



#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](#)



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

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



[makasha2:00pm via Twubs](#)

Have a great day [#solopr](#)



[elissapr2:00pm via TweetChat powered by oneQube](#)

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](#)



[KristK1:59pm via Twubs](#)

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



[SoloPR1:59pm 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](#)



[WolcottPR1:58pm via Twitter Web Client](#)

A5: I offer 10% incentive to pay within 20 days. [#solopr](#)



[KeeyanaHall1:58pm via Echofon](#)

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



[SoloPR1:58pm via tchat.io](#)

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



[KellyeCrane1:58pm via Twubs](#)

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



[KristK1:58pm via Twubs](#)

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



[JanetLFalk1:58pm via Twitter Web Client](#)

Always a pleasure to connect w/ peers. NYC folks, see you on 6/19. Thanks
@[KellyeCrane#soloPR](#)



[KeeyanaHall](#)1:57pm via Echofon

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



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

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



[makasha](#)1:57pm via Twubs

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



[makasha](#)1:56pm via Twubs

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



[KeeyanaHall](#)1:56pm via Echofon

@[BluePepperPR](#) literally LOL! What use are kneecaps anyhow?! [#soloPR](#)



[makasha](#)1:56pm via Twubs

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



[KarenSwim](#)1:56pm via Twitter for Websites

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



[KristK1:55pm via Twubs](#)

A5: Cash in hand before work begins. Ask about client's Accounts Payable processes early on. [#solopr](#)



[KellyeCrane1:55pm via Twubs](#)

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](#)



[kcwriter1:55pm via TweetChat powered by oneQube](#)

Agree! MT @[makasha](#) Always deposits on short-term projects [#solopr](#)



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

A5: Have a documented system and follow through with stated consequences [#solopr](#)



[KeeyanaHall1:55pm via Echofon](#)

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



[3HatsComm1:54pm via Twubs](#)

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



[phyllisweisspr1:54pm via Twitter for Websites](#)

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



[elissapr1:54pm via TweetChat powered by oneQube](#)

LOL RT @BluePepperPR A5: Add an 'enforcer' to your team; your 'nonpaying' client doesn't 'really' need kneecaps. [#solopr](#)



[KellyeCrane](#)1:54pm via Twubs

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



[KeeyanaHall](#)1:54pm via Echofon

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



[makasha](#)1:54pm via Twubs

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



[BluePepperPR](#)1:54pm via TweetChat powered by oneQube

A5: Add an 'enforcer' to your team; your 'nonpaying' client doesn't 'really' need kneecaps. [#solopr](#)



[elissapr](#)1:54pm via TweetChat powered by oneQube

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



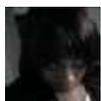
[elissapr](#)1:53pm via TweetChat powered by oneQube

@gregwbrooks Yes! There are some clients your competitors should have! [#soloPR](#)



[KristK](#)1:53pm 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...



[KeeyanaHall](#)1:53pm 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



[makasha1:53pm via Twubs](#)

Deposits and retainers. Always deposits on short-term projects [#solopr](#)



[gregwbrooks1:53pm via Twitter Web Client](#)

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



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

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



[mdbarber1:53pm via tchat.io](#)

Gotta go folks. Have a great week! [#solopr](#)



[KeeyanaHall1:53pm via Echofon](#)

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



[elissapr1:52pm 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.



[phyllisweisspr1:52pm via Twitter for Websites](#)

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



[makasha1:52pm via Twubs](#)

#solopr transcript – 6/11/2014

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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](#)



[jansmith1:52pm 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](#)



[KristK1:51pm via Twubs](#)

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



[makasha1:51pm 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](#)



[gregwbrooks1:51pm 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](#)



[KellyeCrane1:51pm via Twubs](#)

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



[SoloDovePR1:50pm via Echofon](#)

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



[KarenSwim1:50pm via Twitter for Websites](#)

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



[PaulaJohns1:50pm via tchat.io](#)

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



[phyllisweisspr1:50pm via Twitter for Websites](#)

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



[SoloPR1:50pm via tchat.io](#)

Excellent advice! RT @[elissapr](#): A4; you can be constructive: "here's why this didn't work for me and how you could approach" [#soloPR](#)



[gregwbrooks1:50pm via Twitter Web Client](#)

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



[phyllisweisspr1:50pm via Twitter for Websites](#)

[#soloPR](#) Does my border state upbringing count as Southern for this ATL gal?



[elissapr1:50pm via TweetChat powered by oneQube](#)

RT @[mdbarber](#) RT @[SoloPR](#): Q5: How do you get clients to pay on time? [#soloPR](#)



[decillis1:50pm via TweetChat powered by oneQube](#)

A5: Hope and pray. If all else fails, alcohol. [#soloPR](#)



[mdbarber1:49pm via Twitter for Websites](#)

RT @[SoloPR](#): Q5: How do you get clients to pay on time? [#soloPR](#)



[kcwriter1:49pm via TweetChat powered by oneQube](#)

RT @[BluePepperPR](#): A4: Remember, that was your experience with the client, it doesn't have to be 'the' experience. [#soloPR](#)



[KeeyanaHall1:49pm via Echofon](#)

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

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



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

Q5: How do you get clients to pay on time? [#solopr](#)



[mdbarber1:49pm via tchat.io](#)

@[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](#)



[makasha1:49pm via Twubs](#)

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



[BluePepperPR1:48pm via TweetChat powered by oneQube](#)

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



[KristK1:48pm via Twubs](#)

A4: I've officially turned Southern, y'all. [#solopr](#)



[SoloPR1:48pm via tchat.io](#)

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



[elissapr1:48pm via TweetChat powered by oneQube](#)

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



[PaulaJohns1:48pm via tchat.io](#)

A4 There are ways to diplomatically tell friends/other pros to beware. [#soloPR](#)



[SoloPR1:47pm 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](#)



[BluePepperPR1:47pm via TweetChat powered by oneQube](#)

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



[3HatsComm1:47pm 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](#)



[phyllisweisspr1:47pm 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](#)



[elissapr1:47pm 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](#)



[mdbarber1:47pm 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](#)



[SoloDovePR1:47pm 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](#)



[JanetLFalk1:47pm via Twitter Web Client](#)

@[BluePepperPR](#) Yes, personal chemistry, finances, beyond the room politics all can exert influence on relationship w/ client. [#soloPR](#)



[makasha1:47pm via Twubs](#)

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



[3HatsComm1:47pm via Twubs](#)

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



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

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



[mdbarber1:46pm via Twitter for Websites](#)

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...



[phyllisweisspr1:46pm via Twitter for Websites](#)

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...



[elissapr1:46pm via TweetChat powered by oneQube](#)

TRUE RT @[KellyeCrane](#) A4: To me, the key is "publicly." I'll tell you guys anything you want to know through the backchannel [#soloPR](#)



[BrightWorksPR](#)1:46pm via Twitter Web Client

@[decillis](#) Too late. Damage done. [#solopr](#)



[KristK](#)1:46pm via Twubs

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



[makasha](#)1:46pm via Twubs

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



[KellyeCrane](#)1:46pm via Twubs

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)



[gregwbrooks](#)1:46pm via Twitter Web Client

@[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](#)



[decillis](#)1:46pm via TweetChat powered by oneQube

@[BrightWorksPR](#) Yeah... I wouldn't take tips from me. [#solopr](#)



[mdbarber](#)1:45pm via Twitter for Websites

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



[BrightWorksPR](#)1:45pm via Twitter Web Client

I have to leave the [#solopr](#) chat early - best tip of the day comes from [@decillis](#): "Do something awesome."



[mdbarber1:45pm via tchat.io](#)

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



[elissapr1:45pm via TweetChat powered by oneQube](#)

[@KristK](#) LOL! You're welcome! It's kind of like 'irrational exuberance'.. [#soloPR](#)



[phyllisweisspr1:45pm via Twitter for Websites](#)

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



[gregwbrooks1:44pm via Twitter Web Client](#)

[@decillis](#) OK! (I win - wheel!) [#solopr](#)



[BluePepperPR1:44pm via TweetChat powered by oneQube](#)

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



[gregwbrooks1:44pm via Twitter Web Client](#)

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



[SoloPR1:44pm via tchat.io](#)

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



[JanetLFalk](#)1:44pm via Twitter Web Client

@[BluePepperPR](#) Protect client's rep by saying something not quotable. [#soloPR](#)



[decillis](#)1:44pm via Twitter Web Client

@[gregwbros](#) I love you. Be my friend? [#soloPR](#)



[KristK](#)1:44pm via Twubs

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



[BluePepperPR](#)1:43pm 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.



[mdbarber](#)1:43pm via tchat.io

@[gregwbros](#) but why would you do it? What is there to gain? What would the circumstances be? [#soloPR](#)



[makasha](#)1:43pm via Twubs

RT @[gregwbros](#) A4: I'll be the outlier. Yes. We're all comms pros and know how to do it correctly and deniably. [#soloPR](#)



[KeeyanaHall](#)1:43pm via Echofon

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



[BluePepperPR](#)1:43pm 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/>



[KellyeCrane1:43pm 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](#)



[makasha1:43pm via Twubs](#)

Hi RT @[KarenSwim](#) Joining late but so glad to be here! [#soloPR](#)



[makasha1:42pm via Twubs](#)

RT @[BluePepperPR](#) A4: You should always protect the client's reputation. And if all else fails... no comment. [#soloPR](#)



[KristK1:42pm via Twubs](#)

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



[KeeyanaHall1:42pm via Echofon](#)

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



[gregwbrooks1:42pm 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](#)



[elissapr1:42pm via TweetChat powered by oneQube](#)

@[KarenSwim](#) HA! Me too! [#sametimezone#soloPR](#)



[3HatsComm1:42pm via Twubs](#)

well said RT @[KristK](#) A4: You can distance yourself from others without saying openly negative things about them. [#solopr](#)



[BluePepperPR](#)1:42pm via TweetChat powered by oneQube

A4: You should always protect the client's reputation. And if all else fails... no comment. [#solopr](#)



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

Joining late but so glad to be here! [#solopr](#)



[BrightWorksPR](#)1:42pm via Twitter Web Client

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



[SoloPR](#)1:41pm 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](#)



[elissapr](#)1:41pm 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](#)



[phyllisweisspr](#)1:41pm via Twitter for Websites

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



[KristK](#)1:41pm via Twubs

A4: You can distance yourself from others without saying openly negative things about them. Bless their heart. [#solopr](#)



[makasha1:41pm via Twubs](#)

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](#)



[SoloPR1:41pm via tchat.io](#)

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



[KellyeCrane1:41pm via Twubs](#)

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



[JanetLFalk1:40pm via Twitter Web Client](#)

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



[jendonovansf1:40pm via Twitter for iPhone](#)

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](#)



[KristK1:40pm via Twubs](#)

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](#)



[makasha1:40pm via Twubs](#)

Q4 No. Never speak negatively about anyone. It only causes harm. [#solopr](#)



[elissapr1:40pm via TweetChat powered by oneQube](#)

NO RT @[phyllisweisspr](#) RT @[SoloPR](#): Q4: Is it ever appropriate to say negative things about a former client in public? To others? [#solopr](#)



[mdbarber](#)1:40pm 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](#)



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



[phyllisweisspr](#)1:40pm via [Twitter for Websites](#)

[#solopr](#) A4: Not just no, but h--- No!



[makasha](#)1:39pm via [Twubs](#)

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



[BluePepperPR](#)1:39pm via [TweetChat powered by oneQube](#)

A4: NO! [#solopr](#)



[phyllisweisspr](#)1:39pm via [Twitter for Websites](#)

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



[decillis](#)1:39pm via [TweetChat powered by oneQube](#)

A4: No. Move on with your life and do something awesome instead. [#solopr](#)



[KristK1:39pm via Twubs](#)

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



[KristK1:39pm via Twubs](#)

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



[mdbarber1:39pm via Twitter for Websites](#)

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



[KellyeCrane1:39pm via Twubs](#)

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



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

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



[PaulaJohns1:38pm via tchat.io](#)

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](#)



[JanetLFalk1:38pm via Twitter Web Client](#)

A3 NYC primary is Sept 9. The race now is signatures to get on ballot. [#soloPR](#)



[SoloPR1:38pm via tchat.io](#)

Thanks, everyone - Q4 is coming up... [#solopr](#)



[mdbarber1:37pm 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](#)



[KristK1:37pm via Twubs](#)

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



[decillis1:37pm via Twitter Web Client](#)

@[3HatsComm](#) I feel like we should call and response it instead of singing. But I'm up for anything. [#solopr](#)



[KellyeCrane1:37pm via Twubs](#)

A3: I've been enjoying the calm before the storm here, elections-wise [#solopr](#)



[BrightWorksPR1:36pm 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](#)



[KellyeCrane1:36pm via Twitter for Websites](#)

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



[SoloDovePR1:36pm 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](#)



[mdbarber1:36pm via tchat.io](#)

@[KellyeCrane](#) you're right. Research is important, and knowing what's happening in the near future too. [#solopr](#)



[SoloPR1:36pm via tchat.io](#)

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



[KellyeCrane1:35pm via Twubs](#)

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



[KellyeCrane1:35pm via Twubs](#)

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



[mdbarber1:35pm via tchat.io](#)

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



[makasha1:35pm via Twubs](#)

A3 Niche publications work [#solopr](#)



[3HatsComm1:34pm via Twubs](#)

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](#)



[SoloPR1:34pm via tchat.io](#)

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](#)



[makasha1:33pm 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](#)



[SoloPR1:33pm via tchat.io](#)

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



[jendonovansf1:33pm via Twitter for iPhone](#)

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



[BrightWorksPR1:33pm via Twitter Web Client](#)

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



[decillis1:33pm 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](#)



[gregwbrooks1:33pm 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](#)



[SoloPR1:33pm via tchat.io](#)

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



[decillis1:32pm via TweetChat powered by oneQube](#)

A3: If you try to dive through and make more noise than a major news event, you're going to lose. [#solopr](#)



[3HatsComm1:32pm via Hootsuite](#)

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



[BluePepperPR1:32pm via TweetChat powered by oneQube](#)

@[KellyeCrane](#) Trying to hit the constantly moving target and chasing commitment provides a great workout. :-) [#solopr](#)



[decillis1:32pm via TweetChat powered by oneQube](#)

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



[kelsey_hymel1:32pm via Nurph](#)

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](#)



[gregwbrooks1:32pm via Twitter Web Client](#)

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



[mndbarber1:32pm via Twitter for Websites](#)

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](#)



[KellyeCrane1:31pm 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](#)



[breabroad1:31pm via Twubs](#)

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



[SoloPR1:31pm 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](#)



[makasha1:30pm via Twubs](#)

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



[BrightWorksPR1:30pm 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.



[SoloPR1:30pm via tchat.io](#)

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



[kelsey_hymel1:30pm 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](#)



[KellyeCrane1:29pm via Twubs](#)

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



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

@[KristK](#) I was there 2 days ago. I'm free now. [#solopr](#)



[3HatsComm](#)1:29pm 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!



[howardgans](#)1:29pm 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.



[SoloPR](#)1:29pm 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. [#solopr](#)



[KristK](#)1:29pm 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. [#solopr](#)



[makasha](#)1:28pm via Twubs

A2 When the client wants PR support just to have it. No real intention to meet campaign goals. PR for show. [#solopr](#)



[KellyeCrane](#)1:28pm via Twubs

A2: Let me add that just knowing you can (and should) fire bad clients is empowering! There are better fish out there... [#solopr](#)



[PaulaJohns](#)1:28pm via [tchat.io](#)

@[gregwbrooks](#) Sure, you give me your fat-joke clients and it will be a fair trade. :) [#soloPR](#)



[KellyeCrane](#)1:28pm via [Twubs](#)

A2: We should all be rowing in the same direction. Otherwise, what's the point? [#soloPR](#)



[phyllisweisspr](#)1:27pm via [Twitter for Websites](#)

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](#)



[breabroad](#)1:27pm via [Twitter Web Client](#)

@[3HatsComm](#) ahahaha I drink :) [#pepsi#soloPR](#)



[KristK](#)1:27pm via [Twubs](#)

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

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



[3HatsComm](#)1:26pm via [Hootsuite](#)

ITA @[BluePepperPR](#) there's no 'set and forget,' can't autopilot this and earn results. [#soloPR](#)



[jendonovans](#)1:26pm via [Twitter for iPhone](#)

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](#)



[gregwbrooks1:26pm via Twitter Web Client](#)

@[makasha](#) Local clients are the worst for that -- useless meetings are the No. 1 reason I stopped working locally. [#solopr](#)



[SoloPR1:26pm via tchat.io](#)

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



[breeabroad1:26pm via Twubs](#)

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 to you. [#solopr](#)



[makasha1:26pm via Twubs](#)

@[phyllisweisspr](#) touche [#solopr](#)



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

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](#)



[KellyeCrane1:25pm via Twubs](#)

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



[mdbarber1:25pm via tchat.io](#)

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](#)



[jendonovans1:25pm via Twitter for iPhone](#)

Yes! MT @breeabroad: A2: when they don't heed your advising-what's the point? all it does is tarnish your [#portfolio](#) & [#reputation](#) [#solopr](#)



[BluePepperPR1:25pm via TweetChat powered by oneQube](#)

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



[3HatsComm1:25pm via Hootsuite](#)

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](#)



[makasha1:25pm via Twubs](#)

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



[gregwbrooks1:25pm via Twitter Web Client](#)

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



[makasha1:25pm via Twubs](#)

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



[KellyeCrane1:25pm via Twubs](#)

A2: If the client won't listen to counsel, and just wants a worker bee to implement strategies I don't agree with. [#solopr](#)



[phyllisweisspr1:25pm via Twitter for Websites](#)

I'd have to fire every client. :) RT @makasha: When the client decides that s/he knows more about PR than the consultant [#solopr](#)



[jendonovansf](#)1:25pm via Twitter for iPhone

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



[kcwriter](#)1:25pm 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](#)



[gregwbrooks](#)1:24pm via Twitter Web Client

A2: Late pay, fat jokes, no sense of urgency. [#solopr](#)



[BluePepperPR](#)1:24pm 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](#)



[3HatsComm](#)1:24pm 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](#)



[makasha](#)1:24pm via Twubs

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



[REDMEDIAPR](#)1:24pm 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. [#Soloopr](#)



[KellyeCrane1:24pm via Twubs](#)

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](#)



[BrightWorksPR1:24pm via Twitter Web Client](#)

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



[mdbarber1:24pm via tchat.io](#)

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



[BluePepperPR1:24pm via TweetChat powered by oneQube](#)

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



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

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



[3HatsComm1:23pm via Twubs](#)

@[breeabroad](#) jinx, owe you a Coke [#solopr](#)



[makasha1:23pm via Twubs](#)

When the client won't do the work assigned [#solopr](#)



[breeabroad1:23pm via Twubs](#)

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](#)



[makasha](#)1:22pm via Twubs

RT @SoloPR Q2: What are good reasons for firing a client? [#solopr](#)



[KellyeCrane](#)1:22pm via Twubs

A2: The biggest one is if they aren't paying according to your contract. [#solopr](#)



[redmedia](#) [REDMEDIAPR](#)1:22pm via Twitter for Websites

Your sanity should be #1, non payment, ethical violations etc but sanity first [#solopr](#)



[kcwriter](#)1:22pm via TweetChat powered by oneQube

@[decillis](#) Sounds like you're a stickler for best practices. Good for you! [#solopr](#)



[KristK](#)1:21pm via Twubs

RT @SoloPR Q2: What are good reasons for firing a client? [#solopr](#)



[KellyeCrane](#)1:21pm via Twubs

RT @SoloPR Q2: What are good reasons for firing a client? [#solopr](#)



[mdbarber](#)1:21pm via Twitter for Websites

RT @SoloPR: Q2: What are good reasons for firing a client? [#solopr](#)



[decillis](#)1:21pm 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](#)



[FreelanceTalia1:21pm via RoundTeam](#)

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



[SoloPR1:20pm via tchat.io](#)

Q2: What are good reasons for firing a client?[#solopr](#)



[SoloPR1:20pm via tchat.io](#)

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



[mbarber1:20pm via tchat.io](#)

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



[breeabroad1:20pm via Twubs](#)

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



[decillis1:20pm via TweetChat powered by oneQube](#)

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



[decillis1:19pm via TweetChat powered by oneQube](#)

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](#)



[breeabroad1:19pm via Twubs](#)

@[LoisMarketing](#) have a good day
[#solopr](#)



[3HatsComm](#)1:19pm 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](#)



[breeabroad](#)1:19pm via Twitter Web Client

@[makasha](#) Hi! do you have your own PR firm?[#solopr](#)



[phyllisweisspr](#)1:19pm 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](#)



[BluePepperPR](#)1:19pm 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](#)



[LoisMarketing](#)1:18pm via Nurph

Apologies for interrupting [#soloPR](#) and bowing in and out -- just wanted to alert all of you. Take care -- chat soon! [#SoloPR](#)



[SoloPR](#)1:18pm 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](#)



[decillis](#)1:18pm 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. I 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](#)



[breabroad1:16pm 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](#)



[KristK1:15pm 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](#)



[3HatsComm1:15pm 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](#)



[makasha1:15pm via Twubs](#)

Greetings from Orlando for the first time in a year [#solopr](#)



[phyllisweisspr1:15pm 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](#)



[mdbarber1:15pm 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](#)



[REDMEDIAPR1:15pm via Twitter for Websites](#)

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



[mdbarber1:15pm via tchat.io](#)

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



[KellyeCrane1:15pm via Twubs](#)

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 @[phyllisweisspr](#): [#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 @[phyllisweisspr](#): [#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](#)



[decillis1:12pm via TweetChat powered by oneQube](#)

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



[phyllisweisspr1:12pm via Twitter for Websites](#)

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



[mdbarber1:12pm via Twitter for Websites](#)

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



[redmedia REDMEDIAPR1:12pm via Twitter Web Client](#)

ARRRAGH what is up w Tweetdeck [#solopr](#)



[SoloPR1:11pm via tchat.io](#)

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



[phyllisweisspr1:11pm via Twitter for Websites](#)

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



[decillis1:11pm via TweetChat powered by oneQube](#)

@[3HatsComm](#) And if you have all of those numbers available, you can get that meeting over faster. [#solopr](#)



[BluePepperPR1:11pm via TweetChat powered by oneQube](#)

A1: Review your successes w/ new contact and share how you can continue to provide solutions. [#solopr](#)



[3HatsComm1:11pm via Hootsuite](#)

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



[SoloPR1:11pm via tchat.io](#)

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



[makasha1:11pm via Twubs](#)

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



[mdbarber1:10pm via Twitter for Websites](#)

RT @[KellyeCrane](#): RT @[SoloPR](#) Q1 What proactive steps should you take when you know client mgmt is changing (contact leaving, merger/acquisit [#solopr](#)



[SoloPR1:10pm via tchat.io](#)

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



[breeabroad1:10pm via Twubs](#)

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



[KellyeCrane1:10pm via Twubs](#)

A1: When a client is in transition, copy more people than usual on all communications. [#solopr](#)



[REDMEDIAPR1:10pm 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 [#solopr](#)



[makasha1:10pm via Twubs](#)

A1 Set up a meeting to brief the new contact [#solopr](#)



[KristK1:10pm via Twubs](#)

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



[BluePepperPR1:10pm via TweetChat powered by oneQube](#)

Meet with new management contact to learn more about what keeps them up, their goals. etc. [#solopr](#)



[breeabroad1:10pm via Twubs](#)

A1: Most certainly say your farewell and TTYL's to who is leaving and an asap introduction to the new team [#solopr](#)



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

Excellent crowd gathering! We're on Q1... [#solopr](#)



[3HatsComm1:09pm via Twubs](#)

A1 Stay as connected as possible. Take w/ various mgrs, those leaving and staying, maintain relationships w/ both [#solopr](#)



[decillis1:09pm via TweetChat powered by oneQube](#)

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



[KristK1:09pm via Twubs](#)

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)



[KellyeCrane1:09pm via Twubs](#)

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



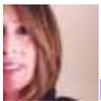
[breeabroad1:09pm via Twitter Web Client](#)

@[BluePepperPR](#) [#thankyou](#) [#nicetomeetya](#)[#solopr](#)



[breeabroad1:08pm via Twitter Web Client](#)

@[3HatsComm](#) thank you! glad to [#behere](#)[#solopr](#)



[PaulaJohns1:08pm via tchat.io](#)

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



[KellyeCrane1:08pm via Twubs](#)

RT @[SoloPR](#) Q1 What proactive steps should you take when you know client mgmt is changing (contact leaving, merger/acquisition)?[#solopr](#)



[kcwriter1:08pm via TweetChat powered by oneQube](#)

#solopr transcript – 6/11/2014

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

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/acquisit[#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](#)

Hi All - Provo PR pro jumping in on the [#solopr](#) chat.



[mdbarber1:06pm via tchat.io](#)

@[SoloPR](#) tchat.io seems to be working okay. Hope I didn't just jinx it! [#solopr](#)



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

@[breeabroad](#) Welcome! Feel free to jump in anytime. [#solopr](#)



[mdbarber1:06pm via tchat.io](#)

@[breeabroad](#) welcome to chat. Hope you enjoy it. [#solopr](#)



[mdbarber1:05pm via tchat.io](#)

@[3HatsComm](#) Very strange. Take a break on the chat. Unfortunately it'll still be there afterward but you might get a break too. [#solopr](#)



[KellyeCrane1:05pm via Twubs](#)

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



[3HatsComm1:05pm via Hootsuite](#)

@[mdbarber](#) I had just seen it too.. revoked access via Twitter, can't connect the app in Chrome... will work on it after [#soloPR](#)



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

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



[breeabroad1:04pm via Twubs](#)

#solopr transcript – 6/11/2014

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

Hi all! first time joiner glad to be here [#solopr](#)



[phyllisweisspr1:04pm via Twitter for Websites](#)

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



[decillis1:03pm via Twitter Web Client](#)

I'm Betsy in a Panera in Ohio. [#solopr](#)



[mdbarber1:03pm via tchat.io](#)

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



[mdbarber1:03pm via tchat.io](#)

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



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

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



[3HatsComm1:02pm via Hootsuite](#)

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



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

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