

#SoloPR Transcript - 10/12/2016

Q1: What do you really need to get started as a solo? #solopr

Q2: Do you have a process for evaluating your own performance? #solopr

Q3: Other than budget, fit are there subtle red flags that can warn you not to take a client? #solopr

Q4: Are there creative ways to make boring but necessary news more exciting? Different channels? Campaigns? #solopr

Q5: Do you use data solely to report to clients or to inform the way you do work? #solopr

Q6: How do your rebuild your confidence when you lose a client? #solopr

Transcript follows in reverse chronological order:



Thanks so much everyone for your participation today! Our next <u>#solopr</u> chat is Wednesday, 10/26 at 1pm ET



KellyeCrane 1:53pm via tchat.io

A6: Some people keep a brag file. Keep a folder w/the accolades and encouragement you receive- look at it when times are tough. #solopr



SoloPR 1:53pm via tchat.io

Great discussion! We are out of time for today, but remember we keep chatting on the hashtag all week long. #solopr



KristK 1:51pm via tchat.io

RT @KellyeCrane: A6: throw myself into networking. Good for finding replacement, it keeps me busy and reconnecting w/friends is fun! #solopr



theelusivefish 1:51pm via Twitter Web Client

"Have the serenity to accept things I can't change; the courage to change the things I can; the wisdom to know the difference" #solopr



KellyeCrane 1:51pm via tchat.io

Love it! RT @KristK: A6: Set a timer for the pity party. It's okay to be upset but you gotta get back in the saddle. #solopr



KarenSwim 1:51pm via Hootsuite

A6. It stinks, acknowledge it but then move on. Even if it was you, it does not define you forever. #solopr



KellyeCrane 1:50pm via tchat.io

A6: I throw myself into networking. Not only is it good for finding replacement, it keeps me busy and reconnecting w/friends is fun! #solopr



theelusivefish 1:49pm via Twitter Web Client

A6) Do not take it personally. Biz is biz. Try to understand why they made the biz decision to take work elsewhere. #solopr



KristK 1:49pm via tchat.io

A6: Set a timer for the pity party. It's okay to be upset but you gotta get back in the saddle. #solopr



KristK 1:48pm via tchat.io

A6: Focus on the flicker of the candle, not the darkness. #solopr



KellyeCrane 1:48pm via tchat.io

A6: It sounds trite, but remember there are many fish in the sea. This is just a short-term setback. #solopr



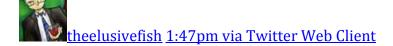
Yetunde 1:47pm via TweetChat by oneOube

A6. Oh it used to hurt:) & i have a pity party call my mother, talk to my husband & another trusted PR sis. Their therapy helps lol #solopr



Kel<u>lyeCrane</u> 1:47pm via tchat.io

RT @SoloPR: Q6. How do your rebuild your confidence when you lose a client? #solopr



The threshold I use is 2-10% of time/resources should go towards clarity in decision-making or understanding what works/doesn't #solopr



@KristK Excellent point! #solopr



KristK 1:46pm via tchat.io

RT @SoloPR: Q6. How do your rebuild your confidence when you lose a client? #solopr



RT @KristK: A5: Back to Red Flag question A3: When a prospect doesn't understand why I want access to analytics, data #solopr



KristK 1:46pm via tchat.io

A5: Back to Red Flag question A3: When a prospect doesn't understand why I want access to analytics, data #solopr



SoloPR 1:45pm via Hootsuite

Q6. How do your rebuild your confidence when you lose a client? #solopr



BevPayton 1:44pm via Twitter for iPad

RT @SoloPR: @KristK There is so much data available, trick is to filter and find meaningful, actionable insights #solopr



@theelusivefish That is brilliant and I think more of us are digging deeper...or should be #solopr



Yetunde 1:44pm via TweetChat by oneOube

A5 it's both. @SoloPR Mostly to track what works, so we can do it again #solopr



KristK 1:44pm via tchat.io

Nuggets v motherlode RT @SoloPR: There is so much data available, trick is to filter and find meaningful, actionable insights #solopr



SoloPR 1:44pm via Twitter Web Client

RT @theelusivefish: #SoloPR A5)My work is oft' focused on the research + analytics; but even when it's not I always bake data collection/an...



SoloPR 1:44pm via tchat.io

@<u>KristK</u> There is so much data available, trick is to filter and find meaningful, actionable insights #solopr



theelusivefish 1:43pm via Twitter Web Client

<u>#SoloPR</u> A5)My work is oft' focused on the research + analytics; but even when it's not I always bake data collection/analysis into the work.



KristK 1:42pm via tchat.io

A5: Just finished a research project where the numbers were just the beginning. We used data to guide interviews and ask why #solopr

#solopr transcript – 10/12/2016
For more information and resources, visit http://soloprpro.com/



RT @OBrienPR: @SoloPR A4 - For me I look for the people stories that led up. The stories behind the story. #SoloPR



KarenSwim 1:40pm via Hootsuite

A5. Leverage data in normal ways, social metrics, analytics to evaluate and adjust #solopr



Jade Umbrella 1:39pm via Twitter for Android

RT @<u>KarenSwim</u>: @<u>Jade_Umbrella</u> Thanks for weighing in and I agree! Visual can bring it to life! #solopr



KarenSwim 1:39pm via Hootsuite

A5. Honestly, I feel I can do this better, working on being more data driven, not there yet. #solopr



KristK 1:39pm via tchat.io

Great idea! RT @3HatsComm: @KristK you can also show the past - the difference the scholarship has made before, etc. #soloPR



3HatsComm 1:38pm via TweetDeck

@<u>KristK</u> you can also show the past - the difference the scholarship has made before, etc. #soloPR



SoloPR 1:38pm via tchat.io

...I meant "yes" so many other options @ KristK #solopr



Yes! RT @<u>KristK</u>: A4: And do YOU really need to have a ground-breaking or ribbon-cutting? So many other options. <u>#solopr</u>



KristK 1:37pm via tchat.io

A4: And do YOU really need to have a ground-breaking or ribbon-cutting? So many other options. #solopr



SoloPR 1:37pm via Hootsuite

Q5. Do you use data solely to report to clients or to inform the way you do work? #solopr



KristK 1:37pm via tchat.io

A4: Ex, instead of announcing scholarship recipients, have recipients post a video saying how the scholarship will make a difference <u>#solopr</u>



SoloPR 1:37pm via tchat.io

Good solid tips on Q4, stand by for next question! #solopr



ep_comms 1:36pm via Twitter Web Client

RT @SoloPR: Many pros are advising humanizing story, smart tip! #solopr



KarenSwim 1:36pm via Hootsuite

@Jade_Umbrella Thanks for weighing in and I agree! Visual can bring it to life! #solopr



RT @<u>KristK</u>: A4: From <u>#PRSAWebinar</u> yesterday w @<u>ChangeTheAuthor</u>: change the perspective of the story. It's not all about you <u>#solopr</u>



SoloPR 1:35pm via tchat.io

Many pros are advising humanizing story, smart tip! #solopr



KristK 1:35pm via tchat.io

A4: From <u>#PRSAWebinar</u> yesterday w @<u>ChangeTheAuthor</u>: change the perspective of the story. It's not all about you <u>#solopr</u>



UffeErupLarsen 1:35pm via Twitter for Android

RT @<u>KellyeCrane</u>: A3: Ask them the timing of when they want to have PR on board. If they can't answer, they may be tire kickers. <u>#solopr</u>



Jade Umbrella 1:35pm via Twitter for Android

@<u>KarenSwim</u> piggybacking off this answer. We've had great response with #FacebookLive!! Folks love visual news. #solopr



SoloPR 1:35pm via Twitter Web Client

RT @BevPayton: Q4: Find an angle around people instead of things. #solopr



BevPayton 1:34pm via Twitter for iPad

Q4: Find an angle around people instead of things. <u>#solopr</u>



Wise words! RT @KristK: A4: When in doubt, focus on people, not things. #solopr



Great tip! RT @OBrienPR: @SoloPR A4 - For me I look for the people stories that led up. The stories behind the story. #SoloPR



KristK 1:34pm via tchat.io

A4: When in doubt, focus on people, not things. #solopr



KarenSwim 1:33pm via Hootsuite

A4. The news may not be creative but you can find creative ways to tell the story, i.e. video, or livestream announcement #solopr



OBrienPR 1:33pm via Twitter for Android

@SoloPR A4 - For me I look for the people stories that led up. The stories behind the story. #SoloPR



KellyeCrane 1:33pm via tchat.io

RT @Yetunde: A4: Most times, yes, There is always a story. #solopr



3HatsComm 1:32pm via TweetDeck

delurking to A4: make fun of the boring. 'just another ho hum update about ..' Use humor and social, ala 'ugly sweater party' #soloPR



NoelleBellLynne 1:32pm via Twitter Web Client

A4. Ultimately, if you get hyped about it yourself, the excitement and passion behind your messaging will resonate w/ the audience #solopr



Yetunde 1:31pm via TweetChat by oneOube

A4: Most times, yes, There is always a story. It took me a while when I first started, but I find the story and tell that first #solopr



SoloPR 1:31pm via tchat.io

Answers on Q3 would make a great post! Thanks smarties! #solopr



KellyeCrane 1:31pm via tchat.io

A3: Also, if they are looking for PR at the last minute (an event next month, a product rollout in 6 weeks, etc.). No thanks! #solopr



KristK 1:31pm via tchat.io

RT @SoloPR: Q4. Are there creative ways to make boring but necessary news more exciting? Different channels? Campaigns? #solopr



BevPayton 1:30pm via Twitter for iPad

RT @<u>KarenSwim</u>: A3. Have had several failed relationships with PR pros - RUN! #solopr



SoloPR 1:30pm via tchat.io

Q4. Are there creative ways to make boring but necessary news more exciting? Different channels? Campaigns? #solopr

#solopr transcript – 10/12/2016
For more information and resources, visit http://soloprpro.com/



Oops, let's try that again! #solopr



Yetunde 1:30pm via TweetChat by oneQube

@BevPayton lol when I hear that. i just tell them "you can do it yourselfor let go so i can do what i'm good at." #solopr



KristK 1:30pm via tchat.io

RT @<u>KellyeCrane</u>: A3: Ask them the timing of when they want to have PR on board. If they can't answer, they may be tire kickers. #solopr



KellyeCrane 1:29pm via tchat.io

RT @<u>KristK</u>: A3: Red Flags: Clients who tell you what to do, instead of their goals. Or call other consultants idiots <u>#solopr</u>



KellyeCrane 1:29pm via tchat.io

A3: Ask them the timing of when they want to have PR on board. If they can't answer, they may be tire kickers. #solopr



SoloPR 1:29pm via Hootsuite

Are there creative ways to make boring but necessary news more exciting? Different channels? Campaigns? #solopr



SoloPR 1:28pm via tchat.io

So true! RT @BevPayton: Q3: Prospect has unrealistic expectations & thinks he knows what tactics to deploy #solopr

#solopr transcript – 10/12/2016
For more information and resources, visit http://soloprpro.com/



BevPayton 1:28pm via Twitter for iPad

RT @KristK: A3: Red Flags: Clients who tell you what to do, instead of their goals. Or call other consultants idiots #solopr



BevPayton 1:27pm via Twitter for iPad

Q3: Prospect has unrealistic expectations & thinks he knows what tactics to deploy #solopr



KellyeCrane 1:27pm via tchat.io

RT @<u>KarenSwim</u>: A3. Communication style, interactions between internal people, decision making process <u>#solopr</u>



KarenSwim 1:27pm via Hootsuite

A3. Have had several failed relationships with PR pros - RUN! #solopr



NovaComms 1:27pm via Twitter for iPhone

A3: not being able to communicate a clear budget & not having an internal person dedicated to communications are red flags. #solopr



KellyeCrane 1:27pm via tchat.io

A3: Big red flag: they have ridiculously unrealistic expectations (minor cases can respond to education, but the biggies rarely do). #solopr



SoloPR 1:26pm via tchat.io

Love this answer! RT @OBrienPR: A2: happy clients. They let you know. #solopr



RT @KristK: A3: Red Flags: Clients who tell you what to do, instead of their goals. Or call other consultants idiots #solopr



SoloPR 1:26pm via tchat.io

The gut does not lie! @Yetunde #solopr



KarenSwim 1:25pm via Hootsuite

A3. Communication style, interactions between internal people, decision making process #solopr



Yetunde 1:25pm via TweetChat by oneQube

YUp the first meeting. @SoloPR. You can tell if they will be difficult. I have learned from years of listening in. Trust your GUT #solopr



KellyeCrane 1:25pm via tchat.io

Yes! RT @OBrienPR: A2: happy clients. They let you know. #solopr



KristK 1:25pm via tchat.io

A3: Red Flags: Clients who tell you what to do, instead of their goals. Or call other consultants idiots #solopr



KellyeCrane 1:24pm via tchat.io

They aren't always subtle! RT @SoloPR: Q3. Other than budget, fit are there subtle red flags that can warn you not to take a client? #solopr



OBrienPR 1:24pm via Twitter for Android

A2: happy clients. They let you know. #solopr



KristK 1:24pm via tchat.io

RT @SoloPR: Q3. Other than budget, fit are there subtle red flags that can warn you not to take a client? #solopr



Yetunde 1:24pm via TweetChat by oneQube

RT @SoloPR: Q3. Other than budget, fit are there subtle red flags that can warn you not to take a client? #solopr



SoloPR 1:24pm via Hootsuite

Q3. Other than budget, fit are there subtle red flags that can warn you not to take a client? #solopr



KristK 1:23pm via tchat.io

RT @SoloPR: As solos, our evaluation should also include a measure of satisfaction; what you enjoy doing and want to do more of #solopr



KellyeCrane 1:23pm via tchat.io

A2: I don't really have a formal process (maybe I should). But I get bored easily, so that keeps me reevaluating skillsets. #solopr



SoloPR 1:23pm via tchat.io

Exit interviews are a great tool @BevPayton #solopr



RT @BevPayton: Q2: Client survey and exit interview at end of contract. Key q is did I help them achieve desired objective #solopr



SoloPR 1:22pm via tchat.io

As solos our evaluation should also include a measure of satisfaction; what you enjoy doing and want to do more of #solopr



BevPayton 1:22pm via Twitter for iPad

Q2: Client survey and exit interview at end of contract. Key q is did I help them achieve desired objective <u>#solopr</u>



NovaComms 1:20pm via Twitter for iPhone

Great approach! It's always important to look at what you're doing and what you could be doing differently. #solopr twitter.com/kellyecrane/st...



KarenSwim 1:20pm via Hootsuite

A2. I have regular check-ins to evaluate what skills I need to add, what I learned/need to learn #solopr



OBrienPR 1:20pm via Twitter Web Client

@SoloPR I think the main thing is a business plan. Thorough & detailed. If you have one, you've likely done the other things. #SoloPR



KellyeCrane 1:20pm via tchat.io

RT @KristK: A2: initially, measured #solopr success against last paycheck and current bank balance. Now, it's more personal than financial.



NoelleBellLynne 1:19pm via Twitter Web Client

A2. Response rate. Even if I reach out to someone and they respond kindly rejecting, I consider that good <u>#communication</u> on my end. <u>#solopr</u>



BevPayton 1:18pm via Twitter for iPad

RT @<u>KristK</u>: A1: A network -- first clients were people I knew or had worked, volunteered with. Wait, my most recent clients were too <u>#solopr</u>



SoloPR 1:18pm via tchat.io

Real talk, lol! RT @<u>KellyeCrane</u>: A2: I evaluate my performance with every client metrics report. :-) <u>#solopr</u>



KristK 1:18pm via tchat.io

A2: initially, measured <u>#solopr</u> success against last paycheck and current bank balance. Now, it's more personal than financial.



KellyeCrane 1:18pm via tchat.io

A2: I evaluate my performance with every client metrics report. :-) #solopr



SoloPR 1:17pm via tchat.io

Agreed @KristK the majority of indies find first clients in natural network #solopr



SoloPR 1:17pm via tchat.io

RT @<u>KristK</u>: A network -- first clients were people I knew or had worked, volunteered with. Wait, my most recent clients were too <u>#solopr</u>



KristK 1:17pm via Twitter Web Client

RT @SoloPR: Q2. Do you have a process for evaluating your own performance? #solopr



KristK 1:17pm via tchat.io

A1: A network -- first clients were people I knew or had worked, volunteered with. Wait, my most recent clients were too <u>#solopr</u>



SoloPR 1:16pm via Twitter Web Client

RT @BevPayton: Q1 I think you need to know who your ideal client is and how you can help them. Can't b all things to all ppl #solopr



KellyeCrane 1:16pm via tchat.io

Truth! RT @BevPayton: Q1 I think you need to know who your ideal client is and how you can help them. Can't b all things to all ppl #solopr



KellyeCrane 1:16pm via tchat.io

RT @SoloPR: Q2. Do you have a process for evaluating your own performance? #solopr



BevPayton 1:16pm via Twitter for iPad

Q1 I think you need to know who your ideal client is and how you can help them. Can't b all things to all ppl #solopr



KellyeCrane 1:15pm via tchat.io

A1: The best thing you can do starting out is ask a lot of Qs of folks who've been there. That's what #SoloPR is for!



Q2. Do you have a process for evaluating your own performance? #solopr



@BevPayton Welcome to the chat -- and welcome back to the world of #solopr



Great answers to Q1! #solopr



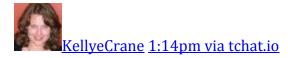
Seasoned solos are providing great advice and all point to the things you really need, note it's not a tool or site #solopr



RT @<u>KarenSwim</u>: A1: Ability to articulate what you're selling and to whom is key, other stuff, site, marketing, will come later <u>#solopr</u>



Great topic @sharonmostyn!#solopr



A1: As far as infrastructure, you don't need as much as many think. You don't have to wait to have a website to get clients, for ex. #solopr



Agreed! Not for faint of heart. RT @NovaComms: A1: what do you need to get started as a solo? first thought was guts #solopr



SoloPR 1:13pm via Twitter Web Client

RT @NovaComms: A1: what do you need to get started as a solo? The first thought that came to my mind was guts. ;) #solopr



BevPayton 1:13pm via Twitter for iPad

RT @NovaComms: A1: what do you need to get started as a solo? The first thought that came to my mind was guts.;) #solopr



sharonmostyn 1:13pm via TweetDeck

@SoloPR Good point! We're talking #politics on #smchat today so I thought that might bring people out... #SoloPR



SoloPR 1:13pm via Twitter Web Client

RT @KristK: Q2: Courage. Without it, a new consultant won't get far. #solopr



SoloPR 1:13pm via Twitter Web Client

RT @<u>KellyeCrane</u>: A1: First, you need drive and ambition to get started. There's no laziness allowed here! :-) <u>#solopr</u>



KarenSwim 1:13pm via Hootsuite

A1: Ability to articulate what you're selling and to whom is key, other stuff, site, marketing, will come later #solopr

#solopr transcript – 10/12/2016
For more information and resources, visit http://soloprpro.com/



A1: First, you need drive and ambition to get started. There's no laziness allowed here! :-) #solopr



KristK 1:12pm via tchat.io

Q2: Courage. Without it, a new consultant won't get far. #solopr

nova

NovaComms 1:12pm via Twitter for iPhone

A1: what do you need to get started as a solo? The first thought that came to my mind was guts. ;) #solopr



NoelleBellLynne 1:12pm via Twitter Web Client

A1. I'm a strong believer in using tools like @<u>Cision</u> and @<u>ProfNet</u> to get a hefty start on building those connections #solopr



SoloPR 1:12pm via tchat.io

@Yetunde love that answer as it focuses on what you really need to start and be successful rather than "stuff." #solopr



SoloPR 1:11pm via tchat.io

It's also Yom Kippur @sharonmostyn so many are celebrating holiday. #solopr



KristK 1:11pm via Twitter Web Client

RT @SoloPR: Q1. What do you really need to get started as a solo? #solopr



Yetunde 1:10pm via TweetChat by oneQube

Q2 To get started as a solo You need 1.mission clarity. 2 target audience clarity 3. problem in the market & 4 how you will solve it #solopr



SoloPR 1:10pm via tchat.io

Some of our questions today were sparked by our post this week: <u>soloprpro.com/7-surprising-t...</u> #solopr



KellyeCrane 1:10pm via tchat.io

RT @SoloPR: Q1. What do you really need to get started as a solo? #solopr



SoloPR 1:09pm via tchat.io

Sorry @ NovaComms we've had issues with them lately too #solopr



Yetunde 1:09pm via TweetChat by oneQube

Hello everyone my name is Yetunde Shorters. Been in PR since I was 6 and officially since 1998:) My company is @icypr. #solopr #prpos



SoloPR 1:08pm via Hootsuite

Q1. What do you really need to get started as a solo? #solopr



NovaComms 1:08pm via Twitter for iPhone

Trying to join but having Tweetdeck issues. #solopr



@SoloPR Starting slow here as well. #smchat #SoloPR



Great group gathering, stand by for Q1! #solopr



Hi @BevPayton, long time no see! Welcome back! #solopr



Please introduce yourself if you're joining, but silent listeners are welcome here too! #solopr



Bev Payton reigniting my <u>#solopr</u> biz after a two year FT job as communications director 4 a nonprofit. Good 2 B back



@<u>KellyeCrane</u> Hi Kellye. Good to be on. <u>#solopr #prpos</u>



HI @ KristK glad you could make it! #solopr



Let's give people a few minutes to gather and we'll get started. #solopr



KristK 1:06pm via tchat.io

Howdy to my #solopr pals! Kristie here from the MS Gulf Coast (25+ yrs exp, 12+ consulting, APR) Enjoying our 85-degree fall weather



SoloPR 1:06pm via tchat.io

Ha @sharonmostyn, I think we did! Sluggish for me right now! #solopr



KellyeCrane 1:06pm via tchat.io

@sharonmostyn Ha! Remember the days when that would actually happen?? #solopr



KellyeCrane 1:05pm via tchat.io

Hi folks- I'm able to join for a few minutes. It's been too long! Thanks to our fearless leader @ KarenSwim for getting us together! #solopr



sharonmostyn 1:05pm via TweetDeck

It seems there are a lot of chats going on right now...hope we don't break Twitter! #smchat #solopr #writeon #worktrends



NovaComms 1:05pm via Twitter for iPhone

RT @SoloPR: If you're joining, please introduce yourself. This is @KarenSwim of soloprpro [dot] com. #solopr



SoloPR 1:05pm via tchat.io

If you're new to chatting, we suggest using a tool like tchat.io – makes it easier to keep up. Remember to use the <u>#SoloPR</u> hashtag!



SoloPR 1:05pm via tchat.io

Hi @KellyeCrane!#solopr



BevPayton 1:05pm via Twitter for iPad

RT @<u>KellyeCrane</u>: RT @<u>SoloPR</u>: It's time for this week's <u>#solopr</u> chat, for <u>#freelance</u> consultants in <u>#PR</u>, <u>#socialmedia</u> and related fields! #...



SharonAOBrien 1:04pm via Twitter Web Client

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



KellyeCrane 1:04pm via tchat.io

@Yetunde Hi there! I'm good, how you doin'? #solopr



SoloPR 1:04pm via tchat.io

If you're joining, please introduce yourself. This is <u>@KarenSwim</u> of soloprpro [dot] com. #solopr



KellyeCrane 1:04pm via tchat.io

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



BevPayton 1:04pm via Twitter for iPad

RT @SoloPR: Grab your cup of joe or lunch and come join us now for #solopr chat!



KristK 1:03pm via Twitter Web Client

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



SoloPR 1:01pm via tchat.io

It's time for this week's <u>#solopr</u> chat, for <u>#freelance</u> consultants in <u>#PR</u>, <u>#socialmedia</u> and related fields! <u>#solopr</u>