#SoloPR Transcript – 6/11/2014

Q1: What proactive steps should you take when you know client's management is changing (primary contact leaving, merger/acquisition)? #solopr

Q2: What are good reasons for firing a client? #solopr

Q3: Are you seeing a lot of election coverage? What are you doing to get your clients' messages out in the midst of it? #solopr

Q4: Is it ever appropriate to say negative things about a former client in public? To others? #solopr

Q5: How do you get clients to pay on time? #solopr

Remember, we share and discuss on the #solopr hashtag all week. Transcript will be on soloprpro dot com tomorrow-have a great week everyone!

Have a great day #solopr

Great chat! RT @SoloPR Hey look- the clock on the wall says our official chat time has come to a close. Thank you all for joining! #solopr

For more information and resources, visit http://soloprpro.com/
KristK: 1:59pm via Twubs

A5: This question makes me realize how lucky/blessed I've been. #solopr

SoloPR: 1:59pm via tchat.io

Hey look- the clock on the wall says our official chat time has come to a close. Thank you all for joining! #solopr

WolcottPR: 1:58pm via Twitter Web Client

A5: I offer 10% incentive to pay within 20 days. #solopr

KeeyanaHall: 1:58pm via Echofon

A5: I have the "money talk" before the contract is signed. We review payment terms, expectations, due dates, consequences, etc. #soloPR

SoloPR: 1:58pm via tchat.io

Exactly! RT @KristK: A5: Watch for signs of trouble -- "slow pay" may eventually become "no pay." #solopr

KellyeCrane: 1:58pm via Twubs

A5: Oh! And don't forget to include your client contact in the communications- often they can help. #solopr

KristK: 1:58pm via Twubs

A5: Watch for signs of trouble -- "slow pay" may eventually become "no pay." #solopr

JanetLFalk: 1:58pm via Twitter Web Client

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
Always a pleasure to connect w/ peers. NYC folks, see you on 6/19. Thanks @KellyeCrane#soloPR

RT @KarenSwim: A5: Have a documented system and follow through with stated consequences #soloPR

A5: As @BluePepperPR notes, you can often pay your accountant/bookkeeper-type to do the hassle-ing for you. #soloPR

RT @KristK: A5: Cash in hand before work begins. Ask about client's Accounts Payable processes early on. #soloPR

RT @KarenSwim A5: Have a documented system and follow through with stated consequences #soloPR

@BluePepperPR literally LOL! What use are kneecaps anyhow?! #soloPR

A5 Cute, non-threatening notes are good too. My first comm job function was encourage past due clients to pay #soloPR

RT @KristK: A5: Cash in hand before work begins. Ask about client's Accounts Payable processes early on. #soloPR

For more information and resources, visit http://solooprpro.com/
A5: Cash in hand before work begins. Ask about client’s Accounts Payable processes early on. #solopr

A5: If you’re tempted to not stop working, just think of how much you’d be out if that client went bankrupt. It happens. #solopr

Agree! MT @makasha Always deposits on short-term projects #solopr

A5: Have a documented system and follow through with stated consequences #solopr

A must! No deposit, no work. RT @makasha: Deposits and retainers. Always deposits on short-term projects #solopr

Working on it, always! RT @gregwbrooks A5: 3.) Find better clients. #solopr

RT @KeeyanaHall: The #solopr struggle. *sighs* RT @SoloPR: Q5: How do you get clients to pay on time? #solopr

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
LOL RT @BluePepperPR A5: Add an ‘enforcer’ to your team; your ‘nonpaying’ client doesn’t ‘really’ need kneecaps. #solopr

KellyeCrane1:54pm via Twubs

A5: Be the squeaky wheel. Follow-up and then follow-up again. #solopr

KeeyanaHall1:54pm via Echofon

The #solopr struggle. *sighs* RT @SoloPR: Q5: How do you get clients to pay on time? #solopr

makasha1:54pm via Twubs

Yes. RT @gregwbrooks A5: 1.) Get money up front. 2.) Stop work immediately. 3.) Find better clients. #solopr

BluePepperPR1:54pm via TweetChat powered by oneQube

A5: Add an ‘enforcer’ to your team; your ‘nonpaying’ client doesn’t ‘really’ need kneecaps.#solopr

elissapr1:54pm via TweetChat powered by oneQube

RT @makasha Deposits and retainers. Always deposits on short-term projects #solopr

elissapr1:53pm via TweetChat powered by oneQube

@gregwbrooks Yes! There are some clients your competitors should have! #soloPR

KristK1:53pm via Twitter Web Client

RT @jasnsmith: One of my favorite Twitter Chats today #soloPR! Even though I’m not strictly SoloPR, I’m a one-pro office & they have lots o…

KeeyanaHall1:53pm via Echofon

#solopr transcript – 6/11/2014

For more information and resources, visit http://soloprpro.com/
RT @makasha: Great results and a solid contract. You pay one day late, I stop working. RT @SoloPR Q5: How do you get clients to pay on time #solopr

makasha 1:53pm via Twubs

Deposits and retainers. Always deposits on short-term projects #solopr

gregbrooks 1:53pm via Twitter Web Client

A5: 1.) Get money up front. 2.) Stop work immediately. 3.) Find better clients. #solopr

SoloPR 1:53pm via tchat.io

Yes, contracts are key! RT @makasha: Great results and a solid contract. You pay one day late, I stop working. #solopr

mdbarber 1:53pm via tchat.io

Gotta go folks. Have a great week! #solopr

KeeyanaHall 1:53pm via Echofon

RT @3HatsComm: A5: deposits, retainers, contracts, late fee stipulations, like any biz. when payment stops, work stops until it's resolved. #solopr

elissapr 1:52pm via TweetChat powered by oneQube

Exactly RT @phyllisweisspr #solopr A5: Get a 50 percent deposit for the project and be a polite nudge for the balance.

phyllisweisspr 1:52pm via Twitter for Websites

#solopr A5: Get a 50 percent deposit for the project and be a polite nudge for the balance.

makasha 1:52pm via Twubs

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For more information and resources, visit http://soloprpro.com/
A2 I don't stop after one day but my contracts are clear on expectancies. If you expect me to work, I expect payment. #solopr

jasnsmith1:52pm via Twitter Web Client

I love being from #Mississippi too, @makasha! @KristK welcome to the team! #soloPR

elissapr1:52pm via TweetChat powered by oneQube

RT @3HatsComm A5: deposits, retainers, contracts, late fee stipulations like any biz. when payment stops, work stops until resolved.#solopr

JanetLFalk1:52pm via Twitter Web Client

#SoloPR Bill as scheduled. Get first and last month upfront and remember that last month was paid. Get half of project fee upfront.

mdbarber1:52pm via tchat.io

@gregwbrooks True...but u were still recommended by your community. You had to have been. Maybe you're not sure of those boundaries. #solopr

KellyeCrane1:52pm via Twubs

@gregwbrooks I think it comes down to whether you're being negative proactively (vs when asked)- can sound like sour grapes #solopr

3HatsComm1:51pm via Twubs

A5: deposits, retainers, contracts, late fee stipulations, like any biz. when payment stops, work stops until it's resolved. #solopr

BluePepperPR1:51pm via TweetChat powered by oneQube

A5: Offer multiple payment options (we accept credit cards) and send reminders before it's due. #solopr
KristK 1:51pm via Twubs

RT @SoloPR Q5: How do you get clients to pay on time? #solopr

makasha 1:51pm via Twubs

Great results and a solid contract. You pay one day late, I stop working. RT @SoloPR Q5: How do you get clients to pay on time? #solopr

gregwbrooks 1:51pm via Twitter Web Client

@mdbarber (shrug) Most of the time, I'm hired as The Stranger From Out Of Town(tm). Works for me so far. #solopr

KellyeCrane 1:51pm via Twubs

This one's a biggie J RT @SoloPR Q5: How do you get clients to pay on time? #solopr

SoloDovePR 1:50pm via Echofon

its a shame this is still an issue RT @SoloPR: Q5: How do you get clients to pay on time? #solopr

KarenSwim 1:50pm via Twitter for Websites

RT @SoloPR: Q5: How do you get clients to pay on time? #solopr

PaulaJohns 1:50pm via tchat.io

Gotta run. Y'all have a great rest of day. :)#soloPR

phyllisweisspr 1:50pm via Twitter for Websites

RT @SoloPR: Q5: How do you get clients to pay on time? #solopr

#solopr transcript – 6/11/2014

For more information and resources, visit http://soloprpro.com/
Excellent advice! RT @elissapr: A4; you can be constructive: "here's why this didn't work for me and how you could approach" #solopr

So, serious question: Why *wouldn't* you be honest if a client burned you? I thought we were supposed to be forthright. #solopr

#solopr Does my border state upbringing count as Southern for this ATL gal?

RT @mdbarber RT @SoloPR: Q5: How do you get clients to pay on time? #solopr

A5: Hope and pray. If all else fails, alcohol. #solopr

RT @SoloPR: Q5: How do you get clients to pay on time? #solopr

RT @BluePepperPR: A4: Remember, that was your experience with the client, it doesn't have to be 'the' experience. #solopr

RT @elissapr: A4; you can be constructive: "here's why this didn't work for me and how you could approach" #solopr

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
Q5: How do you get clients to pay on time? #solopr

@gregwbrooks but doesn't everyone work as part of a community? I don't see how you can't, with the changing def of community. #solopr

Being Southern is a wonderful thing says this Mississippi girl. RT @KristK A4: I've officially turned Southern, y'all. #solopr

@mdbarber Yes! Share knowing it can always be attributed to you. #solopr

A4: I've officially turned Southern, y'all. #solopr

What a fun discussion! Thanks, everyone - we have time for one more Q... #solopr

A4; you can be constructive: "here's why this didn't work for me and how you could approach" #soloPR

A4 There are ways to diplomatically tell friends/other pros to beware. #soloPR
SoloPR: 47pm via tchat.io

Very very true RT @mdbarber: A 4- ...you also have to be careful of the privately...some people aren't as "private" as you think. #solopr

BluePepperPR: 47pm via TweetChat powered by oneQube

@KristK Save me a seat next to you. :-) #solopr

3HatsComm: 47pm via Twubs

save me a seat. ;-) RT @KristK A4: If you can't say something nice... (1. don't say anything or 2. sit by me.) #solopr

phyllisweisspr: 47pm via Twitter for Websites

RT @makasha: RT @KristK A4: If you can't say something nice... (1. don't say anything or 2. sit by me.) #solopr

elissapr: 47pm via TweetChat powered by oneQube

THIS RT @3HatsComm A4 FWIW 'negative' doesn't necessarily mean bad or damaging; there's a diff being critical vs. critical thinking. #soloPR

mdbarber: 47pm via tchat.io

A 4- Agree on the publicly, but you also have to be careful of the privately...some people aren't as "private" as you think. #solopr

SoloDovePR: 47pm via Echofon

A3 I've had the chance to work on an election campaign this season so I've been knee deep in election coverage #solopr
@BluePepperPR Yes, personal chemistry, finances, beyond the room politics all can exert influence on relationship w/ client. #soloPR

RT @KristK A4: If you can't say something nice... (1. don't say anything or 2. sit by me.) #solopr

A4 FWIW 'negative' doesn't necessarily mean bad or damaging; there’s a diff being critical vs. critical thinking. #soloPR

Great pt! RT @BluePepperPR: A4: Remember, that was your experience with the client, it doesn't have to be 'the' experience. #solopr

RT @KellyeCrane: A4: To me, the key is "publicly." I'll tell you guys anything you want to know through the backchannel (aka #solopr PRO Pr…

RT @KellyeCrane: A4: To me, the key is "publicly." I'll tell you guys anything you want to know through the backchannel (aka #solopr PRO Pr…

TRUE RT @KellyeCrane A4: To me, the key is "publicly." I'll tell you guys anything you want to know through the backchannel #soloPR
@decillis Too late. Damage done. #solopr

A4: If you can't say something nice... (1. don't say anything or 2. sit by me.) #solopr

Compatibility can be an issue RT @BluePepperPR A4 that was your experience with the client, it doesn't have to be 'the' experience #solopr

A4: To me, the key is "publicly." I'll tell you guys anything you want to know through the backchannel (aka #solopr PRO Premium members)

@mdbarber No, no... I get that viewpoint. I don't usually work as part of the/a community, so it's less of an issue for me. #solopr

@BrightWorksPR Yeah... I wouldn't take tips from me. #solopr

RT @KristK: A4: You can distance yourself from others without saying openly negative things about them. Bless their heart. #solopr

#solopr transcript – 6/11/2014
For more information and resources, visit http://solopprpro.com/
I have to leave the #solopr chat early - best tip of the day comes from @decillis: "Do something awesome."

@gregwbrooks but that doesn't help your relationship/standing in the community either. Isn't that more important? It is to me. #solopr

@elissapr LOL! You're welcome! It's kind of like 'irrational exuberance'.. #soloPR

Love that oxymoron. RT @KristK: "diplomatically candid" is now my phrase of the day. Thanks @elissapr #soloPR

@decillis OK! (I win - whee!) #solopr

A4: Remember, that was your experience with the client, it doesn't have to be 'the' experience. #solopr

@mdbarber If I've been burned over money or politics, the gain is that it makes me smile like a kid at Christmas. #solopr

True! RT @KristK: A4: You can distance yourself from others without saying openly negative things about them. Bless their heart. #solopr
JanetL.Falk1:44pm via Twitter Web Client

@ BluePepperPR Protect client’s rep by saying something not quotable. #soloPR

decillis1:44pm via Twitter Web Client

@ gregwbrooks I love you. Be my friend? #soloPR

KristK1:44pm via Twubs

"diplomatically candid" is now my phrase of the day. Thanks @elissapr #soloPR

BluePepperPR1:43pm via TweetChat powered by oneQube

RT @ JanetLFalk #SoloPR Generic discourse of lesson learned. Never name client. Someone in audience knows someone who works for them.

mdbarber1:43pm via tchat.io

@ gregwbrooks but why would you do it? What is there to gain? What would the circumstances be? #soloPR

makasha1:43pm via Twubs

RT @ gregwbrooks A4: I'll be the outlier. Yes. We’re all comms pros and know how to do it correctly and deniably. #soloPR

KeeyanaHall1:43pm via Echofon

Indeed! RT @ decillis: A4: No. Move on with your life and do something awesome instead. #soloPR

BluePepperPR1:43pm via TweetChat powered by oneQube

RT @ makasha Q4 No. Never speak negatively about anyone. It only causes harm. #soloPR #soloPR transcript – 6/11/2014

For more information and resources, visit http://soloPRpro.com/
KellyeCrane: 1:43pm via Twubs

Yes! RT @elissapr: But! If trusted friend is about to enter into a biz relationship w them; you could be diplomatically candid #soloPR

makasha: 1:43pm via Twubs

Hi RT @KarenSwim Joining late but so glad to be here! #solopr

makasha: 1:42pm via Twubs

RT @BluePepperPR A4: You should always protect the client's reputation. And if all else fails... no comment. #solopr

KristK: 1:42pm via Twubs

MT @jendonovansf A4: If you're protecting someone else from issues you faced with the client, speak to them directly. #solopr

KeeyanaHall: 1:42pm via Echofon

A4: No. As tempting as it may be, smile & keep it moving. NEXT! #soloPR

gregwbrooks: 1:42pm via Twitter Web Client

A4: I'll be the outlier. Yes. We're all comms pros and know how to do it correctly and deniably. #solopr

elissapr: 1:42pm via TweetChat powered by oneQube

@KarenSwim HA! Me too! #sametimezone#soloPR

3HatsComm: 1:42pm via Twubs

#soloPR transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
well said RT @KristK A4: You can distance yourself from others without saying openly negative things about them. #solopr

BluePepperPR1:42pm via TweetChat powered by oneQube

A4: You should always protect the client’s reputation. And if all else fails... no comment. #solopr

KarenSwim1:42pm via tchat.io

Joining late but so glad to be here! #solopr

BrightWorksPR1:42pm via Twitter Web Client

RT @makasha: Q4 No. Never speak negatively about anyone. It only causes harm. #solopr

SoloPR1:41pm via tchat.io

Good point- it's easy to waste energy RT @decillis: A4: No. Move on with your life and do something awesome instead. #solopr

elissapr1:41pm via TweetChat powered by oneQube

But! If trusted friend/colleague is about to enter into a biz relationship w them; you could be diplomatically candid... #soloPR

phyllisweisspr1:41pm via Twitter for Websites

RT @KristK: A4: You can distance yourself from others without saying openly negative things about them. Bless their heart. #solopr

KristK1:41pm via Twubs

A4: You can distance yourself from others without saying openly negative things about them. Bless their heart. #solopr
RT @KristK A4: "I'm rubber and you're glue" comes to mind. Your neg comments could be seen as gossip and likely come back to haunt. #solopr

Ha RT @phyllisweisspr: #solopr A4: Not just no, but h--- No!

A4: Saying anything negative publicly about someone you've worked with could be trouble, actually. #solopr

#SoloPR Generic discourse of lesson learned. Never name client. Someone in audience knows someone who works for them.

A4: that's a very fine line. If you're protecting someone else from issues you faced with the client, speak to them directly. #solopr

A4: "I'm rubber and you're glue" comes to mind. Your neg comments could be seen as gossip and likely come back to haunt. #solopr

Q4 No. Never speak negatively about anyone. It only causes harm. #solopr

For more information and resources, visit http://soloprpro.com/
NO RT @phyllisweisspr RT @SoloPR: Q4: Is it ever appropriate to say negative things about a former client in public? To others? #solopr

mdbarber1:40pm via tchat.io

A4 - I can't imagine when it would be appropriate. Move on. Take the high road. It's your reputation too. #solopr

KellyeCrane1:40pm via Twubs

A4: If a client doesn't pay, it can be tempting to call them out. But doing so publicly could get you in legal trouble #solopr

phyllisweisspr1:40pm via Twitter for Websites

#solopr A4: Not just no, but h--- No!

makasha1:39pm via Twubs

RT @SoloPR Q4: Is it ever appropriate to say negative things about a former client in public? To others? #solopr

BluePepperPR1:39pm via TweetChat powered by oneQube

A4: NO! #solopr

phyllisweisspr1:39pm via Twitter for Websites

RT @SoloPR: Q4: Is it ever appropriate to say negative things about a former client in public? To others? #solopr

decillis1:39pm via TweetChat powered by oneQube

A4: No. Move on with your life and do something awesome instead. #solopr
RT @SoloPR Q4: Is it ever appropriate to say negative things about a former client in public? To others? #solopr

A4: MS Senate seat has GOP runoff June 24. Crazier than usual election. #solopr

RT @SoloPR: Q4: Is it ever appropriate to say negative things about a former client in public? To others? #solopr

RT @SoloPR: Q4: Is it ever appropriate to say negative things about a former client in public? To others? #solopr

Q4: Is it ever appropriate to say negative things about a former client in public? To others? #solopr

A3 Might be opp for coverage in trades/verticals during election if client has a tie-in, i.e. tech being used by campaign. #solopr

A3 NYC primary is Sept 9. The race now is signatures to get on ballot. #solopr

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
Thanks, everyone - Q4 is coming up... #solopr

mdbabarber 1:37pm via tchat.io

Good tip! MT @BrightWorksPR: @PRSA webinar that talks about tying your pitch in with Popculture and uses elections as an example #solopr

KristK 1:37pm via Twubs

MT @BrightWorksPR @michaelsmartpr @PRSA webinar talks about tying your pitch in with Popculture and uses elections as an example #solopr

decillis 1:37pm via Twitter Web Client

@3HatsComm I feel like we should call and response it instead of singing. But I’m up for anything. #solopr

KellyeCrane 1:37pm via Twubs

A3: I’ve been enjoying the calm before the storm here, elections-wise #solopr

BrightWorksPR 1:36pm via Twitter Web Client

@michaelsmartpr has a @PRSA webinar that talks about tying your pitch in with Popculture and uses elections as an example #solopr

KellyeCrane 1:36pm via Twitter for Websites

RT @mdbabarber: A3 - LOTS of talk here already. They even care, nationally, about us for once. Try to stay away from media centrist strategie #solopr

SoloDovePR 1:36pm via Echofon

RT @SoloPR: This! RT @decillis: A3: If you try to dive through and make more noise than a major news event, you’re going to lose. #solopr

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
@KellyeCrane you're right. Research is important, and knowing what's happening in the near future too. #solopr

Yes- don't forget the trades/verticals RT @makasha: A3 Niche publications work #solopr

@BluePepperPR A workout I can do without. :-) #solopr

A3: If you're looking at major market dailies, some areas are less election focused than others right now. Research #solopr

A3 - LOTS of talk here already. They even care, nationally, about us for once. Try to stay away from media centrist strategies. #solopr

A3 Niche publications work #solopr

Sing it! RT @decillis A3: And if you try to newsjack something that your client has nothing to do with, you're going to lose. #solopr
This! RT @decillis: A3: If you try to dive through and make more noise than a major news event, you're going to lose. #solopr

makasha 1:33pm via Twubs

RT @BluePepperPR A2: Client has to be a partner in their PR success. So many just want to hand over the reigns and sit back. #SoloPR

SoloPR 1:33pm via tchat.io

Smart RT @3HatsComm: A3: counter scheduling/programming. If story isn't election related, that can be a good thing. #soloPR

jendonovansf 1:33pm via Twitter for iPhone

A3: Elections are not relevant for my clients right now, but always an interesting time #solopr

BrightWorksPR 1:33pm via Twitter Web Client

@gregwbrooks @KristK ... I'm sure there's a client for you somewhere... haha! #solopr

decillis 1:33pm via TweetChat powered by oneQube

A3: And if you try to newsjack something that your client has nothing to do with, you're going to lose. #solopr

gregwbrooks 1:33pm via Twitter Web Client

@SoloPR Managing expectations. You don't get to be on A1 the day after a primary unless you won a race or killed someone. #solopr

SoloPR 1:33pm via tchat.io

MT @decillis: A3: It's all about timing. Be mindful of pop culture/news events -- time your clients' messages appropriately. #solopr

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
A3: If you try to dive through and make more noise than a major news event, you're going to lose. #solopr

A3: counter scheduling/programming. If story isn't election related, that can be a good thing. #soloPR

A3: It's all about timing. Be mindful of pop culture and news events, so you can time your clients' messages appropriately. #solopr

Yes! RT @BluePepperPR A2: Client has to be a partner in their PR success. So many just want to hand over the reigns and sit back. #SoloPR

@BrightWorksPR @KristK What if my best life involves bourbon, midgets and grape jelly? I'm not sure society is ready. #solopr

RT @SoloPR: Q3: Are you seeing a lot of election coverage? What are you doing to get your clients' messages out in the midst of it? #solopr
KellyeCrane 1:31pm via Twubs

RT @SoloPR: Q3: Are you seeing a lot of election coverage? What are you doing to get your clients' messages out in the midst of it? #solopr

breeabroad 1:31pm via Twubs

RT @SoloPR Thanks everyone for the excellent thoughts on Q2! Q3 is coming up... #solopr

SoloPR 1:31pm via tchat.io

Q3: Are you seeing a lot of election coverage? What are you doing to get your clients’ messages out in the midst of it? #solopr

makasha 1:30pm via Twubs

RT @KellyeCrane A2: Constantly moving target, inability to commit. Don't set me up to fail! Hate that :-) #solopr

BrightWorksPR 1:30pm via Twitter Web Client

@KristK RT ...Keep those that let you do your best work and live your best life. #solopr / Advice for life in general - know your own worth.

SoloPR 1:30pm via tchat.io

Thanks everyone for the excellent thoughts on Q2! Q3 is coming up... #solopr

kelsey_hymel 1:30pm via Nurph

RT @BluePepperPR A2: Sometimes it's just not a good fit (regardless of prompt payments). I need to find value and joy in the work. #SoloPR

KellyeCrane 1:29pm via Twubs

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
A2: Constantly moving target, inability to commit. Don't set me up to fail! Hate that :-)

makasha1:29pm via Twubs

@KristK I was there 2 days ago. I'm free now.

3HatsComm1:29pm via Hootsuite

@jendonovansf @KellyeCrane when they keep secrets, or worse, withhold vital intel b/c you're "just #soloPR" and "don't need to know." wrong!

howardgans1:29pm via Twitter Web Client

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

SoloPR1:29pm via tchat.io

Good one RT @makasha: A2 When the client wants PR support just to have it. No real intention to meet campaign goals. PR for show.

KristK1:29pm via Twubs

Been there. RT @makasha A2 When the client wants PR support just to have it. No real intention to meet campaign goals. PR for show.

makasha1:28pm via Twubs

A2 When the client wants PR support just to have it. No real intention to meet campaign goals. PR for show.

KellyeCrane1:28pm via Twubs

A2: Let me add that just knowing you can (and should) fire bad clients is empowering! There are better fish out there...
@gregwbrooks Sure, you give me your fat-joke clients and it will be a fair trade. :) #soloPR

KellyeCrane: We should all be rowing in the same direction. Otherwise, what's the point? #soloPR

RT @KristK: A2: Your clients affect your business, work and personal life. Keep those that let you do your best work and live your best life. #soloPR

@3HatsComm ahahaha I drink :) #pepsi#soloPR

KristK: A2: Your clients affect your business, work and personal life. Keep those that let you do your best work and live your best life. #soloPR

makasha: RT @KellyeCrane A2: If a client lies to me--about anything--that's it. #soloPR

3HatsComm: ITA @BluePepperPR there's no 'set and forget,' can't autopilot this and earn results. #soloPR

jendonovansf: I have a zero lie policy! MT @KellyeCrane: A2: If a client lies to me that's it. what other half-truths are they telling? #soloPR
@makasha Local clients are the worst for that -- useless meetings are the No. 1 reason I stopped working locally. #solopr

RT @BrightWorksPR: A2: Fit and Value - if you aren't a good fit and mutually valuable, move on. Not worth... worrying. #Solopr

Yes I can't work if you always want to talk! RT @makasha A2 When it's all meetings and no work. I can't work if I'm taking t... worrying. #solopr

@phyllisweisspr touche #solopr

Right, surprises are one thing, but lies are a deal breaker MT @KellyeCrane A2: If a client lies to me--about anything--that's it. #solopr

Fat jokes- LOL! I have to agree J RT @gregwbrooks A2: Late pay, fat jokes, no sense of urgency. #solopr

Good one! MT @KellyeCrane: A2: If a client lies to me that's it. what other half-truths are they telling I don't know about? #solopr
Yes! MT @breeabroad: A2: when they don't heed your advising-what's the point? all it does is tarnish your #portfolio & #reputation #solopr

Honesty + transparency required!! MT @KellyeCrane A2: If a client lies to me - about anything - that's it. #solopr

This. RT @BluePepperPR: A2: Client has to be a partner in their PR success. So many just want to hand over the reigns and sit back. #solopr

RT @gregwbrooks A2: Late pay, fat jokes, no sense of urgency. #solopr

@SoloPR @PaulaJohns Can I have your clients with a lack of ethics? Good fit, win-win, etc.#solopr

A2 When it's all meetings and no work. I can't work if I'm taking to you. #solopr

A2: If the client won't listen to counsel, and just wants a worker bee to implement strategies I don't agree with. #solopr
I'd have to fire every client. :) RT @makasha: When the client decides that s/he knows more about PR than the consultant #solopr

@jendonovansf1:25pm via Twitter for iPhone

A2: They don't pay, they could threaten your reputation, expectations and results are out of line #solopr

@kcwriter1:25pm via TweetChat powered by oneQube

What she said! RT @PaulaJohns A2 For me, best reasons are lack of ethics, unreasonable demands and not paying. #soloPR

@gregwbrooks1:24pm via Twitter Web Client

A2: Late pay, fat jokes, no sense of urgency.#solopr

@BluePepperPR1:24pm via TweetChat powered by oneQube

A2: Client has to be a partner in their PR success. So many just want to hand over the reigns and sit back. #solopr

@3HatsComm1:24pm via Hootsuite

A2: the more you learn, more you realize you can't/don't truly advocate the biz. they won't make changes/improvements you suggest #soloPR

@makasha1:24pm via Twubs

When the client decides that s/he knows more about PR than the consultant #solopr

@redmediaREDMEDIAPR1:24pm via Twitter for Websites

RT @BrightWorksPR: A2: Fit and Value - if you aren't a good fit and mutually valuable, move on. Not worth your sleep at night worrying. #Solopr

#solopr transcript – 6/11/2014

For more information and resources, visit http://soloprpro.com/
A2: If a client lies to me - about anything - that's it. Because what other half-truths are they telling I don't know about? #solopr

A2: Fit and Value - if you aren't a good fit and mutually valuable, move on. Not worth your sleep at night worrying. #Solopr

Nice! Agree. RT @PaulaJohns: A2 For me, best reasons are lack of ethics, unreasonable demands and not paying. #soloPR

A2: Sometimes it's just not a good fit (regardless of prompt payments). I need to find value and joy in the work. #solopr

Summed up nicely RT @PaulaJohns: A2 For me, best reasons are lack of ethics, unreasonable demands and not paying.#soloPR

@breeabroad jinx, owe you a Coke #solopr

When the client won't do the work assigned#solopr

For more information and resources, visit http://soloprpro.com/
MT RT @PaulaJohns A2 For me, best reasons are lack of ethics, unreasonable demands and not paying. #solopr

SoloPR1:23pm via tchat.io

Truth! RT @breeabroad A2: inability to satisfy. some clients have unrealistic expectations no matter how many times you go over goals #solopr

breeabroad1:23pm via Twubs

A2: and when they don’t heed your advising-what’s the point? all it does is tarnish your portfolio & reputation #solopr

3HatsComm1:23pm via Twubs

A2: unrealistic expectations/budget; don’t pay on time or always question bill; cannot resolve these conflicts #solopr

Phyllisweisspr1:22pm via Twitter for Websites

RT @KellyeCrane: RT @SoloPR Q2: What are good reasons for firing a client? #solopr

PaulaJohns1:22pm via tchat.io

A2 For me, best reasons are lack of ethics, unreasonable demands and not paying. #solopr

decillis1:22pm via TweetChat powered by oneQube

@REDMEDIAPR What if you’re already insane? #solopr

breeabroad1:22pm via Twubs

A2: inability to satisfy. sometimes clients have unrealistic expectations no matter how many times you go over clear goals w/ them #solopr
RT @SoloPR Q2: What are good reasons for firing a client? #solopr

KellyeCrane1:22pm via Twubs
A2: The biggest one is if they aren't paying according to your contract. #solopr

REDMEDIAPR1:22pm via Twitter for Websites
Your sanity should be #1, non payment, ethical violations etc but sanity first #solopr

kcwriter1:22pm via TweetChat powered by oneQube
@decillis Sounds like you’re a stickler for best practices. Good for you! #solopr

KristK1:21pm via Twubs
RT @SoloPR Q2: What are good reasons for firing a client? #solopr

KellyeCrane1:21pm via Twubs
RT @SoloPR Q2: What are good reasons for firing a client? #solopr

mdbarber1:21pm via Twitter for Websites
RT @SoloPR: Q2: What are good reasons for firing a client? #solopr

decillis1:21pm via TweetChat powered by oneQube
@mdbarber @KellyeCrane @3HatsComm BUT they pretty much took the apps down, so don't expect to be able to log back in. #solopr
RT @KellyeCrane: RT @SoloPR It’s time for this week’s #solopr chat, for #freelance consultants in #PR, #socialmedia and related fields.

Q2: What are good reasons for firing a client? #solopr

Great convo on Q1, everyone! Q2 is coming up... #solopr

@KellyeCrane They are asking people to log out and log back in to apply the fix. cc: @3HatsComm, @LoisMarketing #solopr

RT @SoloPR I like it! MT @decillis: A1: You can also share ideas that you had that the old team wouldn't do... #solopr

@3HatsComm Nobody puts a toe out of line with me... ;) #solopr

A1: I actually came up with a list of places that the new person should be involved in that were out of my scope. Be useful. #solopr

For more information and resources, visit http://soloprpro.com/
@LoisMarketing have a good day
#solopr

3HatsComm1:19pm via Twubs
@decillis I suspect what you call 'scary' I call a healthy dose of 'reality' .. which yeah, can scare the fishes :) cc @kcwriter #solopr

breeabroad1:19pm via Twitter Web Client
@makasha Hi! do you have your own PR firm? #solopr

phyllisweisspr1:19pm via Twitter for Websites
RT @LoisMarketing: Apologies for interrupting #soloPR and bowing in and out -- just wanted to alert all of you. Take care -- chat soon! #SoloPR

BluePepperPR1:19pm via TweetChat powered by oneQube
RT @KellyeCrane A1: The new person(s) will often be getting their footing at first. Keep that in mind, and help where you can. #solopr

LoisMarketing1:18pm via Nurph
Apologies for interrupting #soloPR and bowing in and out -- just wanted to alert all of you. Take care -- chat soon! #SoloPR

SoloPR1:18pm via tchat.io
MT @KristK: A1: New team will want to make its mark on org. Be flexible as they find their way...step up with strong counsel. #solopr

decillis1:18pm via TweetChat powered by oneQube
@KellyeCrane So true. You need to be mindful that you're not their only concern. Share your contacts if they need to be connected. #solopr
LoisMarketing 1:18pm via Nurph

@KellyeCrane Just be sure clients are not attempting to access it. It appears down but alert all as a precaution #soloPR

KellyeCrane 1:18pm via Twubs

A1: The new person(s) will often be getting their footing at first. Keep that in mind, and help where you can. #soloPR

decillis 1:18pm via TweetChat powered by oneQube

@kcwriter I'm never really sure how I scare anyone. But usually it's around how anal I am about social being done a certain way. #soloPR

jasnsmith 1:17pm via Twitter Web Client

Thanks for the good idea, @phyllisweisspr! Nice to meet you also! #soloPR

makasha 1:17pm via Twubs

@breeabroad hi Bree #soloPR

KellyeCrane 1:17pm via Twubs

@LoisMarketing If Tweetdeck is closed, are you logged out? Or do we need to do something else? #soloPR

Phyllisweisspr 1:17pm via Twitter for Websites

RT @BluePepperPR: RT @mdbarber A1 - It's a new day and it might just be a new direction. Accept it and make sure they know what you can do. #soloPR

kcwriter 1:17pm via TweetChat powered by oneQube
@decillis How did you scare the new team? #solopr

BrightWorksPR1:17pm via Twitter Web Client

RT @mdbarber: Tweetdeck has been hacked. Log out now. More information: businessinsider.com/tweetdeck-majo... #solopr

BluePepperPR1:16pm via TweetChat powered by oneQube

RT @mdbarber: A1 - It's a new day and it might just be a new direction. Accept it and make sure they know what you can do. #solopr

breeabroad1:16pm via Twubs

Hi! first time here hailing from the west coast :) RT @makasha Greetings from Orlando for the first time in a year #solopr

SoloPR1:16pm via tchat.io

I like it! MT @decillis: A1: You can also share ideas that you had that the old team wouldn't do... #solopr

LoisMarketing1:16pm via Nurph

Be sure your clients are out of TweetDeck right now as well #soloPR

decillis1:16pm via TweetChat powered by oneQube

A1: During my last transition with a new team, I scared the new people. It worked, but I wouldn't suggest it. #solopr

SoloPR1:16pm via tchat.io

Yes, because often your continuation on the team isn't determined yet RT @mdbarber: A1 - Treat new contact almost like a prospect. #solopr

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
KristK 1:15pm via Twubs

A1: New team will want to make its mark on org. Be flexible as they find their way. Time for you to step up with strong counsel. #solopr

3HatsComm 1:15pm via Twubs

Exactly @KellyeCrane there's no learning curve w/ you. But also be sure to position as open to new ideas, eager to work w/ new team #solopr

makasha 1:15pm via Twubs

Greetings from Orlando for the first time in a year #solopr

phyllisweisspr 1:15pm via Twitter for Websites

RT @KellyeCrane: A1: The new person(s) may prod you for dirt on the old team. Resist the temptation to comply. J #solopr

mdbarber 1:15pm via tchat.io

For sure: RT @KellyeCrane: A1: The new person(s) may prod you for dirt on the old team. Resist the temptation to comply. J #solopr

REDMEDIAPR 1:15pm via Twitter for Websites

RT @mdbarber: Tweetdeck has been hacked. Log out now. More information: businessinsider.com/tweetdeck-majo... #solopr

mdbarber 1:15pm via tchat.io

Tweetdeck has been hacked. Log out now. More information: businessinsider.com/tweetdeck-majo... #solopr

#solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
A1: The new person(s) may prod you for dirt on the old team. Resist the temptation to comply. J#solopr

REDMEDIAPR1:14pm via Twitter for Websites

ok back up and running. thanks @SoloPR and Tchat #solopr

3HatsComm1:14pm via Twubs

@LoisMarketing first thing I did was revoke access to TD; will wait til hack fixed to log in, reset passwords, etc #solopr

jasnsmith1:14pm via Twitter Web Client

RT @SoloPR: @jasnsmith: Welcome, and thanks for the props! #solopr

SoloPR1:14pm via tchat.io

@jasnsmith: Welcome, and thanks for the props! #solopr

decillis1:14pm via TweetChat powered by oneQube

A1: You can also share ideas that you had that the old team wouldn't do... Could help them establish themselves. #solopr

mdbarber1:13pm via tchat.io

A1 - It's anew day and it might just be a new direction. Accept it and make sure they know what you can do. #solopr

SoloPR1:13pm via tchat.io
Smart! RT @phyllisweispr: #solopr Q1 Coffee/lunch date with new and former contact together; share results and ask about new priorities.

mdbarber1:13pm via tchat.io

A1 - Treat new contact almost like a prospect. Meet w him/her and discuss what you’ve been doing & listen to what he/she wants to do #solopr

KellyeCrane1:13pm via Twubs

A1: Position yourself as the new contact/team's "secret weapon" - you have historical knowledge they need #solopr

LoisMarketing1:13pm via Twitter Web Client

@SoloPR @3HatsComm Anyone using or attempting to use TweetDeck right now log out immediately. It's been hacked. #soloPR

mdbarber1:12pm via Twitter for Websites

RT @phyllisweispr: #solopr Q1 Coffee/lunch date with new and former contact together; share results and ask about new priorities.

jasnsmith1:12pm via Twitter Web Client

One of my favorite Twitter Chats today #soloPR! Even though I'm not strictly SoloPR, I'm a one-pro office & they have lots of good tips!

JanetLFalk1:12pm via Twitter Web Client

Greetings from NYC. Nonprofit, sml biz, law firm clients, & subcontract to busy #soloPR. NYC solos check the Facebook page re 6/19 meetup

SoloPR1:12pm via tchat.io
Yes, weird! Tchat.io and Twubs are both working well RT @REDMEDIAPR: ARRRAGH what is up w Tweetdeck #solopr

@REDMEDIAPR The app is totally down. I'm on Tweetchat like the 2010er I truly am. #solopr

RT @SoloPR: Q1 What proactive steps should you take when you know client's management is changing (primary contact leaving, merger/acquisiti#solopr

RT @SoloPR: Q1 What proactive steps should you take when you know client’s management is changing (primary contact leaving, merger/acquisiti#solopr

ARRRAGH what is up w Tweetdeck #solopr

RT @BluePepperPR: Meet with new management contact to learn more about what keeps them up, their goals. etc. #solopr

#solopr Q1 Coffee/lunch date with new and former contact together; share results and ask about new priorities.

@3HatsComm And if you have all of those numbers available, you can get that meeting over faster. #solopr
A1: Review your successes w/ new contact and share how you can continue to provide solutions. #solopr

Great point @decillis - you know that 'value' meeting is coming, be ready to show what your #soloPR efforts have earned.

RT @3HatsComm: A1 Stay as connected as possible. Take w/ various mgrs, those leaving and staying, maintain relationships w/ both #solopr

RT @breeabroad A1: and ASAP have a meeting with the new team to discuss vision, goals, and onboard #solopr

Yes, do good reports RT @decillis: A1: Make sure you have every stat available. It's hard to argue with hard numbers. #solopr

A1: and ASAP have a meeting with the new team to discuss vision, goals, and onboard #solopr

For more information and resources, visit http://solooprpro.com/
A1: When a client is in transition, copy more people than usual on all communications.

redmedia
REDMEDIAPR 1:10pm via Twitter Web Client

A safe bet w any client is to always make sure you have 2 good contacts, even if one isn’t primary, ask for an intro b4 transition

makasha
makasha 1:10pm via Twubs

A1 Set up a meeting to brief the new contact

KristK
KristK 1:10pm via Twubs

RT @SoloPR Q1 What proactive steps should you take when client’s mgmt is changing (primary contact leaving, merger/acquisition)?

BluePepperPR
BluePepperPR 1:10pm via TweetChat powered by oneQube

Meet with new management contact to learn more about what keeps them up, their goals. etc.

breeabroad
breeabroad 1:10pm via Twubs

A1: Most certainly say your farewell and TTYL’s to who is leaving and an asap introduction to the new team

SoloPR
SoloPR 1:09pm via tchat.io

Excellent crowd gathering! We're on Q1...

3HatsComm
3HatsComm 1:09pm via Twubs
A1 Stay as connected as possible. Take w/ various mgrs, those leaving and staying, maintain relationships w/ both #solopr

A1: Make sure you have every stat available. It's hard to argue with hard numbers. #solopr

YEA! It's time for #solopr chat! I'm Kristie from the MS Gulf Coast (24 yrs exp, 10 as indy, APR and PR prof)

A1: Great question! Deciding to look at it proactively is the first step #solopr

@BluePepperPR #thankyou #nicetomeetya#solopr

@3HatsComm thank you! glad to #behere#solopr

Hello to my #soloPR friends -- Paula here, from the San Diego area. Solo specializing in tech and B2B.

RT @SoloPR Q1 What proactive steps should you take when you know client mgmt is changing (contact leaving, merger/acquisition)? #solopr
Kelle Campbell here. Very happy to be joining in! #solopr

makasha1:08pm via Twitter Web Client

RT @SoloPR: Q1 What proactive steps should you take when you know client's management is changing (primary contact leaving, merger/acquisition)? #solopr

BluePepperPR1:07pm via TweetChat powered by oneQube

Greetings from the Queen City. BluePepper Public Relations joining from Charlotte. #solopr

SoloPR1:07pm via tchat.io

Q1 What proactive steps should you take when you know client's management is changing (primary contact leaving, merger/acquisition)? #solopr

3HatsComm1:07pm via Hootsuite

Welcome Bree. RT @breeabroad: Hi all! first time joiner glad to be here #solopr

SoloPR1:07pm via tchat.io

@ BrightWorksPR Hello and welcome - glad you're here! #solopr

BluePepperPR1:07pm via TweetChat powered by oneQube

@ breeabroad Welcome! #solopr

SoloPR1:06pm via tchat.io

We have room for more Qs this week, so send them to @KellyeCrane without the hashtag (or by DM)! Q1 is coming up... #solopr

BrightWorksPR1:06pm via Twitter Web Client

#solopr transcript – 6/11/2014

For more information and resources, visit http://soloprpro.com/
Hi All - Provo PR pro jumping in on the #solopr chat.

mdbarber: tchat.io seems to be working okay. Hope I didn't just jinx it! #solopr

SoloPR: tchat.io seems to be working okay. Hope I didn't just jinx it! #solopr

@breeabroad Welcome! Feel free to jump in anytime. #solopr

@breeabroad welcome to chat. Hope you enjoy it. #solopr

mdbarber: Very strange. Take a break on the chat. Unfortunately it'll still be there afterward but you might get a break too. #solopr

KellyeCrane: It's time for this week's #solopr chat, for #freelance consultants in #PR,#socialmedia and related fields.

3HatsComm: I had just seen it too.. revoked access via Twitter, can't connect the app in Chrome... will work on it after #soloPR

@3HatsComm Looks like I've got something going on w/Tweetdeck, too - hang tight, everyone! #solopr

breeabroad: #solopr transcript – 6/11/2014
For more information and resources, visit http://soloprpro.com/
Hi all! first time joiner glad to be here #solopr

@phyllisweisspr via Twitter for Websites

#solopr Phyllis Weiss, weiss-communications [dot] com, in ATL

@decillis via Twitter Web Client

I'm Betsy in a Panera in Ohio. #solopr

@mdbarber via tchat.io

Good morning. Mary here from Anchorage; 14 years as indy consultant; 36 as PR pro. #solopr

@mdbarber via tchat.io

@3HatsComm just saw your issue briefly on FB before coming here. BIZARRE! #solopr

SoloPR via tchat.io

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

3HatsComm via Hootsuite

Joining #solopr in a second (soon as I'm done fixing the TweetDeck issues)

SoloPR via tchat.io

It’s time for this week’s #solopr chat, for #freelance consultants in #PR, #socialmedia and related fields.