changing attitudes to the game
- Shrinking golf magazine market
- Growth of the internet





'The Challenge'....(part 1)

- Be more relevant to the market
- Create our own niche in the market
 - To keep existing readers
 - To attract new readers



How we tackled 'The Challenge' ...part 1



Natural insight from staff who are dedicated golfers



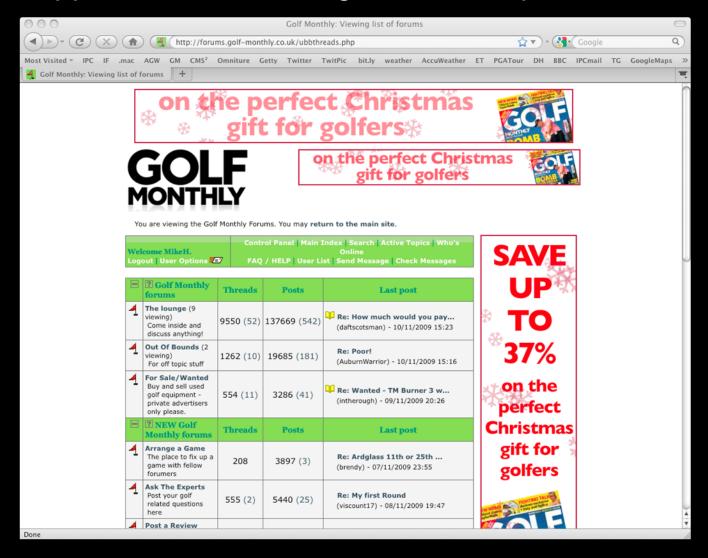


Listened to the readers in focus group sessions





Tapped into unfiltered grass roots opinion on our forum





Incentivised our readers to share their opinions





Went out and met our customers in their world





THE KEY: Interact with your market

It is the ONLY way to find out...

- WHO your customers really are
 - WHAT they really want
- ...Anything else is just guesswork



So, who is the Golf Monthly reader?



Club member

(82% club members)

47 years old

14.8 handicap

Plays 92 rounds of golf a year

(20% play more than 200 rounds a year)



What do they want from a golf magazine?



- How to play better
- What to use to help them play better
 - Where to play (home and abroad)
 - Big name interviews
 - What's happening on Tour
 - A handle on grassroots golf
 - Opinion and comment on issues
 - Feel part of a community



The Challenge... (part 2)

 To deliver this content in an engaging way that was relevant to the current market

 Retain the authority of a brand that is nearly 100 years old

Be accessible and welcoming to new readers



How we tackled 'The Challenge' ...Part 2



Gave readers what they wanted









...in a style that is authoritative but accessible



Kept our finger on the pulse









...by constantly listening to the market



Embraced new ideas





...viewed change as an opportunity, not a threat



The Results...

- 10-year high for circulation
 - Record profits
- Increased respect from the industry
- Motivated staff with broader skill sets
 - High levels of customer satisfaction
 - New revenue streams



Summary

- Understand your market
- Find out where you currently fit in
 - Decide where you want to fit in
- Identify what you need to do to achieve that
 - Deliver what the market wants
 - Retain your brand identity
 - See challenges as opportunities
 - Embrace change and new ideas
- Keep reassessing your position in the market

and above all, always remember...



...there are worse places to work



