

August 26, 2011 Freelance Friday #EFAChat

Topic: Client Relations: How to Find and Keep the Good Ones

22 Contributors, 37 retweets, 106 @replies, 8 links

#EFAChat August 26, 2011 @EFAFreelancers: Freelance Friday has begun! First question: what are the characteristics of your ideal client? #EFAChatAugust 26, 2011, 6:59 pm

@FastEditing: Hi, everyone! #efachatAugust 26, 2011, 7:00 pm

@wilcoxediting: #EFAChat They pay on time!August 26, 2011, 7:00 pm

@KOKEdit: Ideal client pays on time, has interesting projects on offer, provides plenty of info, doesn't hover. #EFAChatAugust 26, 2011, 7:01 pm

@CCCopyEditor: Ideal client takes my edits with good humor, is easy to contact and responsive, and pays well and on time! #efachatAugust 26, 2011, 7:01 pm

@EInspirations: An ideal client is someone who does not play games, but tells me their expectations. #EFAChatAugust 26, 2011, 7:01 pm

@HDemchick: Accepts criticism and uses it inventively. Trusts you enough to let you work. Actually pays for said work. #EFAChatAugust 26, 2011, 7:01 pm

@KOKEdit: Ideal client also understands need for project down payments. #EFAChatAugust 26, 2011, 7:02 pm

@EInspirations: Does not overwhelm me with emails, making me spend more time writing responses than working. #EFAChatAugust 26, 2011, 7:02 pm

@lieslw: Ideal client knows the importance of deadlines and the true meaning of collaboration. #efachatAugust 26, 2011, 7:02 pm

@EFAFreelancers: As people join us and respond to the first question, please feel free to introduce yourself. What kind of work do you do? #EFAChatAugust 26, 2011, 7:03 pm

@CCCopyEditor: An ideal client values my expertise and sees our working together as a collaboration of professionals. #efachatAugust 26, 2011, 7:03 pm

@FastEditing: Chars of ideal client: I prefer collaborative long-term rel'ships, mutual trust, building on past success together. #efachatAugust 26, 2011, 7:03 pm

@EInspirations: Does not send me "updated" chapters after I have already begun to edit those same chapters. #EFAChatAugust 26, 2011, 7:04 pm

@wilcoxediting: RT @lieslw: Ideal client knows the importance of deadlines and the true meaning of collaboration. #efachatAugust 26, 2011, 7:04 pm

@HDemchick: Also--I'm Harrison. New to freelancing, new to EFA, six years in publishing. Focus is fiction. My company is Really Good Editing. #EFAChatAugust 26, 2011, 7:04 pm

@KOKEdit: Hi, tweeters. I'm a medical editor from Long Island who's been freelancing full time since 1995. #EFAChatAugust 26, 2011, 7:04 pm

@EInspirations: Ditto to the long-term relationships with mutual trust and building on past successes! #EFAChatAugust 26, 2011, 7:05 pm

@FastEditing: Paying on time a must; unforeseen circumstances can be worked with, so long as client is proactive #efachatAugust 26, 2011, 7:05 pm

@KOKEdit: @HDemchick Welcome to the EFA! I started out editing fiction, eons ago. #EFAChatAugust 26, 2011, 7:05 pm

@SVB\_Editor: My chief requirements for ideal client are steady work and rapid payment. I'm blessed with a couple of such clients. #EFAChatAugust 26, 2011, 7:05 pm

@lieslw: DC writer/editor, self-employed since 2007, copywriting and copyediting for nonprofits and higher ed. #efachatAugust 26, 2011, 7:05 pm

@kimberlycreates: Ideal client is fiction author/publisher, has interesting projects, pays in timely manner, & enjoys editing process as much as I do #EFAChatAugust 26, 2011, 7:05 pm

@wilcoediting: I'm an editor out of Tucson. My specialty is creative writing. My ideal client is willing to sign a contract. #EFAChatAugust 26, 2011, 7:05 pm

@FastEditing: RT @einspirations: Doesn't send updated chapters after I have already begun to edit same chapters // Just happened to me this week! #EFAChatAugust 26, 2011, 7:06 pm

@virtuallori: Hey, everyone! I'm a freelance editor, proofer, & project manager living in NE Ohio. #EFAChatAugust 26, 2011, 7:06 pm

@HDemchick: @KOKEdit How did you get from fiction to medical? #EFAChatAugust 26, 2011, 7:06 pm

@EInspirations: I am a freelance editor, indexer, and proofreader in Richmond, VA. #EFAChatAugust 26, 2011, 7:07 pm

@jamesfraleigh: Writer, copy editor (social science/acad), and proofreader in business for 2.5 y, in publishing since 1992, based in northern NJ. #EFAChatAugust 26, 2011, 7:07 pm

@KOKEdit: @HDemchick Started out as in-house prod. ed. w/ Simon & Schuster, then moved to medical publisher. Then went freelance. #EFAChatAugust 26, 2011, 7:07 pm

@virtuallori: Ideal client: values my expertise, plays well with others, pays on time. n #EFAChatAugust 26, 2011, 7:07 pm

@CCCopieditor: I edit, proofread, and index scholarly books and journals out of lovely Pocatello, ID. #efachatAugust 26, 2011, 7:07 pm

@SVB\_Editor: I am not terribly picky about subject matter or quality of writing as long as my other conditions are met. #EFAChatAugust 26, 2011, 7:07 pm

@FastEditing: Editor since 1999, FT freelance since 2010, working w/Catholic publishers (and their authors), occas'l professors to stay versatile #efachatAugust 26, 2011, 7:08 pm

@EInspirations: @FastEditing So sorry to hear that! It is so frustrating! #EFAChatAugust 26, 2011, 7:08 pm

@virtuallori: @EInspirations Amen, sister! #EFAChatAugust 26, 2011, 7:08 pm

@lieslw: @FastEditing @einspirations: yes!! and it's great to have clients who send all materials at once, not piecemeal. #EFAChatAugust 26, 2011, 7:08 pm

@EFAFreelancers: Welcome, everyone! Second question: Have you found clients with these ideal traits? If so, what methods have proven most effective? #EFAChatAugust 26, 2011, 7:08 pm

@jamesfraleigh: Ideal client: understands that contracts define goals as well as bind parties & set deadlines, and that their terms are negotiable. #EFAChatAugust 26, 2011, 7:08 pm

@KOKEdit: @lieslw @FastEditing @einspirations Ooh, I hate piecemeal arrival of ms. chunks! #EFAChatAugust 26, 2011, 7:09 pm

@FastEditing: I do developmental editing and copyediting, some proofreading. Was in-house PE for years so know many sides of the work. #efachatAugust 26, 2011, 7:09 pm

@SVB\_Editor: Copyediting and writing in various fields in Western New York. Freelancing since 2002. #EFAChatAugust 26, 2011, 7:09 pm

@BonnieBoden: Hi everyone. I do quality assurance editing (primarily for eLearning and websites). #EFAChatAugust 26, 2011, 7:09 pm

@kimberlycreates: Being listed on the EFA directory landed me one of my biggest clients. #EFAChatAugust 26, 2011, 7:09 pm

@KOKEdit: @EFAFreelancers Found ideal clients by dropping ones that weren't ideal--and by treating clients as I want to be treated. #EFAChatAugust 26, 2011, 7:10 pm

@CCCopyEditor: Found my best client (meets all my criteria mentioned earlier plus steady work for years now through the EFA's JobList! #efachatAugust 26, 2011, 7:10 pm

@FastEditing: @einspirations She's a new author (new to publishing and being edited), so we just had a little chat about process as a result => #efachatAugust 26, 2011, 7:10 pm

@kimberlycreates: Also find clients thru social media/networking and word of mouth.n #EFAChatAugust 26, 2011, 7:10 pm

@jamesfraleigh: Finding these clients: Marketing widely, approaching with their current & future needs in mind ... #EFAChatAugust 26, 2011, 7:11 pm

@EInspirations: I had two of these ideal clients. #EFAChatAugust 26, 2011, 7:11 pm

@HDemchick: I've only had one full developmental editing client so far, and he embodied all these traits. Could not have gone better. #EFAChatAugust 26, 2011, 7:11 pm

@FastEditing: Piecemeal unfort. typical of larger projects, but giant pain -- esp. out of order!  
@kokedit @lieslw @FastEditing @EInspirations #EFAChatAugust 26, 2011, 7:11 pm

@wilcoxediting: @kimberlycreates I have also had luck with the EFA directory. It's great when your ideal client finds you! #EFAChatAugust 26, 2011, 7:11 pm

@EInspirations: One I found on the EFA job list. It was a regular client for about 5 years, but recently cut back on the work and cut my retainer. #EFAChatAugust 26, 2011, 7:11 pm

@SVB\_Editor: How did I find my ideal clients? Mostly luck. How do I keep them? By proven skill and paying attention to their every wish. ;-) #EFAChatAugust 26, 2011, 7:11 pm

@HDemchick: He was a word-of-mouth client. I was recommended by another author I'd worked with. #EFAChatAugust 26, 2011, 7:11 pm

@EFAFreelancers: @HDemchick That's great. Congratulations! How did you find him?  
#EFAChatAugust 26, 2011, 7:11 pm

@TootSweetSu: My ideal client has clear expectations for the job to be done; clear boundaries between my job/their job. #EFAChatAugust 26, 2011, 7:12 pm

@KOKEdit: My web site helps weed out inappropriate clients because it spells out what I work on and my background. #EFAChatAugust 26, 2011, 7:12 pm

@EInspirations: The other was a speaker at an event I attended, but he changed companies and replacement not working out as well. #EFAChatAugust 26, 2011, 7:12 pm

@EFAFreelancers: RT @kimberlycreates: Being listed on the EFA directory landed me one of my biggest clients. #EFAChatAugust 26, 2011, 7:12 pm

@jamesfraleigh: ... and being confident in what you want from the task so your agreement/contract/timeline can serve both parties best. #EFAChatAugust 26, 2011, 7:12 pm

@HDemchick: @EFAFreelancers Oops, responded before you asked. Earlier author I'd edited recommended me. #EFAChatAugust 26, 2011, 7:12 pm

@lieslw: MT @KOKEdit: "My website helps weed out inappropriate clients bc it spells out what I work on & my background" Great idea! #EFAChatAugust 26, 2011, 7:13 pm

@FastEditing: Currently have ideal client as main/major contract, 3/4 of my time each week -- made myself indispensable in various ways #efachatAugust 26, 2011, 7:13 pm

@HDemchick: @EFAChat That is, a previous author I'd edited for @bancroftpress, not freelance. #EFAChatAugust 26, 2011, 7:13 pm

@virtuallori: Most clients these days are via word of mouth, and they're all good ones. n  
#EFAChatAugust 26, 2011, 7:13 pm

@WriterRuth: #EFAchat: Writg, editg, proofrdg, newsletters, desktop publishg, websites, speakg, etc, 4 assns., nonprofits, businesses. FT FL since 1984. August 26, 2011, 7:13 pm

@virtuallori: I can usually tell if a "walk-in" prospective client will be painful to work with -- then just turn them down. n #EFAChat August 26, 2011, 7:14 pm

@KOKEdit: @jamesfraleigh Yes, clear communications and contracts are keys to smooth client relationships. #EFAChat August 26, 2011, 7:14 pm

@FastEditing: My problem: Reg. contract, reg. \$\$, ideal client = reluctant to market widely for other work that I'd just have to turn away #efachat August 26, 2011, 7:14 pm

@SVB\_Editor: @CCCopyEditor I also found my best client through the EFA's JobList. Hooray! #EFAChat August 26, 2011, 7:14 pm

@EFAFreelancers: Okay, next question: what are some red flags that signal a client may be more trouble than they are worth? #EFAChat August 26, 2011, 7:14 pm

@KOKEdit: @virtuallori You mean you've cultivated your freelancer Spidey sense? #EFAChat August 26, 2011, 7:14 pm

@FastEditing: RT @svb\_editor: How do I keep them? By proven skill and paying attention to their every wish. ;-) #EFAChat // Yes, this exactly. August 26, 2011, 7:15 pm

@EFAFreelancers: RT @SVB\_Editor: @CCCopyEditor I also found my best client through the EFAs JobList. Hooray! #EFAChat August 26, 2011, 7:15 pm

@TootSweetSu: found steadiest clients by working in-house for them. Then asking new hires who'd come from other publishers: who was your ed. mgr? #EFAChat August 26, 2011, 7:15 pm

@CCCopyEditor: @FastEditing Turning away work is always a bummer, but in my view, worth it if you have regular work with a great client. #efachat August 26, 2011, 7:15 pm

@virtuallori: @KOKEdit Spidey sense is indispensable! (And if you need a two-hour phone chat to size me up b4 hiringn, you're not my client.) #EFAChat August 26, 2011, 7:16 pm

@FastEditing: RT @jamesfraleigh: being confident in what you want so agreement/contract/timeline can serve both parties best. #EFAChat // Win-win is best! August 26, 2011, 7:16 pm

@HDemchick: No red flags in freelancing yet, but editing in general...maybe best to give all writers a psychiatric evaluation from the start. #EFAChat August 26, 2011, 7:16 pm

@TootSweetSu: Found an indiv. author client through alumni group & another through church. Talked up his wife at the women's retreat! #EFAChat August 26, 2011, 7:16 pm

@KOKEdit: Signals that client may not be worth it: petulant e-mails, unreasonable requests, reluctance to pay reasonable rates. #EFAChat August 26, 2011, 7:16 pm

@FastEditing: .@virtuallori What traits are red flags for you? #efachat August 26, 2011, 7:16 pm

@CCCopyEditor: Red flags: Poor communication from the outset. Lowballing payment negotiations. Overly long payment cycles. #efachatAugust 26, 2011, 7:17 pm

@kimberlycreates: I've been lucky not to have any clients who've been more trouble than they were worth.n #EFACHatAugust 26, 2011, 7:17 pm

@EFAFreelancers: RT @TootSweetSu: found steadiest clients by working in-house...Then asking new hires...from other publishers: who was your ed. mgr? #EFACHatAugust 26, 2011, 7:17 pm

@EFAFreelancers: RT @CCCopyEditor: Red flags: Poor communication from the outset. Lowballing payment negotiations. Overly long payment cycles. #EFACHatAugust 26, 2011, 7:17 pm

@WriterRuth: #EFAchat: Ideal client = interesting or important topics, reasonable deadlines, good pay, pleasant personality, prompt payment!August 26, 2011, 7:18 pm

@KOKEdit: All the troublesome clients appeared early on in my freelancing years; don't encounter them these days. #EFACHatAugust 26, 2011, 7:18 pm

@jamesfraleigh: @KOKEdit: Def. great idea to set up your site to be an effective filter/channel. Also to develop that Spidey-sense re: red flags. #EFACHatAugust 26, 2011, 7:18 pm

@virtuallori: Red flags: Poor communication, indecision, hovering, not clear on outcomes, need to talk on the phone all the time... #EFACHatAugust 26, 2011, 7:18 pm

@wilcoxediting: #EFAChat Red flag: If they hire me for a critique but then seem to only want to hear how perfect their manuscript already is.August 26, 2011, 7:19 pm

@FastEditing: Have one mildly PITA client, but I've figured her out and the pay is worth it (she pays my highest rate willingly and on time) #efachatAugust 26, 2011, 7:19 pm

@TootSweetSu: prospective client red flags: fishing for information from me without offering an outline of the job, budget, deadlines #EFACHatAugust 26, 2011, 7:19 pm

@jamesfraleigh: I'd rather develop a better way to find my ideal clients than charge a PITA tax and still end up pulling my hair out. Not worth it! #EFACHatAugust 26, 2011, 7:19 pm

@HDemchick: Red flag: copying his lawyer on e-mails. #EFACHatAugust 26, 2011, 7:19 pm

@kimberlycreates: RT @WriterRuth: Ideal client = interesting or important topics, reasonable deadlines, good pay, pleasant personality, prompt paymnt! #EFACHatAugust 26, 2011, 7:19 pm

@lieslw: @virtuallori: I agree re: wanting to talk on phone too much. I prefer an email trail to make sure we're on the same page. #EFACHatAugust 26, 2011, 7:19 pm

@EInspirations: Red flag: Asking for an extensive sample edit and not being happy when I offer an appropriate length for a sample. #EFACHatAugust 26, 2011, 7:20 pm

@wilcoxediting: @hdemchick Haha! No way. That's a good one. #EFAChatAugust 26, 2011, 7:20 pm

@TootSweetSu: @WriterRuth I don't require interesting topics. Reading about computer processors now (zzzz!) but love this client anyway. #EFAChatAugust 26, 2011, 7:20 pm

@FastEditing: @svb\_editor @CCCopieditor Good points -- I just worry about lack of client diversification; what if they hire FTE instead? #efachatAugust 26, 2011, 7:20 pm

@jamesfraleigh: Red flag: Too many contact people for a project. Give me one point person and one backup and I'm happy. Otherwise too many cooks. #EFAChatAugust 26, 2011, 7:21 pm

@EInspirations: Red flag: Hand holding #EFAChatAugust 26, 2011, 7:21 pm

@virtuallori: Biggest red flag: Dancing around compensation and/or countering my estimate w/ a lowball counteroffer. n #EFAChatAugust 26, 2011, 7:21 pm

@WriterRuth: #EFAchat: I find ideal clients thru networkg, cold queries, referrals, EFA Joblist, other memberships. Then I'm responsive & responsible!August 26, 2011, 7:21 pm

@TootSweetSu: @FastEditing what was the key to your good working relationship with PITA client? #EFAChatAugust 26, 2011, 7:21 pm

@EFAFreelancers: Next question: how do gracefully exit a client relationship if too many of these problem signs are showing up? #EFAChatAugust 26, 2011, 7:21 pm

@virtuallori: @lieslw I'm so \*not\* a phone person. I need email to keep it all straight.n #EFAChatAugust 26, 2011, 7:22 pm

@EFAFreelancers: How do \*you\* gracefully exit. Pardon the typo! #EFAChatAugust 26, 2011, 7:22 pm

@SVB\_Editor: @FastEditing @CCCopieditor FTE = full-time editor? I'm not worried about my main clients going that route, not this year anyway! #EFAChatAugust 26, 2011, 7:23 pm

@virtuallori: My projects are usually short-term. If client is a PITA, I simply finish what I'm working on and don't accept another. n #EFAChatAugust 26, 2011, 7:23 pm

@CCCopieditor: @FastEditing Ideally I have one or two steady clients and a variety of one-offs, in case a steady client disappears. #efachatAugust 26, 2011, 7:23 pm

@kimberlycreates: RT @virtuallori: Im so \*not\* a phone person. I need email to keep it all straight. Me too! #EFAChatAugust 26, 2011, 7:23 pm

@HDemchick: I've never had to exit, but I imagine it would be fairly simple. Back out, return the money. #EFAChatAugust 26, 2011, 7:23 pm

@WriterRuth: #EFAchat: Feeling crummy so signing off. Happy chatting!August 26, 2011, 7:24 pm

@EInspirations: I don't like using the phone because I don't often work traditional office hours. A phone call ties me to a quiet place. #EFAChatAugust 26, 2011, 7:24 pm

@FastEditing: Red flag: for some reason, using my name frequently in a 2-para email seems to be directly correlated to other PITA traits #efachatAugust 26, 2011, 7:24 pm

@kimberlycreates: Never had to exit but imagine I would just politely decline future projects after completing what I'd committed to. #EFAChatAugust 26, 2011, 7:25 pm

@KOKEdit: If PITA before project, thank them for time, suggest they may want to work w/ another editor, and offer to refer them. #EFAChatAugust 26, 2011, 7:25 pm

@EInspirations: I have told the person that I thought our personalities didn't mesh. She agreed. #EFAChatAugust 26, 2011, 7:25 pm

@CCCopyEditor: Only time I had a clunker client, I simply stopped following up to get new projects. They just disappeared into the mist..... #efachatAugust 26, 2011, 7:25 pm

@FastEditing: @svb\_editor FTE = full-time employee in HR-speak, but same idea #efachatAugust 26, 2011, 7:25 pm

@lieslw: @kimberlycreates: same here, never had to exit a current project, but I suddenly become way too busy the next time they call. ;) #EFAChatAugust 26, 2011, 7:26 pm

@EFAFreelancers: @WriterRuth Feel better. Thanks for joining us! #EFAChatAugust 26, 2011, 7:26 pm

@GreenInkEdits: Red flag = not knowing what an editor does. (This has happened to me.) #EFAChatAugust 26, 2011, 7:26 pm

@CCCopyEditor: @WriterRuth Feel better soon! Nice to see you here for a bit. #efachatAugust 26, 2011, 7:26 pm

@jamesfraleigh: Exiting: Close any in-progress project fully as if another were coming, if possible. Be the professional or, if needed, the adult. #EFAChatAugust 26, 2011, 7:27 pm

@wilcoxediting: @greeninkedits It has happened to me too! #EFAChatAugust 26, 2011, 7:27 pm

@FastEditing: @tootsweetsu Not taking PITA client or myself too seriously; setting and maintaining boundaries and expectations #efachatAugust 26, 2011, 7:27 pm

@SVB\_Editor: @FastEditing Another good reason to stay freelance: Avoiding HR-speak! #EFAChatAugust 26, 2011, 7:27 pm

@virtuallori: @GreenInkEdits I've had two dissertation writers hand me a pile of notes and want me to "edit" it into their paper. Uh, no. #EFAChatAugust 26, 2011, 7:27 pm

@GreenInkEdits: @wilcoxediting This client wanted me to type his manuscript for him! 0\_O #EFAChatAugust 26, 2011, 7:27 pm



@jamesfraleigh: @WriterRuth: Be well; chat again soon! #EFAChatAugust 26, 2011, 7:27 pm

@EFAFreelancers: Back to the good ones! When you find a great client, how do you nurture that relationship so they become a repeat customer? #EFAChatAugust 26, 2011, 7:27 pm

@lieslw: @GreenInkEdits: me too! another red flag: saying that their previous editor was a "prima donna." :- #EFAChatAugust 26, 2011, 7:28 pm

@GreenInkEdits: @virtuallori Yikes! #EFAChatAugust 26, 2011, 7:28 pm

@HDemchick: @GreenInkEdits It seems to me MOST people looking for an editor don't really know what an editor does. #EFAChatAugust 26, 2011, 7:28 pm

@CCCopieditor: @virtuallori Graduate students need to be trained in the difference between editing and ghost writing? Yikes. #efachatAugust 26, 2011, 7:28 pm

@WriterRuth: #EFAchat: Cd exit gracefully by saying, "Enjoyed workg w you, but will not be available again, due to other commitments." (\*Now\* exitg chat)August 26, 2011, 7:28 pm

@HDemchick: I think all you have to do to get a repeat customer is do a really great job. Why wouldn't they want to use you again? #EFAChatAugust 26, 2011, 7:28 pm

@FastEditing: @tootsweetsu If that didn't work, then I'd terminate or not renew the contract (we have standing contract for regular projects) #efachatAugust 26, 2011, 7:29 pm

@lieslw: @virtuallori @GreenInkEdits: isn't that the point of getting a PhD/writing dissertation: including all your \*own\* notes?!? :) #EFAChatAugust 26, 2011, 7:29 pm

@jamesfraleigh: @virtuallori Had a very similar situation: Here's my dissertation, will explain later. Over the transom and payment TBD. #EFAChatAugust 26, 2011, 7:29 pm

@EInspirations: Nurture by getting to know the contact as a person, more than just a client, makes it harder to just drop you. #EFAChatAugust 26, 2011, 7:29 pm

@SVB\_Editor: I once exited a burdensome client not so gracefully. That client's since gone out of business & stiffed freelancers. #EFAChatAugust 26, 2011, 7:29 pm

@CCCopieditor: Nurturing a great client = Stay on top of communication, provide excellent service, meet deadlines. #efachatAugust 26, 2011, 7:29 pm

@kimberlycreates: @EFAFreelancers Keeping good clients: Do the job well, turn it in on time or ahead of schedule, and good communication #EFAChatAugust 26, 2011, 7:30 pm

@FastEditing: PITA client years ago didn't like my being unavailable for next project; challenged her last pmt with CC company; I lost that fight #efachatAugust 26, 2011, 7:30 pm

@kimberlycreates: RT @EInspirations: Nurture by getting to know the contact as a person, more than just a client, makes it harder to just drop you. #EFAChatAugust 26, 2011, 7:30 pm

@FastEditing: @svb\_editor Ha! Yes indeed. =) #efachatAugust 26, 2011, 7:30 pm

@kimberlycreates: RT @CCCopyEditor: Nurturing a great client = Stay on top of communication, provide excellent service, meet deadlines. #EFAChatAugust 26, 2011, 7:31 pm

@virtuallori: Nurturing clients: Do a good job and be on time - always. Be a hero when you can (short turnaround, etc.). Communicate well. #EFAChatAugust 26, 2011, 7:31 pm

@lieslw: RT @kimberlycreates: Agree "Keeping good clients: Do the job well, turn it in on time or ahead of schedule, & good communication" #EFAChatAugust 26, 2011, 7:31 pm

@GreenInkEdits: Keeping clients = following up. All my clients have gotten busy and forgotten about me until I nudged. #EFAChatAugust 26, 2011, 7:31 pm

@FastEditing: RT @einspirations: Nurture by getting to know contact as person, makes it harder to just drop you. #EFAChat // Yes, works for me too. August 26, 2011, 7:31 pm

@EFAFreelancers: Show an interest beyond your paycheck, send clients links to articles in their area of interest, request feedback on your work #EFAChatAugust 26, 2011, 7:31 pm

@CCCopyEditor: Also, the perennially favorite holiday cards or other "outside the box" communications keep you in that good client's mind. #efachatAugust 26, 2011, 7:32 pm

@EInspirations: Once they are your client, make them your friend. #EFAChatAugust 26, 2011, 7:32 pm

@kimberlycreates: RT @virtuallori: "Be a hero when you can (short turnaround, etc.)." Yes! #EFAChatAugust 26, 2011, 7:32 pm

@jamesfraleigh: Asking after client's needs, emailing to stay in touch, letting them know ahead of time when I'll be in/out so they can Q me up. #EFAChatAugust 26, 2011, 7:32 pm

@FastEditing: Another red flag: "Can you give me a cut rate because I'm doing good work that helps a lot of people? Isn't that rewarding?" Sigh. #efachatAugust 26, 2011, 7:33 pm

@lieslw: MT @EInspirations @FastEditing @einspirations: Once they are your client, make them your friend.//yes, make a personal connection #EFAChatAugust 26, 2011, 7:33 pm

@wilcoxediting: Be honest as opposed to brown-nosing in your editorial opinions. #EFAChatAugust 26, 2011, 7:33 pm

@virtuallori: Yes! // RT @wilcoxediting: Be honest as opposed to brown-nosing in your editorial opinions. #EFAChatAugust 26, 2011, 7:34 pm

@TootSweetSu: I like to visit clients in person, even combine with family travel if far away. #EFAChatAugust 26, 2011, 7:34 pm

@CCCopyEditor: @FastEditing Do people ask for cut rates from other service providers? Ex: do their computer-repair techs find low pay "rewarding"? #efachatAugust 26, 2011, 7:34 pm

@FastEditing: RT @efafreelancers: Send clients links to articles in their area of interest // Yes, this is often overlooked but works for me also #EFAChatAugust 26, 2011, 7:35 pm

@virtuallori: Make sincere personal connections. Show genuine interest (but no sucking up). #EFAChatAugust 26, 2011, 7:35 pm

@HDemchick: @wilcoxediting Without honesty, there is no editing! #EFAChatAugust 26, 2011, 7:35 pm

@HDemchick: For an upcoming client, I was proposed a cut rate because she's a single mother. I took it. I wanted to edit! #EFAChatAugust 26, 2011, 7:35 pm

@KOKEdit: @FastEditing I've gotten "I'm only an intern, so can you give me a lower rate?" I have a prepared statement that explains why not. #EFAChatAugust 26, 2011, 7:36 pm

@lieslw: @FastEditing @CCCopyEditor re: cut rates: might be rewarding, but it doesn't pay the bills! #EFAChatAugust 26, 2011, 7:36 pm

@SVB\_Editor: For me, it's usually enough for clients to be good clients and me to be a good worker. Friendship is a bonus. #EFAChatAugust 26, 2011, 7:36 pm

@lieslw: RT @FastEditing @efafreelancers: Send clients links to articles in their area of interest // another great idea #EFAChatAugust 26, 2011, 7:36 pm

@EFAFreelancers: Once you establish a relationship, how do you further increase your client's trust and investment in your business? #EFAChatAugust 26, 2011, 7:37 pm

@FastEditing: @cccopeditor Well, exactly -- good luck asking the plumber or electrician for cut rate because you're a good person #efachatAugust 26, 2011, 7:37 pm

@lieslw: @KOKEdit: re: your prepared statement about why no lower rates: would you be willing to share some tips/suggestions? #EFAChatAugust 26, 2011, 7:38 pm

@CCCopyEditor: @HDemchick Well I have also done that, taken a lower-paying job simply to have work at all. But it's not ideal, obviously. #efachatAugust 26, 2011, 7:38 pm

@wilcoxediting: If things are going well, I ask for a testimonial, then post it on my website with a head shot of the client and a link to them. #EFAChatAugust 26, 2011, 7:38 pm

@kimberlycreates: Increasing client's trust: All comes down to getting the job done, but being able to WOW them once in a while helps too. #EFAChatAugust 26, 2011, 7:38 pm

@virtuallori: Be meticulous. Ask if you have a question (never assume). Be polite and straightforward in all comms. #EFAChatAugust 26, 2011, 7:39 pm

@KOKEdit: @lieslw Anyone who wants to see my prepared statement re no lower rates can e-mail me at editor@kokedit.com for a copy. #EFAChatAugust 26, 2011, 7:39 pm

@HDemchick: @CCCopyEditor I wouldn't take it if it wasn't worth my while. #EFAChatAugust 26, 2011, 7:39 pm

@GreenInkEdits: I increase trust by owning up to mistakes. I don't make many, but when I do, I admit them. #EFAChatAugust 26, 2011, 7:39 pm

@kimberlycreates: RT @virtuallori: Be meticulous. Ask if you have a question (never assume). Be polite and straightforward in all comms. #EFAChatAugust 26, 2011, 7:40 pm

@lieslw: MT @wilcoxediting: If things going well, I ask for testimonial to post on my website w/head shot of client and link back: NICE! #EFAChatAugust 26, 2011, 7:40 pm

@kimberlycreates: RT @GreenInkEdits: I increase trust by owning up to mistakes. I dont make many, but when I do, I admit them. #EFAChatAugust 26, 2011, 7:40 pm

@KOKEdit: @GreenInkEdits Yes! So important to own up to mistakes, fix 'em, & move on. #EFAChatAugust 26, 2011, 7:40 pm

@FastEditing: To increase trust, be consistent in quality, reliability, respect; continue to educate self on niche expertise to stay relevant #efachatAugust 26, 2011, 7:40 pm

@wilcoxediting: I work with individual authors, so I may send congratulatory cards marking achievement milestones for their projects or career. #EFAChatAugust 26, 2011, 7:41 pm

@HDemchick: I answer all questions immediately and thoroughly, even after the job is over. #EFAChatAugust 26, 2011, 7:41 pm

@lieslw: MT @kimberlycreates: Increasing client trust comes down to getting the job done, but WOW them once in a while helps too// Great! #EFAChatAugust 26, 2011, 7:41 pm

@FastEditing: RT @kimberlycreates: Increasing client's trust: being able to WOW them once in a while helps too // So very true. #EFAChatAugust 26, 2011, 7:41 pm

@lieslw: RT @GreenInkEdits: I increase trust by owning up to mistakes. I dont make many, but when I do, I admit them.// love this idea #EFAChatAugust 26, 2011, 7:41 pm

@KOKEdit: I increase client trust by telling them about upcoming vacation/out-of-office dates even when we aren't doing a project together. #EFAChatAugust 26, 2011, 7:42 pm

@twchat: @EFAFreelancers If #EFAChat is a regular event, feel free to add it to <http://t.co/KogMGes> Editable DocAugust 26, 2011, 7:42 pm

@FastEditing: Also, answer emails/calls promptly within your set business hours (and communicate those to client, so s/he knows what to expect) #efachatAugust 26, 2011, 7:42 pm

@CCCopieditor: Go above & beyond, w/in reason, to increase your client's trust. Offer new services, offer to update style sheets, etc. #efachatAugust 26, 2011, 7:42 pm

@EFAFreelancers: In what ways do you demonstrate appreciation for your clients, and how do your clients show their appreciation for you? #EFAChatAugust 26, 2011, 7:42 pm

@virtuallori: Think twice before whining about a project publicly in an identifiable way -- we're all connected these days. #EFAChatAugust 26, 2011, 7:43 pm

@TootSweetSu: @kimberlycreates would you share an example of how you WOWed a client? #EFAChatAugust 26, 2011, 7:43 pm

@FastEditing: RT @wilcoxediting: Send congratulatory cards marking achievements for projects or career // Ooo great idea! Will start this! #EFACHatAugust 26, 2011, 7:43 pm

@EInspirations: I send out cards several times a year and after huge projects.  
#EFACHatAugust 26, 2011, 7:43 pm

@KOKEdit: Another trust booster: Take courses & earn certificates/certification in field, then inform clients that you're doing so for them. #EFACHatAugust 26, 2011, 7:43 pm

@EFAFreelancers: RT @virtuallori: Think twice before whining about a project publicly in an identifiable way -- were all connected these days. #EFACHatAugust 26, 2011, 7:43 pm

@kimberlycreates: RT @CCCopyEditor: Go above & beyond, w/in reason, to increase your clients trust. #EFACHatAugust 26, 2011, 7:44 pm

@EInspirations: Connect on Facebook and show that you pay attention to their interests.  
#EFACHatAugust 26, 2011, 7:44 pm

@FastEditing: Also: Apologize when needed. An apology goes a long way to defuse issue; impresses clients; sign of confidence, not weakness. #efachatAugust 26, 2011, 7:44 pm

@CCCopyEditor: After completing a project for an author, in my last communication I always congratulate them on publishing their work. #efachatAugust 26, 2011, 7:44 pm

@TootSweetSu: RT @KOKEdit: Another trust booster: Take courses & earn certificates/certification in field, then inform clients that you're doing so for them.  
#EFACHatAugust 26, 2011, 7:44 pm

@jamesfraleigh: I've sent small holiday gifts to clients. Edible ones in the past; also looking at price of Post-Its w/ my name, contact info. #EFACHatAugust 26, 2011, 7:44 pm

@HDemchick: @virtuallori So nobody here should have answered the red flag question?  
#EFACHatAugust 26, 2011, 7:44 pm

@EInspirations: @KOKEdit How do you inform clients? I take courses and such but don't know how to announce other than add to my resume. #EFACHatAugust 26, 2011, 7:44 pm

@CCCopyEditor: @EInspirations I connect on LinkedIn rather than Facebook, although I do "like" publishers and their posts on FB. #efachatAugust 26, 2011, 7:45 pm

@KOKEdit: Showing appreciation: I name clients in list of projects for year included in my end-of-year newsletter. #EFACHatAugust 26, 2011, 7:45 pm

@FastEditing: My reg. client just offered me FT job, I guess that's appreciation =) (I love freelancing, so we're just renewing contract) #efachatAugust 26, 2011, 7:45 pm

@kimberlycreates: Sure--simple things tho. Like noticing things off-the-job & communicating that info to clients. Guess that's going the xtra mile. #EFACHatAugust 26, 2011, 7:45 pm

@virtuallori: I always thank clients for thinking of me when they contact me about work and for sending it to me when I return the job. #EFACHatAugust 26, 2011, 7:45 pm

@EFAFreelancers: @HDemchick @virtuallori There is a difference between identifying a behavior and identifying a particular client or project. #EFAChatAugust 26, 2011, 7:45 pm

@kimberlycreates: RT @FastEditing: Apologize when needed. Apology goes long way to defuse issue; impresses clients; sign of confidence, not weakness. #EFAChatAugust 26, 2011, 7:46 pm

@virtuallori: @HDemchick No, I'm thinking more of "I'm editing this awful book on toejam. Can't believe someone agreed to publish this dreck." #EFAChatAugust 26, 2011, 7:46 pm

@EInspirations: I highlight books I have worked on on my website. Shows my skills and advertises new book. #EFAChatAugust 26, 2011, 7:46 pm

@FastEditing: Showing appreciation: Thank you messages; end-of-year edible goodies for top 2-5 clients; other swag when I have it #efachatAugust 26, 2011, 7:47 pm

@KOKEdit: @EInspirations "Dear Client: I'm now board-certified editor in life sciences. Is part of my dedi to improving my skills for U." #EFAChatAugust 26, 2011, 7:47 pm

@wilcoxediting: RT @einspirations: I highlight books I have worked on on my website. Shows my skills and advertises new book. #EFAChatAugust 26, 2011, 7:48 pm

@kimberlycreates: RT @virtuallori: Thank clients for thinkng of me when they contact me abt wrk & for sendng it to me when I retrn the job. || Me too #EFAChatAugust 26, 2011, 7:48 pm

@lieslw: @virtuallori: same here; I always thank them for the opportunity to work with them again. #EFAChatAugust 26, 2011, 7:49 pm

@EFAFreelancers: Have your established client relationships led to new opportunities? What's your best referral story? #EFAChatAugust 26, 2011, 7:49 pm

@KOKEdit: @virtuallori I thank clients for thinking of me to bid on projects even if I'm already booked up. #EFAChatAugust 26, 2011, 7:49 pm

@HDemchick: @EInspirations Oh, for sure. My site is still being built, but it will reference all books I've edited. And praise for the books. #EFAChatAugust 26, 2011, 7:49 pm

@FastEditing: @einspirations Do you get client permission? I should develop this list, just wondering if clients are usually agreeable #efachatAugust 26, 2011, 7:50 pm

@kimberlycreates: Appreciation: Notes of thanks work on a low budget. Long time client sends me edibles every year. Favorite was baklava! Mmmm! #EFAChatAugust 26, 2011, 7:50 pm

@EInspirations: Many of my clients now come through word of mouth so relationships are very important! #EFAChatAugust 26, 2011, 7:50 pm

@virtuallori: @KOKEdit I also thank even if I can't fit it in, and ask them to keep me in mind for next time (& give a date when I free up). #EFAChatAugust 26, 2011, 7:50 pm

@EFAFreelancers: @kimberlycreates Yummy! #EFAChatAugust 26, 2011, 7:50 pm

@virtuallori: I really need to come up with something good to send my regular clients this year. #EFAChatAugust 26, 2011, 7:51 pm

@EInspirations: @FastEditing I informed the clients in the beginning and asked if there were any objections, for the reg clients, I just do it now. #EFAChatAugust 26, 2011, 7:51 pm

@kimberlycreates: RT @virtuallori: I also thank even if I cant fit it in, & ask them to keep me in mind for next time (& give a date when I free up). #EFAChatAugust 26, 2011, 7:51 pm

@SVB\_Editor: An int'l development org referred me to its sister agency, which has given me some well-paying editing jobs. #EFAChatAugust 26, 2011, 7:51 pm

@FastEditing: I get referrals mainly indirectly -- not from clients, but similar clients see competitors listed on my profiles and contact me #efachatAugust 26, 2011, 7:52 pm

@jamesfraleigh: @virtuallori Yes! I hate saying no, but I try to say no with a future yes they can use to help plan their next job. #EFAChatAugust 26, 2011, 7:52 pm

@wilcoxediting: @virtuallori I do, too. Feel free to contact me if you want to brainstorm about that or have a mutual accountability partner. #EFAChatAugust 26, 2011, 7:53 pm

@BonnieBoden: @virtuallori My mom has a chocolate business -- molded chocolates in all different shapes. :) #EFAChatAugust 26, 2011, 7:53 pm

@HDEMchick: All kinds of established relationships help. I'm also trying to use established blog relationships: <http://t.co/jtNvEw2> #EFAChatAugust 26, 2011, 7:53 pm

@EFAFreelancers: RT @HDEMchick: All kinds of established relationships help. Im also...use established blog relationships: <http://t.co/gLC189u> #EFAChatAugust 26, 2011, 7:54 pm

@virtuallori: I made one random connection a few years ago that has led to connections at 3 of the big 6 publishers. #EFAChatAugust 26, 2011, 7:54 pm

@EInspirations: I use the cover image, list my service completed on the project, and discuss the book: <http://t.co/MjEp1lx> #EFAChatAugust 26, 2011, 7:54 pm

@EFAFreelancers: @BonnieBoden @virtuallori Double yum! #EFAChatAugust 26, 2011, 7:54 pm

@KOKEdit: My nicest referrals come from authors I've worked with; they refer me to their colleagues (for editing med-journal articles). #EFAChatAugust 26, 2011, 7:54 pm

@FastEditing: .@jamesfraleigh @virtuallori @kokedit Agreed, I prefer " Yes, but" to flat "no" - - and thank-you goes a long way #efachatAugust 26, 2011, 7:55 pm

@kimberlycreates: @virtuallori Nice! Those random connections can be invaluable some times! #EFAChatAugust 26, 2011, 7:55 pm

@KOKEdit: I also get some lovely referral from EFA, Copyediting-L, and AMWA e-mail listmates. #EFAChatAugust 26, 2011, 7:55 pm

@SVB\_Editor: @BonnieBoden How about molded chocolates in the shapes of copyediting marks? #EFAChatAugust 26, 2011, 7:56 pm

@EFAFreelancers: We're coming up on the end of today's chat. Any particular topics you'd like to see covered in the future? #EFAChatAugust 26, 2011, 7:56 pm

@KOKEdit: @SVB\_Editor Would love to get chocolate commas and delete marks! #EFAChatAugust 26, 2011, 7:57 pm

@FastEditing: .@kokedit Funny, my professor clients don't like to refer me -- want to keep my time for themselves. Flattering, but unhelpful => #efachatAugust 26, 2011, 7:57 pm

@jamesfraleigh: Nicest client this year gets a caret cake. :) #EFAChatAugust 26, 2011, 7:57 pm

@KOKEdit: @jamesfraleigh Ha--caret cake! #EFAChatAugust 26, 2011, 7:57 pm

@wilcoxediting: One of my best clients was referred by another client I met through my husband's former classmate at his high school reunion. #EFAChatAugust 26, 2011, 7:58 pm

@kpsourcerqueen: @CCCopyEditor #efachat VERY good tip, Facebook def has a more personal vibe than #LinkedInAugust 26, 2011, 7:58 pm

@lieslw: @EFAFreelancers: future topics: maybe something on determining rates, or how to raise rates w/ current clients? #EFAChatAugust 26, 2011, 7:59 pm

@BonnieBoden: @SVB\_Editor There's letters, numbers, and punctuation -- I'd have to check into copyediting marks! :) #EFAChatAugust 26, 2011, 7:59 pm

@kimberlycreates: @SVB\_Editor @BonnieBoden THAT would be awesome. #EFAChatAugust 26, 2011, 7:59 pm

@EFAFreelancers: @jamesfraleigh Hey, it's cheaper than a carat cake. #EFAChatAugust 26, 2011, 7:59 pm

@jamesfraleigh: Very prosaic future topic: What sort of chair do you use at your workstation & where/why did you choose it? #EFAChatAugust 26, 2011, 7:59 pm

@HDemchick: I'm offering finders fees to anyone I know who can find me a client. Is this unusual? #EFAChatAugust 26, 2011, 7:59 pm

@makeshiftalisha: Asking #EFAChat @EFAFreelancers about must know rules for acquiring and expanding client base. Any tips to share? <http://t.co/XN1vIO6> August 26, 2011, 8:00 pm

@EFAFreelancers: @jamesfraleigh That could work if we broadened the topic a little to ergonomics. Good idea, thanks! #EFAChatAugust 26, 2011, 8:01 pm

@virtuallori: @HDemchick Not common, but not unheard of, either. #EFAChatAugust 26, 2011, 8:01 pm

@GreenInkEdits: Future topic: Which editorial higher ed degrees and certifications are worth pursuing? #EFAChatAugust 26, 2011, 8:01 pm



@jamesfraleigh: @HDemchick No; friends of mine have offered bounties for FT work too. Not outlandish IMO. #EFAChatAugust 26, 2011, 8:01 pm

@FastEditing: @hdemchick Not unusual, I think -- but I've usually heard of discounts off next project for referring new client, not outright fee #efachatAugust 26, 2011, 8:01 pm

@kimberlycreates: @EFAFreelancers That's exactly what I was thinking --ergonomics! #EFAChatAugust 26, 2011, 8:02 pm

@FastEditing: .@greeninkedits @efafreelancers Or perhaps broader topic of requisite background and/or education? #efachatAugust 26, 2011, 8:02 pm

@HDemchick: @FastEditing Hey, not all of my friends are authors. They'd have a discount if they wanted it! #EFAChatAugust 26, 2011, 8:02 pm

@KOKEdit: @kimberlycreates @EFAFreelancers Ooh, I have a great story to share about ergonomics! Will save it for a chat on that topic. #EFAChatAugust 26, 2011, 8:02 pm

@BonnieBoden: Oops -- forgot #EFAChat on that one. Resending. August 26, 2011, 8:03 pm

@EFAFreelancers: Thanks for joining us for this month's Freelance Friday! Join us next third Friday (Sept. 23) at 3p.m. EST. #EFAChatAugust 26, 2011, 8:03 pm

@BonnieBoden: There are choco typewriters, keyboards, computers, computer mice, etc. Maybe pens/pencils. So many options. :) #EFAChatAugust 26, 2011, 8:03 pm

@jamesfraleigh: Broader discussion of ergonomics would be welcome: sitting/standing desks, monitor heights/1 vs 2, everything! #EFAChatAugust 26, 2011, 8:04 pm

@HDemchick: @EFAFreelancers Thanks! This was a good use of the Really Good Editing half of my day. #EFAChatAugust 26, 2011, 8:04 pm

@kimberlycreates: @KOKEdit Good--I think I know what story you're talking about too! #EFAChatAugust 26, 2011, 8:04 pm

@FastEditing: @hdemchick Good point -- I was thinking of existing clients referring new clients. But I hope a friend would refer just because! #efachatAugust 26, 2011, 8:04 pm

@lieslw: @EFAFreelancers: thanks for hosting! #EFAChatAugust 26, 2011, 8:04 pm

@EFAFreelancers: Feel free to chat some more, but the transcript for today's chat will end here. #EFAChatAugust 26, 2011, 8:04 pm