



## #SoloPR Transcript –5/14/2014

Q1: What do you do when you have to work w/another agency as part of client assignment, and they don't play nice?

Q2: (1/2) You may have seen the family drama involving Beyonce, Jay Z and Solange: [http://www.washingtonpost.com/blogs/style-blog/wp/2014/05/12/solange-attacks-jay-z-in-an-elevator-as-beyonce-adjusts-her-dress-video/?tid=pm\\_pop](http://www.washingtonpost.com/blogs/style-blog/wp/2014/05/12/solange-attacks-jay-z-in-an-elevator-as-beyonce-adjusts-her-dress-video/?tid=pm_pop)

Q2: (2/2) Beyonce and Jay Z haven't commented on the story. When is it OK to stay silent, and when must you comment?

Q3: Summer is around the corner- how do you adjust/manage schedule when life needs more attention?

Q4: Fellow [#solopr @ArikHanson](#) has a new post on PR and control: <http://www.arikhanson.com/2014/05/14/the-dark-side-of-pr-thy-name-is-control/> Do you think we have control these days?

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[SoloPR2:00pm via tchat.io](#)

Have a great week, everyone! [#solopr](#)



[SoloPR2:00pm via tchat.io](#)

As always, the transcript of this chat will be posted on [soloprpro dot com](#) tomorrow, and we share on the [#solopr](#) hashtag all week!



[SoloPR1:59pm via tchat.io](#)

Oh my, it looks like our official time is up! Thanks everyone for joining today. [#solopr](#)



[3HatsComm1:59pm via TweetDeck](#)

RT @[dariasteigman](#): Enjoyed another hour of [#solopr](#) smarts & sass. Now back to regularly scheduled programming. Have a good rest-of-the-day ...



[JanetLFalk1:59pm via web](#)

Thanks @[KellyeCrane](#) for another whizzed-by, insight-filled chat with [#solopr](#) friends.



[KellyeCrane1:59pm via TweetDeck](#)

A4: Many industries have seen upheaval due to online technologies. Ours is just one. And [#solopr](#) pros weather it well!



[dariasteigman1:58pm via TweetDeck](#)

Enjoyed another hour of [#solopr](#) smarts & sass. Now back to regularly scheduled programming. Have a good rest-of-the-day all.



[EEPaul1:58pm via TweetDeck](#)

@[mlaffs](#) Agree. In the UK, the CIPR is looking at how PR industry can generate trust given to professionals in other sectors. [#solopr](#)



[LoisMarketing1:58pm via TweetDeck](#)

RT @[KellyeCrane](#): A4: I try not to waste energy thinking about how much easier it was "back in the day." J [#solopr](#)



[KristK1:58pm via Twubs](#)

@[mdbarber](#) Enjoy your sunshine and your garden. Rain, rain, rain, here today. [#solopr](#)



[mlaffs](#)1:58pm via Twitter for iPhone

@[EEPaul](#) hah of course. I'm actually working on something inspired by that exact video right now [#solopr](#)



[KellyeCrane](#)1:57pm via TweetDeck

A4: I try not to waste energy thinking about how much easier it was "back in the day." J [#solopr](#)



[SoloPR](#)1:57pm via TweetDeck

RT @[mlaffs](#): there's a way to control some factors, but there's so many that you can never see, eg online rants [#solopr](#)



[mdbarber](#)1:57pm via tchat.io

@[KarenSwim](#) hoping it's achievable. You should get outside as well. [#solopr](#)



[dariasteigman](#)1:56pm via TweetDeck

@[gregwbros](#) I don't "let them call" while on vacay, but I will return calls -- & negotiate if there's work to do. [#solopr](#)



[EEPaul](#)1:56pm via TweetDeck

.@[mlaffs](#) [#SoloPR](#) A4 not just the ranters. Beware the creative critic or poorly served customer. Remember United Breaks Guitars?



[KellyeCrane](#)1:56pm via TweetDeck

Maybe replace "control" w/"influence" RT @[akenn](#): ...but I still think PR is all about ...driving messages, actions, outcomes...[#solopr](#)



[mlaffs](#)1:56pm via Twitter for iPhone

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@[EEPaul](#) there's an extent to which you have to PR yourself so the public sees that honesty, integrity, and trusts you for it. [#solopr](#)



[KarenSwim1:56pm via tchat.io](#)

@[mbarber](#) That sounds wonderful, enjoy![#solopr](#)



[mbarber1:56pm via tchat.io](#)

Gotta go folks...so I can be in my garden later...after client deadlines. Have a great day. Enjoy the sunshine. [#solopr](#)



[gregwbrooks1:55pm via web](#)

@[KristK](#) I may or may not have built client newsletters on cruise-ship computers before. :)[#solopr](#)



[PaulaJohns1:55pm via tchat.io](#)

Seriously, my vacations always include work time MT @[gregwbrooks](#) I..um..let clients call on vacation. Full availability if possible. [#solopr](#)



[mbarber1:55pm via Tweet Button](#)

RT @[KellyeCrane](#): A4: Before the Internet, the journo had to come through PR to get company access/info. Now we're in a diff role. [#solopr](#)



[KarenSwim1:55pm via tchat.io](#)

A4: In the case of Cotton (who I don't know) could also be industry, tech can be brutal![#solopr](#)



[SoloPR1:55pm via tchat.io](#)

RT @[JanetLFalk](#): Explosion of [#SM](#) means EMPLOYERS have limited control of employee activity. That worries me more than control by[#solopr](#)



[3HatsComm1:55pm via TweetDeck](#)

@[KellyCrane](#) @[gregwbrooks](#) I check in a bit while away.. keeps me from worrying and from getting overwhelmed when I return [#soloPR](#)



[KellyCrane1:55pm via TweetDeck](#)

A4: Before the Internet, the journo had to come through PR to get company access/info. Now we're in a diff role. [#soloPR](#)



[dariasteigman1:54pm via TweetDeck](#)

@[3HatsComm](#) Exactly. Need the adapt & response flexibility (actually, same as we always did). [#soloPR](#)



[KristK1:54pm via Twubs](#)

A3: I do occasionally unplug 100% but a couple of hours of billable time a day can help pay for the other 22 of real vacation. [#soloPR](#)



[mlaffs1:53pm via Twitter for iPhone](#)

@[SoloPR](#) @[KellyCrane](#) @[arikhanson](#) there's a way to control some factors, but there's so many that you can never see, eg online rants [#soloPR](#)



[3HatsComm1:53pm via TweetDeck](#)

@[dariasteigman](#) more like guidelines than actual rules. :) [#soloPR](#)



[SoloPR1:53pm via tchat.io](#)

MT @[KarenSwim](#): A4: ...it has evolved from control to conductor or organizer - more moving pieces that require quick thinking, action [#soloPR](#)



[KarenSwim1:52pm via tchat.io](#)

@[mdbarber](#) Thanks Mary! ;-) [#solopr](#)



[KristK](#)1:52pm via Twubs

RT @[KarenSwim](#) A4: It has evolved from control to conductor or organizer - more moving pieces that require quick thinking, action [#solopr](#)



[SoloPR](#)1:52pm via tchat.io

RT @[dariasteigman](#): A4 I prefer to think of it as setting parameters not so much about control yea or nay. [#solopr](#)



[ladysportsman](#)1:52pm via TweetDeck

@[KellyeCrane](#) I couldn't even imagine having that much power/control like working at Apple. I've always worked for the underdog [#solopr](#)



[KellyeCrane](#)1:52pm via TweetDeck

@[gregwbrooks](#) I'm just back from a beach trip w/college girlfriends. Most had to checkin multiple times, but plenty of fun was had![#solopr](#)



[KristK](#)1:51pm via Twubs

A4: Companies like Apple can set the rules media have to play by and then provide ltd access. Most others? not so much. [#solopr](#)



[mdbarber](#)1:51pm via tchat.io

Great phrase! MT @[KarenSwim](#): A4: evolved from control to conductor or organizer - more moving pieces needing quick thinking, action[#solopr](#)



[akenn](#)1:51pm via tchat.io

...but I still think PR is all about striving to control...whether that's driving messages, actions, outcomes... [#solopr](#)



[dariasteigman1:51pm via TweetDeck](#)

RT @KarenSwim: A4: I think it has evolved from control to conductor or organizer - more moving pieces that require quick thinking, action [##solopr](#)



[KellyeCrane1:51pm via TweetDeck](#)

A4: Today, effort spent trying to control what's said can usually be better spent elsewhere. [#solopr](#)



[EEPaul1:51pm via TweetDeck](#)

[#SoloPR](#) A4 We no longer control the message (if we ever did), but we can influence, so long as we do it honestly and with integrity



[akenn1:51pm via tchat.io](#)

I think Arik means it's impossible to control things completely in new age of communications... [#solopr](#)



[JanetLFalk1:50pm via web](#)

Explosion of [#SM](#) means EMPLOYERS have limited control of employee activity. That worries me more than control by [#solopr](#) pros.



[KarenSwim1:50pm via tchat.io](#)

A4: I think it has evolved from control to conductor or organizer - more moving pieces that require quick thinking, action [#solopr](#)



[dariasteigman1:50pm via TweetDeck](#)

A4 I prefer to think of it as setting parameters not so much about control yea or nay. [#solopr](#)



[3HatsComm1:50pm via TweetDeck](#)

@SoloPR @PaulaJohns well, their Mondays are now just scheduled on Tuesdays :- ) [#soloPR](#)

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[akenn1:50pm via tchat.io](#)

But even striving for speed and agility means exerting control over a situation, e.g. controlling response time [#solopr](#)



[gregwbrooks1:50pm via web](#)

A4: You have a client like Apple, you have flacks like Katie. Control is an outgrowth of client culture. [#solopr](#)



[KellyeCrane1:50pm via TweetDeck](#)

A4: I do think Apple (the example in the post) exerted more control than most - often driven by Steve Jobs' personality. [#solopr](#)



[mdbarber1:49pm via Tweet Button](#)

RT @[KellyeCrane](#): A4: The days of complete control of the message are over. [#solopr](#)



[KarenSwim1:49pm via tchat.io](#)

@[gregwbrooks](#) What's a vacation? asks the other short-bus kid [#solopr](#)



[SoloPR1:49pm via tchat.io](#)

RT @[mdbarber](#): Q4 -- Did we ever have "control"? Haven't had a chance to read the post yet but I tend to cringe at the phrase. [#solopr](#)



[ladysportsman1:48pm via TweetDeck](#)

RT @[gregwbrooks](#): I feel like the short-bus kid in this conversation: I... um..... let clients call on vacation. Full availability if possib[#solopr](#)



[PaulaJohns1:48pm via TweetDeck](#)

@SoloPR Don't think I could get away with it but good for them! [#solopr](#)



[KellyeCrane](#)1:48pm via TweetDeck

A4: The days of complete control of the message are over. [#solopr](#)



[mdbarber](#)1:48pm via tchat.io

Q4 -- Did we ever have "control"? Haven't had a chance to read the post yet but I tend to cringe at the phrase. [#solopr](#)



[gregwbrooks](#)1:48pm via web

I feel like the short-bus kid in this conversation: I... um..... let clients call on vacation. Full availability if possible. [#solopr](#)



[KellyeCrane](#)1:47pm via TweetDeck

RT @SoloPR: Q4: Fellow [#solopr](#) @arikhanson has a new post on PR and control:[arikhanson.com/2014/05/14/the...](#) . Do you think we have control these d...



[mdbarber](#)1:47pm via Tweet Button

RT @SoloPR: Q4: Fellow [#solopr](#) @arikhanson has a new post on PR and control:[arikhanson.com/2014/05/14/the...](#) . Do you think we have control these d...



[SoloPR](#)1:47pm via tchat.io

Wow, no more Mondays! RT @PaulaJohns: Firm I work w/ has Mondays off all yr--works for them [#solopr](#)



[PaulaJohns](#)1:47pm via tchat.io

Firm I work w/ has Mondays off all yr--works for them MT @3HatsComm A3 Not uncommon to have seasonal hrs, holiday hrs, summer sched. [#solopr](#)



[SoloPR1:47pm via tchat.io](#)

Q4: Fellow [#solopr](#) @[arikhanson](#) has a new post on PR and control:[arikhanson.com/2014/05/14/the...](#) .  
Do you think we have control these days?



[joeldon1:45pm via HootSuite](#)

Social scheduling tools sure come in handy when you are on the road. [#solopr](#)



[SoloPR1:45pm via tchat.io](#)

Thanks for the tips on Q3! Q4 is coming up...[#solopr](#)



[KellyeCrane1:45pm via TweetDeck](#)

A3: @[3HatsComm](#) Yes, even some PR agencies give their employees rotating Friday's off. [#solopr](#)



[akenn1:44pm via tchat.io](#)

Light bulb! RT @[3HatsComm](#) A3 Not uncommon to have seasonal hours, 'holiday hours' or 'summer office schedule.' [#solopr](#)



[KellyeCrane1:44pm via TweetDeck](#)

A3: If you work with any International companies or decision makers, check on their holidays, which can be lengthy. [#solopr](#)



[SoloPR1:42pm via tchat.io](#)

Yes! RT @[PaulaJohns](#): A3 Get good backup assistance -- find subcontractors who can help you fill in the gaps in your schedule. [#soloPR](#)



[kflahertycom1:42pm via Twitter for iPhone](#)

@[EEPPaul](#) Been there, done that:) [#solopr](#)

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[KellyeCrane](#)1:42pm via TweetDeck

A3: Also, think about natural downtimes (Memorial Day, July 4, Labor Day) and take time off while others are out, too. [#solopr](#)



[KarenSwim](#)1:42pm via tchat.io

@[3HatsComm](#) Great point! [#solopr](#)



[3HatsComm](#)1:41pm via TweetDeck

A3 Not uncommon to have seasonal hours. send clients emails for 'holiday hours' or 'summer office schedule.' and get theirs too. [#soloPR](#)



[KellyeCrane](#)1:41pm via TweetDeck

A3: Now I'm dreaming of hanging out by the pool.... J [#solopr](#)



[KarenSwim](#)1:41pm via tchat.io

True! RT @[KellyeCrane](#): A3: Also, be realistic about childcare. Don't fool yourself: they \*will\* be distracting. [#solopr](#)



[EEPaul](#)1:41pm via TweetDeck

@[KellyeCrane](#) You just beat me to that point! :-)[#soloPR](#)



[PaulaJohns](#)1:41pm via tchat.io

A3 Get good backup assistance -- find subcontractors who can help you fill in the gaps in your schedule. [#soloPR](#)



[mbarber](#)1:41pm via tchat.io

Exactly! RT @[KellyeCrane](#): A3: Also, be realistic about childcare. Don't fool yourself: they \*will\* be distracting. [#solopr](#)



[KellyeCrane](#)1:40pm via [TweetDeck](#)

A3: Also, be realistic about childcare. Don't fool yourself: they \*will\* be distracting. [#solopr](#)



[mbarber](#)1:40pm via [tchat.io](#)

A3 -- Make sure your clients understand your schedule and you theirs so you account for time away at soccer games, etc. [#solopr](#)



[EEPaul](#)1:40pm via [TweetDeck](#)

[#solopr](#) A3: Also ensure client knows \*your\* plans - you don't want a call when you're on the beach somewhere!



[SoloPR](#)1:40pm via [tchat.io](#)

RT @[3HatsComm](#): A3 work shift, time shift, plan and schedule diff workflows, spaces. work w/ your clients to adapt accordingly [#soloPR](#)



[KarenSwim](#)1:40pm via [tchat.io](#)

@[SoloPR](#) Yes! ....and you may think you can work from soccer field, game, hospital room but not always wise [#solopr](#)



[akenn](#)1:39pm via [tchat.io](#)

My approach too @[EEPaul](#) A3: Plan, plan, plan. Plan own holiday, know client's plans, then plan content, activities, etc [#solopr](#)



[KellyeCrane](#)1:39pm via [TweetDeck](#)

A3: @[EEPaul](#) reminds me: tell your clients well in advance about your vaca- and then stick to it![#solopr](#)



[SoloPR1:39pm via tchat.io](#)

Great point- clients may be moving more slowly MT @[KarenSwim](#): A3: Be realistic about what you can get done with modified sched... [#solopr](#)



[KarenSwim1:39pm via tchat.io](#)

This is key! MT @[EEPaul](#): Plan, plan, plan. [#soloPR](#)



[KarenSwim1:38pm via tchat.io](#)

A3: Yes you can work anywhere but you won't always want to and may not have bandwidth to do so [#solopr](#)



[KellyeCrane1:37pm via TweetDeck](#)

A3: In addition to the traditional coffee shops/Panera, there are co-working options, libraries, etc. [#solopr](#)



[mdbarber1:37pm via Tweet Button](#)

RT @[EEPaul](#): .@[SoloPR](#) A3: Plan, plan, plan. Plan own holiday, know client's plans, then plan content, activities, etc to ensure continuity [##soloPR](#)



[EEPaul1:37pm via TweetDeck](#)

.@[SoloPR](#) A3: Plan, plan, plan. Plan own holiday, know client's plans, then plan content, activities, etc to ensure continuity [#soloPR](#)



[mdbarber1:37pm via Tweet Button](#)

RT @[KarenSwim](#): A3: Be realistic about what you can get done with modified sched, outsource lower prio or non-core activities [#solopr](#)



[3HatsComm1:37pm via TweetDeck](#)

A3 work shift, time shift, plan and schedule diff workflows, spaces. work w/ your clients to adapt accordingly [#soloPR](#)



[KarenSwim1:36pm via tchat.io](#)

A3: Be realistic about what you can get done with modified sched, outsource lower prio or non-core activities [#soloPR](#)



[KellyeCrane1:36pm via TweetDeck](#)

A3: If you have more kids/family around, you may want to identify alternative workspaces to escape to. [#soloPR](#)



[KristK1:36pm via Twubs](#)

@[JanetLFalk](#) Ah, Monkey Business seems like nothing compared to latest political private/public escapades. [#soloPR](#)



[SoloPR1:35pm via tchat.io](#)

MT @[mdbarber](#): A3 - ...Here it's the days we all love living here. Biggest issue can be finding your clients in the office! [#soloPR](#)



[KristK1:35pm via Twubs](#)

RT @[SoloPR](#) Q3: Summer is around the corner- how do you adjust/manage schedule when life needs more attention? [#soloPR](#)



[3HatsComm1:35pm via TweetDeck](#)

@[KristK](#) @[dariasteigman](#) @[KellyeCrane](#) barely know anything about it.. b/c I'm avoiding entertainment 'news' until I catch up on GOT :) [#soloPR](#)



[KellyeCrane1:35pm via TweetDeck](#)

A3: If your clients have a slow down in the summer, try to resist the temptation to play catchup only. Enjoy! [#solopr](#)



[JanetLFalk](#)1:35pm via web

@[3HatsComm](#) @[KristK](#) Eventually -- like presidential candidate Gary Hart, for those who remember. [#solopr](#)



[KellyeCrane](#)1:34pm via TweetDeck

RT @[SoloPR](#): Q3: Summer is around the corner- how do you adjust/manage schedule when life needs more attention? [#solopr](#)



[KellyeCrane](#)1:34pm via TweetDeck

@[KristK](#) @[dariasteigman](#) True! There will always be those who enjoy a little celeb gossip. But I can't believe it's a top story... [#solopr](#)



[mdbarber](#)1:33pm via tchat.io

A3 - Interesting question. Here it's the days we all love living here. Biggest issue can be finding your clients in the office! [#solopr](#)



[3HatsComm](#)1:32pm via TweetDeck

RT @[JanetLFalk](#): @[KristK](#) overblown by the MEDIA <- exactly. put a camera on anyone, you'll eventually see something 'sensational' [#solopr](#)



[mdbarber](#)1:32pm via Tweet Button

RT @[SoloPR](#): Q3: Summer is around the corner- how do you adjust/manage schedule when life needs more attention? [#solopr](#)



[KarenSwim](#)1:32pm via tchat.io

RT @SoloPR: Q3: Summer is around the corner- how do you adjust/manage schedule when life needs more attention? [#solopr](#)



[SoloPR1:32pm via tchat.io](#)

Q3: Summer is around the corner- how do you adjust/manage schedule when life needs more attention? [#solopr](#)



[KristK1:32pm via Twubs](#)

How can we avoid NOT knowing about it? Seems to be everywhere!

@[dariasteigman](#)@[KellyeCrane](#) [#solopr](#)



[dariasteigman1:31pm via TweetDeck](#)

@[KellyeCrane](#) It's really funny, isn't it? [#solopr](#)



[SoloPR1:31pm via tchat.io](#)

Interesting convo on this topic, as always! Q3 is up next... [#solopr](#)



[KarenSwim1:31pm via tchat.io](#)

@[KellyeCrane](#) At some point I felt it was my professional duty to follow on Instagram, you know to fact check. [#solopr](#)



[OhhSocialMedia1:31pm via RoundTeam](#)

RT @[KellyeCrane](#): As some noted, I think regardless of the org or personality, you can always make a statement that says you won't be address[#solopr](#)



[dariasteigman1:31pm via TweetDeck](#)

@[KarenSwim](#) LOL. I'm still waiting for my diamonds. [#solopr](#)



[KellyeCrane](#)1:31pm via TweetDeck

@[dariasteigman](#) Get out of my brain, woman! LOL [#solopr](#)



[KarenSwim](#)1:30pm via tchat.io

@[dariasteigman](#) Rofl! Oh so it will be the Kobe special (when it hits the fan, buy diamonds) ;-)[#solopr](#)



[JanetLFalk](#)1:30pm via web

@[KristK](#) Yes. Misunderstanding was overblown by the MEDIA. All love each other very much.[#solopr](#)



[KellyeCrane](#)1:30pm via TweetDeck

@[KristK](#) They better do something nice for Solange 1st! Latest "news" is she unfollowed Beyonce on Instagram. Why do I know this?![#solopr](#)



[dariasteigman](#)1:29pm via TweetDeck

@[KristK](#) Happening? I think JZ & sis-in-law went jewelry shopping. [How do I read nada abt this & still know this?] [#solopr](#)



[KristK](#)1:29pm via Twubs

MT @[KellyeCrane](#) regardless of the org or personality, you can always make a statement that says you won't be addressing it. [#solopr](#)



[3HatsComm](#)1:29pm via TweetDeck

true @[KristK](#) things change, good and bad. sometimes 'private' sides of 'celebs' are marketed as part of their 'brands' [#soloPR](#)



[KarenSwim](#)1:29pm via tchat.io

@[KellyeCrane](#) Ha! Some were even funny but I think it could have blown over after a day [#solopr](#)

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[KristK1:28pm via Twubs](#)

A2: Lacking a statement, I foresee a staged family appearance (photo opp) [#solopr](#)



[KellyeCrane1:28pm via TweetDeck](#)

As some noted, I think regardless of the org or personality, you can always make a statement that says you won't be addressing it. [#solopr](#)



[KarenSwim1:28pm via tchat.io](#)

A2: Silence can also make media dig deeper and that's not always good [#solopr](#)



[3HatsComm1:28pm via TweetDeck](#)

A2 also as family matter, clearly heated, emotional moment.. smart to calm down, let cooler heads prevail before making statement [#soloPR](#)



[KellyeCrane1:27pm via TweetDeck](#)

@[KarenSwim](#) But I think the memes were inevitable. It's just too "juicy!" [#solopr](#)



[dariasteigman1:27pm via TweetDeck](#)

@[KristK](#) Good point. If the partners are anxious / upset... then you get the NBA & sponsors example (& imperative to act). [#solopr](#)



[SoloPR1:27pm via tchat.io](#)

RT @[KarenSwim](#): A2: In this case, a statement could have taken the wind out of the controversy & helped us all avoid the endless gifs [#solopr](#)



[PaulaJohns1:26pm via tchat.io](#)

Very well MT @[KellyeCrane](#) A2: This reminds of Magic J- he's had to determine when to speak out several times (and done it well, IMO) [#solopr](#)



[KristK](#)1:26pm via Twubs

A2: Sometimes I long for the olden days when the private lives of celebs, politicians were, ahem, private. [#solopr](#)



[KellyeCrane](#)1:26pm via TweetDeck

@[KristK](#) That's true. Solange makes a lot of money wearing designers' clothes to parties. [#solopr](#)



[JanetLFalk](#)1:26pm via web

@[KarenSwim](#) Also, remind them that they are magnets for the wrong kind of media coverage. [#solopr](#)



[KarenSwim](#)1:26pm via tchat.io

A2: In this case, a statement could have taken the wind out of the controversy & helped us all avoid the endless gifs [#solopr](#)



[SoloPR](#)1:26pm via tchat.io

MT @[KristK](#): A2: May be family incident, but all concerned have contracts, endorsements, etc to consider before making statement. [#solopr](#)



[KellyeCrane](#)1:25pm via TweetDeck

Good point. If no good explanation, perhaps just let blow over RT @[akenn](#): I think it also depends on what they can/want to say. [#solopr](#)



[KarenSwim](#)1:25pm via tchat.io

truth @[JanetLFalk](#)! Makes me want to counsel clients to say nothing in public [#solopr](#)



[KristK1:25pm via Twubs](#)

A2: May be family incident, but all concerned have contracts, endorsements, biz partners to consider before making statement. [#solopr](#)



[PaulaJohns1:24pm via tchat.io](#)

Yes! MT @[3HatsComm](#): A2 comment to clarify/correct, stop speculation. Even if to say 'it's a family matter, plz respect our privacy' [#soloPR](#)



[KellyeCrane1:24pm via TweetDeck](#)

A2: This also reminds me of Magic J- he's had to determine where the line is for speaking out several times (and done it well, IMO) [#solopr](#)



[JanetLFalk1:24pm via web](#)

Didn't we just go thru a "private tape" episode with Donald Sterling? In current environment of limited privacy, there's no let-up [#solopr](#)



[3HatsComm1:24pm via TweetDeck](#)

I co-sign those air quotes. RT @[KarenSwim](#): @[dariasteigman](#) It's distressing that this is "news" at all [#solopr](#)



[KarenSwim1:23pm via tchat.io](#)

@[dariasteigman](#) It's distressing that this is "news" at all [#solopr](#)



[KristK1:23pm via Twubs](#)

A2: Elevator incident is likely part of ongoing family drama. Better to stay silent until you have something to say. [#solopr](#)



[SoloPR1:23pm via tchat.io](#)

RT @[3HatsComm](#): A2 comment to clarify or correct, stop speculation. Even if to say 'it's a family matter, plz respect our privacy' [#soloPR](#)



[dariasteigman1:23pm via TweetDeck](#)

@[KarenSwim](#) Agreed. I just operate as if you don't have to humor the media frenzy. :) [#solopr](#)



[PaulaJohns1:23pm via tchat.io](#)

But to your point, @[mdbarber](#), to continue to reinforce "team" effort makes sense, is in best interest of client. A1 [#soloPR](#) @[dariasteigman](#)



[akenn1:22pm via Tweet Button](#)

I think it also depends on what they can/want to say. [#solopr](#)



[KellyeCrane1:22pm via TweetDeck](#)

A2: I think celebrities are different than businesses. And if you have a reputation for privacy, you can get away w/a little more. [#solopr](#)



[KarenSwim1:22pm via tchat.io](#)

Wish media saw it this way! MT @[dariasteigman](#): Just b/c they were caught on tape doesn't mean it's anyone's business. [#solopr](#)



[3HatsComm1:22pm via TweetDeck](#)

A2 you comment to clarify or correct, stop speculation. Even if to say 'it's a family matter, plz respect our privacy' [#soloPR](#)



[dariasteigman1:22pm via TweetDeck](#)

A2 I guess I make distinction b/w something of public note and something private inadvertently aired in public. [#solopr](#)



[PaulaJohns](#) 1:21pm via [tchat.io](#)

@[mdbarber](#) I was assuming team approach had failed as well...other guys weren't playing nice.  
A1 [#soloPR](#)



[dariasteigman](#) 1:21pm via [TweetDeck](#)

@[mdbarber](#) I guess we read it differently. I read it as seeking advice on how to hang lack of teamwork. [#solopr](#)



[3HatsComm](#) 1:21pm via [TweetDeck](#)

RT @[KarenSwim](#): A2: In this day and age, silence is the loudest and leads others to fill in the info for you [#solopr](#)



[KellyeCrane](#) 1:20pm via [TweetDeck](#)

MT @[SoloPR](#): Q2: (2/2) When is it OK to stay silent, and when must you comment? [#solopr](#)



[dariasteigman](#) 1:20pm via [TweetDeck](#)

A2 Just b/c they were caught on tape doesn't mean it's anyone's business. It's a private family issue. [#solopr](#)



[KellyeCrane](#) 1:20pm via [TweetDeck](#)

@[mdbarber](#) I think we're all assuming the asker's point that they aren't "playing nice" meant the usual teambuilding hadn't worked. [#solopr](#)



[Beyowce](#) 1:20pm via [Linkis.com](#)

"@[SoloPR](#): Q2: (1/2) You may have seen the family drama involving Beyonce, Jay Z and Solange: [ln.is/washingtonpost...](#) [#solopr](#)"



[KarenSwim1:20pm via tchat.io](#)

A2: In this day and age, silence is the loudest and leads others to fill in the info for you [#solopr](#)



[mdbarber1:20pm via tchat.io](#)

@[dariasteigman](#) interesting as I didn't see that the ship had sailed. Just that the relationship wasn't working so well. [#solopr](#)



[KellyeCrane1:19pm via TweetDeck](#)

@[JanetLFalk](#) Good modification/add to that tweet! [#solopr](#)



[dariasteigman1:19pm via TweetDeck](#)

@[mdbarber](#) I believe the Q suggested that ship has sailed (when other folks aren't playing nice).[#solopr](#)



[KellyeCrane1:19pm via TweetDeck](#)

@[joeldon](#) I dunno. Some of those agency types can be pretty sneaky (I used to work w/them! J).[#solopr](#)



[KarenSwim1:18pm via tchat.io](#)

@[mdbarber](#) Wow, great point!! [#solopr](#)



[KristK1:18pm via Twubs](#)

A1: Reward good behavior with appreciation and document efforts to keep you out of loop. [#solopr](#)



[SoloPR1:18pm via tchat.io](#)

Q2: (2/2) Beyonce and Jay Z haven't commented on the story. When is it OK to stay silent, and when must you comment? [#solopr](#)



[mdbarber1:18pm via tchat.io](#)

A1 - interesting to see the defend turf, get credit, fight back, document comments. It seems we've already given up on being a team? [#solopr](#)



[SoloPR1:18pm via tchat.io](#)

Q2: (1/2) You may have seen the family drama involving Beyonce, Jay Z and Solange: [washingtonpost.com/blogs/style-bl...](http://www.washingtonpost.com/blogs/style-bl...) [#solopr](#)



[PaulaJohns1:17pm via tchat.io](#)

A1 If other agency is not prone to sharing, that's something to bring up w/ client -- ask to be cc'd on everything. [#soloPR](#)



[KristK1:17pm via Twubs](#)

A1: Clarify with client the role you're expected to play and defend your turf. [#solopr](#)



[SoloPR1:16pm via tchat.io](#)

Great tips on Q1 everyone, thanks! Q2 is coming up... [#solopr](#)



[3HatsComm1:15pm via TweetDeck](#)

true @[joeldon](#) the client POC can be working w/ agency one way, w/ [#soloPR](#) another. again, documenting, CC are allies in this situation.



[KarenSwim1:15pm via tchat.io](#)

Lol! RT @[KellyeCrane](#): A1: Also, wear your armor to group conf. calls to weather the arrows they may shoot your way. J [#solopr](#)



[KellyeCrane1:15pm via TweetDeck](#)

A1: Over-prepare and know you're there for a reason! [#solopr](#)



[KarenSwim1:15pm via tchat.io](#)

Background on Q1 - Client collaboration w/another co. their agency is lead, bigger and not prone to sharing [#solopr](#)



[KellyeCrane1:14pm via TweetDeck](#)

A1: Also, wear your armor to group conf. calls to weather the arrows they may shoot your way. [J#solopr](#)



[mdbarber1:14pm via tchat.io](#)

A1 - it's a tough situation as your client is the agency and not the end client. You need to work with the agency to fix/walk. [#solopr](#)



[dariasteigman1:13pm via TweetDeck](#)

Advice/process consistency is key. MT @[KellyeCrane](#): A1: Killing meanies with kindness in front of the client can work well. [J#solopr](#)



[KristK1:13pm via web](#)

RT @[SoloPR](#): Q1: What do you do when you have to work w/another agency as part of client assignment, and they don't play nice? [#solopr](#)



[3HatsComm1:13pm via TweetDeck](#)

ITA @[akenn](#) whether your client or the agency's, you're the [#soloPR](#) on the team for a reason. do the work, show your worth, stay professional



[SoloPR1:13pm via tchat.io](#)

Truth! RT @[DeQuendre](#): A1. At all cost, never return fire. And as much as I hate it, CC the universe on every communication. [#solopr](#)



[joeldon](#) 1:13pm via HootSuite

A1: situation tells more about the leadership of the client than the shortcomings of the agency  
“colleague” [#solopr](#)



[SoloPR](#) 1:13pm via tchat.io

RT @[akenn](#): Depends on situation, but common challenge as solo is being overrun by bigger group. Let your voice be heard. [#solopr](#)



[DeQuendre](#) 1:13pm via web

A1. At all cost, never return fire. And as much as I hate it, CC the universe on every communication. [#solopr](#)



[PaulaJohns](#) 1:13pm via tchat.io

Agree - don't get overshadowed MT @[akenn](#): Common challenge as solo is being overrun by bigger group. Let your voice be heard. [#solopr](#)



[KellyeCrane](#) 1:13pm via TweetDeck

A1: You have to be careful about telling the client. "Sibling rivalries" (even when justified) can look petty. [#solopr](#)



[FreelanceItalia](#) 1:11pm via RoundTeam

RT @[KellyeCrane](#): RT @[SoloPR](#): It's time for this week's [#solopr](#) chat, for [#freelance](#) consultants in [#PR](#), [#socialmedia](#) and related fields.



[KellyeCrane](#) 1:11pm via TweetDeck

A1: As others note, killing meanies with kindness in front of the client can work well. [J#solopr](#)



[akenn](#)1:11pm via [Tweet Button](#)

Depends on situation, but common challenge as solo is being overrun by bigger group. Let your voice be heard. [#solopr](#)



[SoloPR](#)1:11pm via [tchat.io](#)

RT @[mdbarber](#): A1 -- I would meet with my agency POC to discuss the situation and see if you can fix it. [#solopr](#)



[KarenSwim](#)1:10pm via [tchat.io](#)

Smart! RT @[KellyeCrane](#): A1: Never have a verbal conversation w/the offenders without re-capping in an email. [#solopr](#)



[KellyeCrane](#)1:10pm via [TweetDeck](#)

A1: Never have a verbal conversation w/the offenders without re-capping in an email.[#solopr](#)



[SoloPR](#)1:10pm via [tchat.io](#)

MT @[JanetLFalk](#): A1 Do my part. Stay out of line of fire. Make sure I get credit for my contribution.[#solopr](#)



[dariasteigman](#)1:09pm via [TweetDeck](#)

@[KellyeCrane](#) Yes, we do. :)

[#solopr](#)



[3HatsComm](#)1:09pm via [TweetDeck](#)

. @[JanetLFalk](#) think that's essential to document and track - be very clear you've fulfilled your obligations to client [#soloPR](#)



[ancitasatija1:09pm via Twitter for Android](#)

RT @[KellyeCrane](#): RT @[SoloPR](#): It's time for this week's [#solopr](#) chat, for [#freelance](#) consultants in [#PR](#), [#socialmedia](#) and related fields.



[avik\\_munshi1:09pm via Twitter for BlackBerry](#)

[#SoloPR](#) A1 play nice, and when work gets done try teaching them a lesson and keep the client updated incase they try to screw you & the work



[mdbarber1:09pm via tchat.io](#)

A1 -- I would meet with my agency POC to discuss the situation and see if you can fix it. [#solopr](#)



[KarenSwim1:09pm via tchat.io](#)

Good advice MT @[JanetLFalk](#): A1 Do my part. Stay out of line of fire. Make sure I get credit for my contribution. [#solopr](#)



[SoloPR1:09pm via tchat.io](#)

RT @[PaulaJohns](#): A1. In general -- take the high road, stay classy, but CYA at all times. :) [#soloPR](#)



[dariasteigman1:09pm via TweetDeck](#)

A1 It's key to let others hijack the agenda. Be very sweet explaining that you explained already what you propose to do. [#solopr](#)



[SoloPR1:09pm via tchat.io](#)

I think the asker means with you RT @[3HatsComm](#): Q1 - play nice with you as vendor/sub or w/ the client? [#soloPR](#)



[JanetLFalk1:09pm via web](#)

A1 Do my part. Stay out of line of fire. Make sure I get credit for my contribution. Happened in March w/ team of assorted solos. [#solopr](#)



[KarenSwim](#)1:08pm via [tchat.io](#)

@[3HatsComm](#) with vendor [#solopr](#)



[mdbarber](#)1:08pm via [tchat.io](#)

Interesting and good clarification! RT @[3HatsComm](#): Q1 - play nice with you as vendor/sub or w/ the client? [#soloPR](#)



[KellyeCrane](#)1:08pm via [TweetDeck](#)

@[dariasteigman](#) We hold the [#solopr](#) jinxing record, I believe!



[3HatsComm](#)1:08pm via [TweetDeck](#)

Q1 - play nice with you as vendor/sub or w/ the client? [#soloPR](#)



[KellyeCrane](#)1:08pm via [TweetDeck](#)

A1: I think the key is to document, document, document! [#solopr](#)



[mdbarber](#)1:08pm via [tchat.io](#)

Good morning all from Anchorage where it's another gorgeous summer day. PR pro for 35 years; solo nearly 14. [#solopr](#)



[dariasteigman](#)1:07pm via [TweetDeck](#)

A1. Document everything. (Okay that's the easy part of the answer.) [#solopr](#)



[PaulaJohns](#)1:07pm via [tchat.io](#)

A1. In general -- take the high road, stay classy, but CYA at all times. :) [#soloPR](#)



[3HatsComm1:07pm via TweetDeck](#)

Good afternoon everyone [#soloPR](#)



[KellyeCrane1:07pm via TweetDeck](#)

A1: For many agencies, this is the norm. Many \*will\* try to get your piece of the biz. [#solopr](#)



[mdbarber1:07pm via Tweet Button](#)

RT @SoloPR: Q1: What do you do when you have to work w/another agency as part of client assignment, and they don't play nice? [#solopr](#)



[KarenSwim1:07pm via tchat.io](#)

Really looking forward to answers on Q1! [#solopr](#)



[KellyeCrane1:06pm via TweetDeck](#)

RT @SoloPR: Q1: What do you do when you have to work w/another agency as part of client assignment, and they don't play nice? [#solopr](#)



[dariasteigman1:06pm via TweetDeck](#)

RT @SoloPR: Q1: What do you do when you have to work w/another agency as part of client assignment, and they don't play nice? [#solopr](#)



[KarenSwim1:06pm via Tweet Button](#)

RT @SoloPR: Q1: What do you do when you have to work w/another agency as part of client assignment, and they don't play nice? [#solopr](#)



[SoloPR1:06pm via tchat.io](#)

*#solopr transcript – 5/14/2014*

*For more information and resources, visit <http://soloprpro.com/>*

Q1: What do you do when you have to work w/another agency as part of client assignment, and they don't play nice? [#solopr](#)



[Dariasteigman](#) 1:06pm via [TweetDeck](#)

Hello everyone. Splitting my lunch hour b/w [#solopr](#) & baseball (TV).



[PaulaJohns](#) 1:05pm via [tchat.io](#)

@[KellyeCrane](#) Yes, temps in the 90's, even on the coast, this week. Fire season is already upon us!  
:( [#soloPR](#)



[SoloPR](#) 1:05pm via [tchat.io](#)

Great crowd gathering! Q1 is coming up...[#solopr](#)



[JanetLFalk](#) 1:05pm via [web](#)

Greetings from warm-ish NYC. Law firms, Wall Street, nonprofit, small biz, consultants. Subcontract to busy [#SoloPR](#) colleagues.



[KellyeCrane](#) 1:04pm via [TweetDeck](#)

RT @[SoloPR](#): We have room for more Qs this week, so send them to @[KellyeCrane](#) without the hashtag (or by DM)! [#solopr](#)



[KarenSwim](#) 1:04pm via [tchat.io](#)

@[SoloPR](#) Yikes! Thanks for solving the mystery, just saw it and thought it was weird. [#solopr](#)



[KellyeCrane](#) 1:04pm via [TweetDeck](#)

@[PaulaJohns](#) Sweltering? Already? [#solopr](#)



[SoloPR](#) 1:04pm via [tchat.io](#)

*#solopr transcript – 5/14/2014*

*For more information and resources, visit <http://soloprpro.com/>*

We have room for more Qs this week, so send them to @[KellyeCrane](#) without the hashtag (or by DM)! [#solopr](#)



[KristK1:04pm via Twubs](#)

YEA! It's time for the always worthwhile [#solopr](#) chat. I'm Kristie from the MS Gulf Coast (20+ yrs exp, 10 as indy, APR and PR Prof)



[SoloPR1:04pm via tchat.io](#)

Quick note: our poor Jill Van Nostran had one of her past [#solopr](#) chat tweets copied by the bad guys. If you see it, it's not her!



[KarenSwim1:03pm via tchat.io](#)

Hello and Happy Wednesday. Karen Swim PR and Marketing Pro, solo for nearly a decade. [#solopr](#)



[PaulaJohns1:03pm via tchat.io](#)

Hello, [#soloPR](#) friends. Paula here, joining from sweltering San Diego. In biz since 2000.



[KellyeCrane1:02pm via TweetDeck](#)

RT @[SoloPR](#): It's time for this week's [#solopr](#) chat, for [#freelance](#) consultants in [#PR](#), [#socialmedia](#) and related fields.



[SoloPR1:02pm via tchat.io](#)

If you're joining, please introduce yourself. This is @[KellyeCrane](#), Atlanta-based founder of [soloprpro](#) [dot] com. [#solopr](#)



[SoloPR1:02pm via tchat.io](#)

It's time for this week's [#solopr](#) chat, for [#freelance](#) consultants in [#PR](#), [#socialmedia](#) and related fields.