



Transcript of CommsChat, February 6

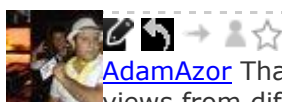
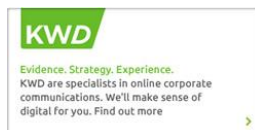
CommsChat with Blaise Grimes-Viort

A CommsChat discussing online community management

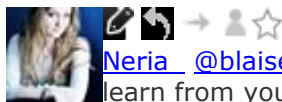
On Monday we were joined by Blaise Grimes-Viort, head of community management & engagement at eModeration and speaker at Virtual Community Summit 2012.

The chat explored the role of the community manager and best practice in this rapidly evolving field, resulting in 26 pages of transcript which can be seen below.

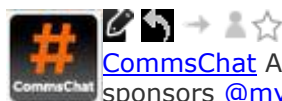
CommsChat would like to thank its sponsors.



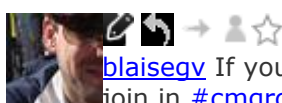
[AdamAzor](#) Thanks all - really good chat this evening. Great to hear some interesting views from different sides of the industry. [#commschat](#) -9:05 PM Feb 6th, 2012



[Neria_@blaiseqv](#), thank you for sharing your insights with us! Lovely to chat and learn from you all! [#CommsChat](#) -9:05 PM Feb 6th, 2012



And again, a big thanks to our sponsors [@mynewsdesk](#) [@cisionuk@kwdigital](#) & [@wolfstarpr](#) Please do check them out, Without them ... [#commschat](#)-9:04 PM Feb 6th, 2012



If you fancy more great chat around community management in the future, join in [#cmqrchat](#), [#octribe](#), and [#cmqr](#) ! [#commschat](#) -9:04 PM Feb 6th, 2012



[KimBorrowdale](#) [@CommsChat](#) [@blaiseqv](#) thanks, night all. Tomorrow I will fight the good fight for a CM! [#commschat](#) -9:03 PM Feb 6th, 2012



[helenblundell](#) [@CommsChat](#) [@blaiseqv](#) thanks for an excellent discussion [#commschat](#) -9:03 PM Feb 6th, 2012



[CommsChat](#) [@BarbaraAnne123](#) I've got to leave this conversation now - but I'll be interested to see what the response is to that. [#commschat](#) -9:03 PM Feb 6th, 2012



[blaiseqv](#) Thanks for having me everyone, really enjoyed the chat and ping me or [@emoderation](#) to discuss anything further :) [#commschat](#) -9:03 PM Feb 6th, 2012



[CommsChat](#) Feel free to carry on using the hashtag amongst yourselves! And a transcript will go up tomorrow morning [#commschat](#) -9:03 PM Feb 6th, 2012



[AntonioKing1](#) [#CommsChat](#) Well when community mgmt is such a 24/7 role, it doesn't make getting up at 3AM for a virtual summit all that difficult. ;) -9:03 PM Feb 6th, 2012



[AdamAzor](#) RT "[@Jamesnicholsfry](#) It's really hard 2 find internships. It's more who u know 2 get u even the smallest of unpaid internships!" [#CommsChat](#) -9:02 PM Feb 6th, 2012



[CommsChat](#) HUGE thanks to [@blaiseqv](#) for being such a great host, and to everyone for joining in and putting forward your thoughts [#commschat](#) -9:02 PM Feb 6th, 2012



[CommsChat](#) Ok, I think that's probably all we've got time for I'm afraid... [#commschat](#) -9:02 PM Feb 6th, 2012



[BarbaraAnne123](#) [#CommsChat](#) What does everyone think the role of outreach is in community content creation? -9:01 PM Feb 6th, 2012



[blaiseqv](#) Keep it fresh RT [@alexpachham](#): Never let your content strategy stand still. Or your community will become disengaged very quickly [#commschat](#) -9:00 PM Feb 6th, 2012



[AntonioKing1](#) The A vs B debate always sparks a nice conversation too. [#commschat](#) -9:00 PM Feb 6th, 2012



[CommsChat](#) [@AntonioKing1](#) That's dedication! [#commschat](#) -9:00 PM Feb 6th, 2012



[socialPolly](#) RT [@alexpachham](#): [#commschat](#) Never let your content strategy stand still. Or your community will become dis-engaged very quickly, which is fatal. -8:59 PM Feb 6th, 2012



[AntonioKing1](#) [#CommsChat](#) [@Communciatemag](#) Definitely. Though will have to get up at 3AM. Still excited to attend! -8:59 PM Feb 6th, 2012



[Dan Martin](#) RT [@thelaurenklein](#): Crowds love to solve problems, good way to drive more engagement with curators [#commschat](#) -8:58 PM Feb 6th, 2012



[Neria](#) RT [@blaiseqv](#): RT [@thelaurenklein](#): Crowds love to solve problems, good way to drive more engagement with curators [#CommsChat](#) -8:58 PM Feb 6th, 2012



[blaiseqv](#) [@JamesBougourd](#) curating is definitely an important part of community management. [#commschat](#) -8:58 PM Feb 6th, 2012



[KimBorrowdale](#) RT [@thelaurenklein](#): Crowds love to solve problems, good way to drive more engagement with curators [#CommsChat](#) -8:58 PM Feb 6th, 2012



[Neria](#) [@Communicatemag](#) , interesting! Wish I could split myself. :) Attending SM event [@Hilton](#), Manchester on the 9th! [#CommsChat](#) -8:58 PM Feb 6th, 2012



[blaiseqv](#) RT [@thelaurenklein](#): Crowds love to solve problems, good way to drive more engagement with curators [#commschat](#) -8:58 PM Feb 6th, 2012



[CommsChat](#) RT [@LizLedge](#): [@Dan_Martin](#) couldn't agree more. I'll be opening up a dedicated community section on [@totalswindon](#) [#commschat](#) -8:57 PM Feb 6th, 2012



[NickWallen](#) RT [@Dan_Martin](#) [@HelenMoore](#) Getting intern to run community is like getting son to enter Tour de France because they have a bike [#commschat](#) -8:57 PM Feb 6th, 2012



[alexpachham](#) [#commschat](#) Never let your content strategy stand still. Or your community will become dis-engaged very quickly, which is fatal. -8:57 PM Feb 6th, 2012



[Communicatomag](#) Sorry, rather than just link, should have said anyone else going to the Virtual Community Summit <http://t.co/474eLXIW> [#commschat](#) -8:57 PM Feb 6th, 2012



[Dan_Martin](#) [@helenmoore](#) I don't think you can say that all temporary interns don't know they're doing [#commschat](#) -8:56 PM Feb 6th, 2012



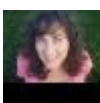
[JamesBougourd](#) [@blaiseqv](#) I'm always finding content from the community, best way to get content shared [#commschat](#) -8:56 PM Feb 6th, 2012



[LizLedge](#) [@Dan_Martin](#) couldn't agree more. I'll be opening up a dedicated community section on [@totalswindon](#) [#commschat](#) -8:56 PM Feb 6th, 2012







[AntonioKing1](#) [#commschat](#) Oh for sure. Exp is def. key. Knowing what com. mgt is a good start! -8:56 PM Feb 6th, 2012







[thelaurenklein](#) Crowds love to solve problems, good way to drive more engagement with curators [#CommsChat](#) -8:56 PM Feb 6th, 2012




  →  
[Communicatemaq](#) Anyone else here going to the <http://t.co/474eLXIW> - im looking forward to meeting folks there [#commschat](#) -8:56 PM Feb 6th, 2012







  →  
[CommsChat](#) MT [@blaiseqv](#): Sourcing content from the community itself is a great way to dev a sense of ownership. Can be asked for or curated [#commschat](#) -8:56 PM Feb 6th, 2012







  →  
[blaiseqv](#) Doubt ur on intern contract :) RT [@AntonioKing1](#): [#CommsChat](#) Im 21 & Head of Comm for gaming media company [#commschat](#) -8:55 PM Feb 6th, 2012







  →  
[Dan Martin](#) [@commschat](#) On my website we allow all members to blog. We post-moderate & put trust in members to not spam [#commschat](#) -8:55 PM Feb 6th, 2012







  →  
[BarbaraAnne123](#) [#CommsChat](#) Then you know the members are interested in the content you want them to create before you write to them. -8:55 PM Feb 6th, 2012







  →  
[Helen Moore](#) [@AntonioKing1](#) ah but not an intern - you're obviously young, talented and know what you're doing - different to a temp intern [#commschat](#) -8:55 PM Feb 6th, 2012





  →  
[BarbaraAnne123](#) [#CommsChat](#) I think tabulating results of a survey and using databases to slice members into subgroups is a good idea. -8:54 PM Feb 6th, 2012



  →  
[CommsChat](#) [@AntonioKing1](#) ... responsibility that's beyond that's beyond their paygrade [#commschat](#) -8:54 PM Feb 6th, 2012



  →  
[AdamAzor](#) I rest my case >> RT [@AntonioKing1](#): [#CommsChat](#) Im 21 and the Head of Comm for a gaming media company. Were not all ignorant. ;) [#commschat](#) -8:54 PM Feb 6th, 2012



[Communicatomag](#) RT [@AntonioKing1](#): [#CommsChat](#) Im 21 and the Head of Comm for a gaming media company. Were not all ignorant. ;) [#commschat](#) -8:54 PM Feb 6th, 2012



[CommsChat](#) [@AntonioKing1](#) I don't think anyone's claiming youth=incompetence here. It's rather about part-time employees being given.... [#commschat](#) -8:53 PM Feb 6th, 2012



[Dan Martin](#) RT [@blaiseqv](#): Sourcing content from community itself is a great way of developing a sense of ownership. Can be asked for/curated [#commschat](#) -8:53 PM Feb 6th, 2012



[alexpackham](#) [#commschat](#) Depends on the topic of interest to the community. A balance between commercial + conversation msging needs to be achieved. -8:53 PM Feb 6th, 2012



[AntonioKing1](#) [#CommsChat](#) I'm 21 and the Head of Comm for a gaming media company. We're not all ignorant. ;) -8:52 PM Feb 6th, 2012



[blaiseqv](#) Sourcing content from the community itself is a great way of developing a sense of ownership. Can be asked for or curated [#commschat](#) -8:52 PM Feb 6th, 2012



[SheilaS](#) RT [@HelenMoore](#): Getting your intern to run a community is like getting your son to enter the Tour de France b/c he has a bike. [#commschat](#) -8:52 PM Feb 6th, 2012



[gaildoggett](#) [@BarbaraAnne123](#) [@helenmoore](#) also interns rarely likely to be well connected to get timely responses from snr sources when needed [#commschat](#) -8:52 PM Feb 6th, 2012



[blaiseqv](#) Apart from articles & polls, do interviews of either people they look up to, or highlight best community members for [#cmgr](#) kudos [#commschat](#) -8:51 PM Feb 6th, 2012



[blaiseqv](#) There are plenty of types of content you can use, good idea to research what community will find valuable first to ensure value [#commschat](#) -8:51 PM Feb 6th, 2012



[blaiseqv](#) If budget is tight, at very least outsource or hand over to part-timer; there needs to be some accountability and authority [#commschat](#) -8:51 PM Feb 6th, 2012



[toodlepip](#) RT [@AlterianJames](#): [#commschat](#) nice to see [@Sociagility](#) raising the profile of the humble community manager with awards at [#smwldn](#) next week. -8:51 PM Feb 6th, 2012



[AdamAzor](#) I think there's a massive difference between an intern being a CM and running the social strategy / digit marketing. [#commschat](#) -8:50 PM Feb 6th, 2012



[CommsChat](#) Final topic tonight is a little bit broader: What sort of content can community managers use to engage stakeholders? [#commschat](#) -8:50 PM Feb 6th, 2012



[Neria](#) [@alexpackham](#) , moderator to begin with! And then develop skills, experience under supervision, and progress into CM roles. [#CommsChat](#) -8:49 PM Feb 6th, 2012



[Dan Martin](#) RT [@HelenMoore](#) Getting intern to run community is like getting son to enter Tour de France because they have a bike [#commschat](#) -8:49 PM Feb 6th, 2012



[Communicatemag](#) Do any of the PR or comms degree courses have CM modules or components? [#commschat](#) -8:49 PM Feb 6th, 2012



[BarbaraAnne123](#) [#CommsChat](#) Students are young. An intern, or apprentice, can do many tasks. But make decisions that affect the integrity of a brand? No. -8:49 PM Feb 6th, 2012



[AWCchat](#) How often is the intern doing social media work or community management b/c everyone else is intimidated by it? ^S [#commschat](#) -8:49 PM Feb 6th, 2012



[alexpackham](#) [#commschat](#) ...therefore should be able to have insight into CM as much as any other aspect of marketing. Not be a community manager though. -8:48 PM Feb 6th, 2012



[AdamAzor](#) [@CommsChat](#) I agree that that's why I think it depends on their managers. But I think sensible social literate interns add value [#commschat](#) -8:48 PM Feb 6th, 2012



[alexpackham](#) [#commschat](#) An intern doesn't = a young person who uses Facebook & Twitter. An intern should be a student wanting to develop skills.. -8:47 PM Feb 6th, 2012



[helenblundell](#) [@CommsChat](#) [@adamazor](#) train your interns up by all means, just don't let them loose unsupervised until they are no longer interns [#commschat](#) -8:47 PM Feb 6th, 2012



[BarbaraAnne123](#) [#CommsChat](#) [@HelenMoore](#) Agree. They are too young, inexperienced in the online social world, and in financial and brand management.-
8:47 PM Feb 6th, 2012



[blaiseqv](#) [@AdamAzor](#) I'd rather hedge my bets personally but I see your point :) [#commschat](#) -8:47 PM Feb 6th, 2012



[CommsChat](#) [@AdamAzor](#) I think it's probably a really good area for interns to be involved in-but ultimate responsibility can't be theirs. [#commschat](#) -8:45 PM Feb 6th, 2012



[AdamAzor](#) [@blaiseqv](#) true.. but even sometimes experienced marketers and CMs make mistakes. With social things can always go wrong quickly [#commschat](#) -8:45 PM Feb 6th, 2012



[HelenMoore](#) Getting your intern to run a community, is like getting your son to enter the Tour de France because they have a bike [#commschat](#) -8:45 PM Feb 6th, 2012



[HelenMoore](#) [@BarbaraAnne123](#) agree - no. Not interns. FFS [#commschat](#) -8:44 PM Feb 6th, 2012



[gaildoggett](#) [@CommsChat](#) #4 [#commschat](#) and in that case the intern should get the advertising and marketing budgets to play with too... -8:44 PM Feb 6th, 2012



[blaiseqv](#) [@AdamAzor](#) but betting on how good an intern turns out, without a body of mistakes to learn from, is basically gambling [#commschat](#) -8:44 PM Feb 6th, 2012



[gaildoggett](#) [@CommsChat](#) #4 [#commschat](#) yes if you believe any publicity is good publicity and don't care about brand mgmt </rant> -8:43 PM Feb 6th, 2012



[CommsChat](#) RT [@Neria](#) : [@CommsChat](#) on a short-term projects I think - yes. It depends what results are wanted to be achieved. Long-term no. [#commschat](#) -8:43 PM Feb 6th, 2012



[MatthewSemulo](#) I still think that with the right training, support, and supervision/accountability CM can be done by intern (where

appropriate)! [#CommsChat](#) -8:43 PM Feb 6th, 2012



[CommsChat](#) MT [@blaiseqv](#): Intern might bring enthusiasm for community not already inhouse, but unsupervised it can end in social media crisis [#commschat](#) -8:43 PM Feb 6th, 2012



[Dan Martin](#) RT [@blaiseqv](#): Intern might bring enthusiasm for community not inhouse, but unsupervised can end in soc med crisis [#commschat](#) -8:43 PM Feb 6th, 2012



[BarbaraAnne123](#) [#CommsChat](#) There are too many social situations a community person must experience, which takes years of experience. -8:43 PM Feb 6th, 2012



[AdamAzor](#) It's really hard to answer this in a generic way... does it not come down to how good the intern is? and who they are managed by? [#commschat](#) -8:43 PM Feb 6th, 2012



[blaiseqv](#) [@MatthewSemulo](#) if intern is the only person practicing community management, who is able to supervise effectively? [#commschat](#) -8:43 PM Feb 6th, 2012



[blaiseqv](#) If budget is tight, at very least outsource or hand over to staff part-time; there needs to be some accountability and authority [#commschat](#) -8:42 PM Feb 6th, 2012



[blaiseqv](#) Intern might bring enthusiasm for community not already inhouse, but unsupervised this can end in social media crisis [#commschat](#) -8:42 PM Feb 6th, 2012



[AdamAzor](#) [@jeremywaite](#) haha I have no come back... but also make no apologies for being a saints fan... [#commschat](#) -8:41 PM Feb 6th, 2012



[helenblundell](#) Well, it would have to be a really good intern who understood the community. How likely is that? [#commschat](#) -8:41 PM Feb 6th, 2012



[Neria @CommsChat](#) on a short-term projects I think - yes. It depends what results are wanted to be achieved. Long-term no. [#CommsChat](#) -8:41 PM Feb 6th, 2012



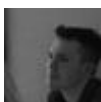
[blaiseqv](#) Most things could be done by an intern. Is it advisable? Rarely. You are running real risk just handing something as critical [#commschat](#) -8:41 PM Feb 6th, 2012



[jeremywaite @AdamAzor @logistikcsr](#) Not sure I agree. I think the best marketers realise that they are now more like "flight controllers". [#commschat](#) -8:41 PM Feb 6th, 2012



[Dan Martin](#) RT [@alexpachham](#) CMs need to be empowered with trust within a business, get community to feel same about company [#commschat](#) -8:41 PM Feb 6th, 2012



[alexpachham @CommsChat](#) No, it can't. [#commschat](#) -8:41 PM Feb 6th, 2012



[Matthew Semulo](#) If given the right training and support, yes CM can be done by an intern in my opinion. [#commschat](#) -8:41 PM Feb 6th, 2012



[BarbaraAnne123 #CommsChat](#) No, community management cannot be done by an intern. -8:41 PM Feb 6th, 2012



[gaildoggett @CommsChat #3 #commschat](#) libel, sweepstakes and competitions, advertising and disclosure, insurance for blogger outreach events! -8:41 PM Feb 6th, 2012



[alexpachham @CommsChat](#) Agreed, completely against 'selling' in digital communities. Hence the word community not digital shop :) [#commschat](#) -8:39 PM Feb 6th, 2012



[CommsChat](#) Ok topic no.4 - which I think may prove contentious - is: Can community management be done by an intern? [#commschat](#) -8:39 PM Feb 6th, 2012



[blaiseqv @LogistikCSR @AdamAzor @jeremywaite](#) can also make an agenda seem more palatable :) [#commschat](#) -8:39 PM Feb 6th, 2012



[Neria](#) RT [@alexpachham](#): CMs need to be empowered with trust within a business, to get the community to feel the same about the company. [#CommsChat](#) -8:39 PM Feb 6th, 2012



[jeremywaite](#) [@AdamAzor](#) I'll agree with you Ad even though you're a saints fan! CM = acquisition drivers, loyalty agents & brand advocates [#commschat](#) -8:39 PM Feb 6th, 2012



[AdamAzor](#) [@jeremywaite](#) [@logistikcsr](#) come on now... this isn't marketing speeches 101. Marketeers use customer insight but remain in control [#commschat](#) -8:39 PM Feb 6th, 2012



[LogistikCSR](#) [@AdamAzor](#) [@jeremywaite](#) Everyone has a budget & agenda to consider. You can still maintain a tone of voice with an agenda. [#commschat](#) -8:38 PM Feb 6th, 2012



[heidinoemm](#) RT [@alexpachham](#): CMs need to be empowered with trust within a business, to get the community to feel the same about the company. [#commschat](#) -8:38 PM Feb 6th, 2012



[MainlinePR](#) [@alexpachham](#) [@CommsChat](#) [#commschat](#) this covers the need for employee loyalty as well as customer loyalty. -8:38 PM Feb 6th, 2012



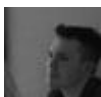
[AdamAzor](#) [@CommsChat](#) [@jeremywaite](#) it could & The biz itself has to decide what it wants from CM before deciding where it wants it [#commschat](#) -8:38 PM Feb 6th, 2012



[CommsChat](#) [@alexpachham](#) Absolutely-I think trust is harder to come by when people feel they're being sold to though [#commschat](#) -8:37 PM Feb 6th, 2012



[jeremywaite](#) [@AdamAzor](#) [@logistikcsr](#) No customers = No engagement = No ROI = No budget anyway! [#commschat](#) -8:36 PM Feb 6th, 2012



[alexpachham](#) [@CommsChat](#) CM's need to be empowered with trust within a business, to get the community to feel the same about the company. [#commschat](#) -8:36 PM Feb 6th, 2012



CommsChat RT [@LogistikCSR](#): [@jeremywaite](#) [@adamazor](#) Brand guardian is a nice way of putting it. [#commschat](#) -8:35 PM Feb 6th, 2012



[KimBorrowdale](#) [@jeremywaite](#) and on that note customers see all (instantly) so coaching on how to ref clients/brands more important than ever [#commschat](#) -8:35 PM Feb 6th, 2012



[AdamAzor](#) [@jeremywaite](#) [@LogistikCSR](#) that's a beautiful phase 2 put in a tweet but the reality is they are in control & sign off the budget [#commschat](#) -8:35 PM Feb 6th, 2012



[LogistikCSR](#) [@jeremywaite](#) [@adamazor](#) Brand guardian is a nice way of putting it. [#commschat](#) -8:34 PM Feb 6th, 2012



CommsChat [@AdamAzor](#) [@jeremywaite](#) Very true and in fact I think that's happening already. But does it cloud engagement? [#commschat](#) -8:34 PM Feb 6th, 2012



[blaiseqv](#) Common sense is very subjective. Probably not wise to rely on it for legal issues as a [#cmgr](#). Talk to your legal team! [#commschat](#) -8:34 PM Feb 6th, 2012



[doktorb](#) [@CommsChat](#) [@MainlinePR](#) [#commschat](#) "copyright, copyright, copyright" to coin a phrase. -8:33 PM Feb 6th, 2012



CommsChat [@alexpachham](#) I think-admirable a sentiment as that is-it's foolish for companies not to be clear about where legal boundaries lie [#commschat](#) -8:33 PM Feb 6th, 2012



[blaiseqv](#) [@helenblundell](#) another great reason to come along or watch the live feed!<http://t.co/cgJeDPoj> [#commschat](#) -8:32 PM Feb 6th, 2012



[Jeremy Waite](#) [@LogistikCSR](#) [@adamazor](#) Not a brand manager. More a brand guardian. "You" are not in control anymore. Your customers are. [#commschat](#) -8:32 PM Feb 6th, 2012



[Adam Azor](#) [@JeremyWaite](#) [@CommsChat](#) customer service is v important but done in the right way a CM could also be a major acquisition driver [#commschat](#) -8:31 PM Feb 6th, 2012



[Ann Wax](#) [@AlexPackham](#) [@CommsChat](#) legal common sense is needed, but there are ppl who are very zealous with lawsuits. [#commschat](#) -8:31 PM Feb 6th, 2012



[Helen Blundell](#) [@Blaiseqv](#) we'll be talking about libel with [@Timpinto](#) at [#vircomm12](#) this Thursday :) [#commschat](#) -8:31 PM Feb 6th, 2012



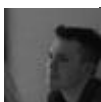
[CommsChat](#) We're 1/2 thru, time to say a big thanks to our sponsors [@mynewsdesk](#) [@cisionuk](#) [@kwdigital](#) & [@wolfstarpr](#) Please do check them out [#commschat](#) -8:31 PM Feb 6th, 2012



[Doktorb](#) [@AlexPackham](#) "Common sense" can be misused. How to reign in the idea that 'libel doesn't exist' in internal email, etc? [#commschat](#) -8:31 PM Feb 6th, 2012



[MainlinePR](#) RT [@CommsChat](#): KLAXON: topic [#3](#), What are the core legal topics a community manager needs to be aware of? [#commschat](#) -8:30 PM Feb 6th, 2012



[Alex Packham](#) [@CommsChat](#) [#commschat](#) legal common sense is needed, nothing further than that IMO. -8:29 PM Feb 6th, 2012



[LogistikCSR](#) RT [@AlterianJames](#): [#commschat](#) cmgr can be lead generating, offline-public speaking, cust support, prod dev & closest a board can get to knowing what goes on -8:29 PM Feb 6th, 2012



[Adam Azor](#) Policy is split in two e.g. there is online social best practice & there will be the sector's policy e.g. CM for alcohol brands [#commschat](#) -8:29 PM Feb 6th, 2012



[Blaiseqv](#) Finally in UK there's CAP (or FTC in USA), covering astroturfing & endorsements in

social media. Read this: <http://t.co/tI7TqQtI> #commschat -8:29 PM Feb 6th, 2012



[jeremywaite](#) @CommsChat Of course. But I think comm mgmt in social is customer service #1, everything else 2nd. Just ask [@garyvee](#) #commschat -8:29 PM Feb 6th, 2012



[blaiseqv](#) Finally in UK there's CAP (or FTC in USA), covering astroturfing & endorsements in social media. Read this: <http://t.co/RjUZQN7o> #commschat -8:29 PM Feb 6th, 2012



[Sociagility](#) @CommsChat Some sectors value their communities more, so those orgs more likely to put community management at their heart #commschat -8:29 PM Feb 6th, 2012



[doktorb](#) @AlterianJames @CommsChat #commschat Ah but we all know boards for whom 'what's going on' means offline meetings and no sm awareness -8:29 PM Feb 6th, 2012



[annwax](#) In the US one of the core topics is what is politically correct. #commschat -8:28 PM Feb 6th, 2012



[blaiseqv](#) Sweepstake or competitions law in your country can cause you problems if you want to do a giveaway via social media - brush up! #commschat -8:28 PM Feb 6th, 2012



[Sociagility](#) @CommsChat Yes sorry. Forgot that bit. #commschat -8:27 PM Feb 6th, 2012



[blaiseqv](#) Copyright is always a thorny issue in social media - make sure you have at least a notice & takedown procedure in place #commschat -8:27 PM Feb 6th, 2012



[AlterianJames](#) #commschat cmgr can be lead generating, offline-public speaking, cust support, prod dev & closest a board can get to knowing what goes on -8:27 PM Feb 6th, 2012



[helenblundell](#) ... And the policy team. You need 2 be able to communicate co policy to your community without sounding like you've got a script #commschat -8:27 PM Feb 6th, 2012



[CommsChat @Sociagility](#) Hi! We'd love you to join in - remember to use the [#commschat](#) tag so others can follow your tweets. -8:27 PM Feb 6th, 2012



[blaiseqv](#) Libel in the UK is something every [#cmgr](#) should be aware of - given libel tourism non-UK [#cmgr](#) should pay attention too [#commschat](#) -8:27 PM Feb 6th, 2012



[AdamAzor @blaiseqv](#) Agreed. Also think it depends on how digitally focused the company is and finally what the biz wants out of the CM [#commschat](#) -8:27 PM Feb 6th, 2012



[CommsChat](#) KLAXON: topic [#3](#), What are the core legal topics a community manager needs to be aware of? [#commschat](#) -8:26 PM Feb 6th, 2012



[helenblundell](#) ... And the policy team. You need to be able to communicate co policy to your community without sounding like youve hot a script [#commschat](#) -8:25 PM Feb 6th, 2012



[blaiseqv @AdamAzor](#) I think we will see them dotted in different depts. What company "produces" does affect where [#cmgr](#) may sit. [#commschat](#) -8:25 PM Feb 6th, 2012



[AdamAzor @jeremywaite](#): [@CommsChat @logistikcsr @adamazor](#) interesting view but I don't think they should be limited 2 just customer service [#commschat](#) -8:25 PM Feb 6th, 2012



[CommsChat @jeremywaite](#) I think there's a place for it beyond customer engagement though, isn't there? [#commschat](#) -8:24 PM Feb 6th, 2012



[Dan Martin @commschat @alexpckham](#) That's very much a big business perspective. Most small companies don't think in departments [#commschat](#) -8:24 PM Feb 6th, 2012



[blaiseqv](#) RT [@alexpckham](#): Community mngt doesnt fit into an existing business department. Companies need to realise its a new, unique role [#commschat](#) -8:24 PM Feb 6th, 2012



[jeremywaite @CommsChat @logistikcsr @adamazor](#) Community managers should be part of the customer services team. Is ALL about engagement [#commschat](#) -8:23 PM Feb 6th, 2012



[AdamAzor](#) It will be interesting when CMs become widespread to see how defined the role will become e.g. Internal comms or digi marketeers [#commschat](#) -8:23 PM Feb 6th, 2012



[CommsChat @blaiseqv](#) Especially as sm mgmt in itself still novel-corporates wrapping their head around it [#commschat](#) -8:23 PM Feb 6th, 2012



[helenblundell @alexpackham](#) in fact you need to resist being departmentalised at all [#commschat](#) -8:23 PM Feb 6th, 2012



[Dan Martin @commschat](#) Depends on the organisation. Without a community manager, some modern orgs wouldn't function [#commschat](#) -8:23 PM Feb 6th, 2012



[CommsChat @AlterianJames](#) Congratulations! [#commschat](#) -8:22 PM Feb 6th, 2012



[blaiseqv @CommsChat](#) We're still far from it unfortunately. It still feels like a big gamble and threatens existing structure. [#commschat](#) -8:22 PM Feb 6th, 2012



[blaiseqv @AlterianJames](#) Nice one, congratulations! Will take a look :) [#commschat](#) -8:21 PM Feb 6th, 2012



[CommsChat MT @alexpackham](#): doesnt fit into an existing business department. Companies need to realise its a new, unique role [#commschat](#) -8:21 PM Feb 6th, 2012



[AdamAzor](#) At the moment most community managers probably do much more in social media than just be the voice & moderator of the brand [#commschat](#) -8:21 PM Feb 6th, 2012



[Dan Martin](#) RT [@blaiseqv #cmgr](#) should sit in middle of organisational matrix IMO. Input is invaluable in all facets of how a company runs. [#commschat](#) -8:21 PM Feb 6th, 2012



[CommsChat](#) How far away are organisations from putting community mgmt at their heart though? Wd require full buy-in from decision makers. [#commschat](#) -8:20 PM Feb 6th, 2012



[AlterianJames](#) [@blaiseqv](#) <http://t.co/VoCx5LGB> Im shortlisted-truly humbled at such a thing. No idea who put me fward. Great validation of role. [#commschat](#) -8:20 PM Feb 6th, 2012



[alexpackham](#) Community management doesn't fit into an existing business department. Companies need to realise its a new, unique role [#commschat](#) -8:20 PM Feb 6th, 2012



[Dan Martin](#) [@CommsChat](#) At the heart of it. They're the closest to the community & ignoring them in decision making is stupid [#commschat](#) [#commschat](#) -8:20 PM Feb 6th, 2012



[blaiseqv](#) Yes spot on comparison RT [@gaildoggett](#): like film producer, [#cmgr](#) needs understanding of and up to date info about everyone's job [#commschat](#) -8:19 PM Feb 6th, 2012



[MainlinePR](#) RT [@Dan Martin](#): [@blaiseqv](#) We regularly implement changes based on what the members ask for in the feedback forum. [#commschat](#) -8:19 PM Feb 6th, 2012



[gaildoggett](#) [@blaiseqv](#) agreed b/c like film producer, [#cmgr](#) needs understanding of and up to date info about everyone's job [#commschat](#) -8:19 PM Feb 6th, 2012



[MariamCook](#) MT [@blaiseqv](#) [#cmgr](#) should sit in middle of organisational matrix. Their input is invaluable in all facets of how a company runs [#commschat](#) -8:19 PM Feb 6th, 2012



[Dan Martin](#) [@commschat](#) At the heart of it. They're the closest to the community & ignoring them in decision making is stupid [#commschat](#) -8:18 PM Feb 6th, 2012



[blaiseqv](#) As they should interact with majority of departments, can flow information around, acting as aggregator of company operations. [#commschat](#) -8:18 PM Feb 6th, 2012



[CommsChat](#) MT [@blaiseqv](#): The [#cmgr](#) should sit in middle of organisational matrix. input is invaluable in all facets of how a company runs. [#commschat](#) -8:18 PM Feb 6th, 2012



[blaiseqv](#) [@AlterianJames](#) do you have a link? [#commschat](#) -8:18 PM Feb 6th, 2012



[MariamCook](#) RT [@blaiseqv](#): [@Dan_Martin](#) best way to do it - invite community into decision-making process and action their wishes. [#commschat](#) -8:17 PM Feb 6th, 2012



[blaiseqv](#) [@Dan_Martin](#) I used to work on magazine site and yes adverts always drew a reaction from the community :) [#commschat](#) -8:17 PM Feb 6th, 2012



[AdamAzor](#) [@LogistikCSR](#) very much so however the CM will literally be the physical & always-on tone of voice which is far away from internal [#commschat](#) -8:17 PM Feb 6th, 2012



[CommsChat](#) [@AlterianJames](#) Yep - everyone likes a bit of recognition! [#commschat](#) -8:17 PM Feb 6th, 2012



[blaiseqv](#) They must know your products & processes inside out to assist the community, so should be plugged into your R&D department [#commschat](#) -8:17 PM Feb 6th, 2012



[AWCchat](#) RT [@annwax](#): [@Dan_Martin](#) [@CommsChat](#) As the social media networking grows you will see more community managers [#commschat](#) -8:17 PM Feb 6th, 2012



[blaiseqv](#) Due to direct comms with cust, they can feed wealth of marketing research, word-of-mouth promotion and positive brand perception [#commschat](#) -8:16 PM Feb 6th, 2012



[Dan_Martin](#) [@blaiseqv](#) Our members are very vocal including making their thoughts clear on the adverts we put up! [#commschat](#) -8:16 PM Feb 6th, 2012



[AlterianJames](#) [#commschat](#) nice to see [@Sociagility](#) raising the profile of the humble community manager with awards at [#smwldn](#) next week. -8:16 PM Feb 6th, 2012



[blaiseqv](#) The [#cmgr](#) should sit in middle of organisational matrix IMO. Their input is invaluable in all facets of how a company runs. [#commschat](#) -8:16 PM Feb 6th, 2012



[CommsChat @helenblundell](#) Hi Helen, great to have you join us. If you use the [#commschat](#) tag everyone will be able to follow your tweets :) -8:15 PM Feb 6th, 2012



[blaiseqv @Dan_Martin](#) best way to do it - invite community into decision-making process and action their wishes. [#commschat](#) -8:15 PM Feb 6th, 2012



[CommsChat](#) Ok, so picking up on internal ([@logistikcsr @adamazor](#)) is topic [#2](#): Where does a community manager fit in an organisation? [#commschat](#) -8:15 PM Feb 6th, 2012



[MariamCook](#) RT [@Dan_Martin](#): Our forum [@ukbizforums](#) has five volunteer moderators who pretty much keep it ticking over 24/7! [#commschat](#) -8:14 PM Feb 6th, 2012



[Dan_Martin @blaiseqv](#) We have for instance created new forums on particular subjects because members have asked for them [#commschat](#) -8:14 PM Feb 6th, 2012



[Communicatemag](#) Hi, I'm Andrew from Communicate magazine. Their value must be growing - wld folks agree that CMs seem to have more budgt control [#commschat](#) -8:14 PM Feb 6th, 2012



[blaiseqv](#) Interesting RE Internal comms. We are seeing common emergence of internal community managers too. [#commschat](#) -8:14 PM Feb 6th, 2012



[CommsChat](#) RT [@blaiseqv](#): [@AlterianJames](#) very true, still a dearth of UK non-London jobs. But remote working is growing too. [#commschat](#) -8:14 PM Feb 6th, 2012



[Dan_Martin @blaiseqv](#) We regularly implement changes based on what the members ask for in the feedback forum. [#commschat](#) -8:13 PM Feb 6th, 2012



[LogistikCSR @AdamAzor](#) Interesting extension of 'internal' though isn't it. They become your group of trusted people you talk to differently. [#commschat](#) -8:13 PM Feb 6th, 2012



[KimBorrowdale @AlterianJames](#) I agree, particularly lacking in professional

services [#commschat](#) -8:13 PM Feb 6th, 2012



[blaiseqv](#) [@AlterianJames](#) very true, still a dearth of UK non-London jobs. But remote working is growing too. [#commschat](#) -8:13 PM Feb 6th, 2012



[Dan Martin](#) [@blaiseqv](#) There's a feedback forum which our community manager regularly gets involved with [#commschat](#) -8:13 PM Feb 6th, 2012



[CommsChat](#) Presumably there's a shared skillset - or at least overlap - between great internal comms and great community mgmt [#commschat](#) -8:12 PM Feb 6th, 2012



[blaiseqv](#) [@Dan Martin](#) it's great to give community a way to get involved. How do you keep them motivated? [#commschat](#) -8:12 PM Feb 6th, 2012



[AlterianJames](#) [#commschat](#) US is ahead of the curve in having Community Managers in their setup. London is catching up, beyond that in UK is niche -8:11 PM Feb 6th, 2012



[LogistikCSR](#) [@blaiseqv](#) Started on the ground and now it's a bit of both which has been great. It's a virtual foot in the door as it were [#commschat](#) -8:11 PM Feb 6th, 2012



[CommsChat](#) [@alexpachham](#) And what about insight from other stakeholder groups- does community management play a role there? [#commschat](#) -8:11 PM Feb 6th, 2012



[annwax](#) [@Dan Martin](#) [@CommsChat](#) As the social media networking grows you will see more community managers [#commschat](#) -8:10 PM Feb 6th, 2012



[Dan Martin](#) Our forum [@ukbizforums](#) has five volunteer moderators who pretty much keep it ticking over 24/7! [#commschat](#) -8:10 PM Feb 6th, 2012



[AdamAzor](#) However my personal view is a lot of organisations probably view CMs with the same importance as internal comms which is ironic [#commschat](#) -8:10 PM Feb 6th, 2012



[blaiseqv](#) [@CommsChat](#) well, depends where you look. [@emoderation](#) has a [#cmgr](#) who has been doing it for 28yrs ;) [#commschat](#) -8:10 PM Feb 6th, 2012



[alexpachham](#) Community managers will become increasingly valued as companies start to appreciate customer insight to make decisions [#commschat](#) -8:09 PM Feb 6th, 2012



[Dan Martin](#) [@CommsChat](#) Community managers of some sort have been in place for at least 8 years but they have become more important [#commschat](#) -8:09 PM Feb 6th, 2012



[CommsChat](#) RT [@AdamAzor](#): 1) It really does depend on the business. e.g. tech or online focused businesses such as ASOS take pride in them [#commschat](#) -8:09 PM Feb 6th, 2012



[blaiseqv](#) [@LogistikCSR](#) that sounds great! Is this virtually or on the ground also? [#commschat](#) -8:09 PM Feb 6th, 2012



[AlterianJames](#) RT [@alistairbeech](#): Brew, football on the radio and [#CommsChat](#) // this! -8:09 PM Feb 6th, 2012



[CommsChat](#) [@ Hilonet](#) [@alistairbeech](#) [@annwax](#) [@alexpachham](#) Ciao ciao! [#commschat](#) -8:08 PM Feb 6th, 2012



[SheilaS](#) RT [@AWCchat](#): Just started: UK-based [#commschat](#) on topic of online community management. cc [@debng](#) -8:08 PM Feb 6th, 2012



[LogistikCSR](#) [@blaiseqv](#) We use ours to support relationship building with our local community - we've been able to meet so many new people [#commschat](#) -8:08 PM Feb 6th, 2012



[sarahrroberts](#) Evening all ready for Community Management chat [@CommsChat#commschat](#) -8:08 PM Feb 6th, 2012



[CommsChat](#) [@Dan Martin](#) How long have you had designated community managers

in place? Has it grown out of demand? [#commschat](#) -8:08 PM Feb 6th, 2012



[Hilonet](#) Ciao a tutti, its Hila from Italy joining the discussion about online community management [#CommsChat](#) -8:07 PM Feb 6th, 2012



[CommsChat](#) [@blaiseqv](#) It's still a pretty new role in terms of official acceptance, isn't it? [#commschat](#) -8:07 PM Feb 6th, 2012



[MainlinePR](#) RT [@CommsChat](#): Tonight we're going to be talking about online community management. We're joined by [@blaiseqv](#) [#commschat](#) -8:07 PM Feb 6th, 2012



[AdamAzor](#) 1) It really does depend on the business. e.g. technology or online focused businesses such as ASOS really take pride in them [#commschat](#) -8:07 PM Feb 6th, 2012



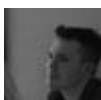
[alistairbeech](#) Brew, football on the radio and [#CommsChat](#) -8:07 PM Feb 6th, 2012



[blaiseqv](#) Still a lot of hurdles to jump for [#cmgr](#) to be truly understood & valued. Mustn't be at end of process, but at beginning guiding [#commschat](#) -8:06 PM Feb 6th, 2012



[annwax](#) Good evening to everyone. [#commschat](#) -8:06 PM Feb 6th, 2012



[alexpachham](#) Getting involved in [#commschat](#), am Social Media Exec for ODEON Cinemas. -8:06 PM Feb 6th, 2012



[Dan Martin](#) [@CommsChat](#) Running the 10 community websites we run would be hard without one! [#commschat](#) -8:06 PM Feb 6th, 2012



[AWCchat](#) Just started: UK-based [#commschat](#) on topic of online community management. -8:06 PM Feb 6th, 2012



[blaiseqv](#) Unfortunately, many orgs view community as numbers game. Shld support relationship building amongst customers, not ticking boxes. [#commschat](#) -8:05 PM Feb 6th, 2012



[CommsChat](#) [@AdamAzor](#) [@ZoeHeredia](#) [@Dan_Martin](#) [@Neria](#) Hi all! Thanks for joining [#commschat](#) -8:05 PM Feb 6th, 2012



[blaiseqv](#) [@Dan_Martin](#) hi Dan :) [#commschat](#) -8:05 PM Feb 6th, 2012



[blaiseqv](#) Timely question. I spotted an article today claiming such roles can be low status jobs (<http://t.co/K86oRvm3>) & "Twitter Monkeys" [#commschat](#) -8:04 PM Feb 6th, 2012



[AdamAzor](#) Hi All, I'm Adam, Senior Account Director for Integrated Agency BD Network. [#commschat](#) -8:04 PM Feb 6th, 2012



[ZoeHeredia](#) Five minutes to go! A quick overview <http://t.co/3cwJ7Odp> [#commschat](#)<http://t.co/gbcY5fOC> -8:04 PM Feb 6th, 2012



[CommsChat #1](#) It was recently 'Community Manager Appreciation Day.' Are community managers valued? [#commschat](#) -8:03 PM Feb 6th, 2012



[Dan_Martin](#) Evening all. Dan Martin here. Editor of [@businesszone](#) and chairman of [@ukbizforums](#) [#commschat](#) -8:03 PM Feb 6th, 2012



[CommsChat](#) So, our first topic for [@blaiseqv](#) is coming up... [#commschat](#) -8:03 PM Feb 6th, 2012



[blaiseqv](#) For tonight I'm really glad to be representing [@emoderation](#) at [#commschat](#) and I look forward to discussing community management with you all -8:02 PM Feb 6th, 2012



[blaiseqv](#) Hi! hope you join virtually [@vircomm12](#) (<http://t.co/jBMez9Kh>), real [#cmgr](#) conference by [@e_mint](#) with fantastic speakers thursday [#commschat](#) -8:02 PM Feb 6th, 2012



[CommsChat](#) Blaise is head of community management & engagement at

eModeration and a speaker at [@vircomm12](#) [#commschat](#) -8:02 PM Feb 6th, 2012



[Neria](#) Joining 8pm interview with [@blaiseqv](#) on Community Management via [#CommsChat](#)! -8:01 PM Feb 6th, 2012



[CommsChat](#) Tonight we're going to be talking about online community management. We're joined by [@blaiseqv](#) [#commschat](#) -8:01 PM Feb 6th, 2012



[LogistikCSR](#) RT [@CommsChat](#): Five minutes to go! A quick overview <http://t.co/7OShoB7e> [#commschat](#) -8:01 PM Feb 6th, 2012



[CommsChat](#) Hi everyone and welcome to [#commschat](#). I'm Molly, editor [@communicatomag](#) [#commschat](#) -8:00 PM Feb 6th, 2012



[CommsChat](#) Ok, let's kick things off... [#commschat](#) -8:00 PM Feb 6th, 2012



[CommsChat](#) Five minutes to go! A quick overview <http://t.co/7OShoB7e#commschat> -7:57 PM Feb 6th, 2012



[VirComm12](#) RT [@CommsChat](#): Fifteen minutes to go! Tonight we're looking at community management w/ [@blaiseqv](#) from [@vircomm12](#) - use [#commschat](#) to join in. [#commschat](#) -7:55 PM Feb 6th, 2012



[CommsChat](#) Fifteen minutes to go! Tonight we're looking at community management w/ [@blaiseqv](#) from [@vircomm12](#) - use [#commschat](#) to join in. [#commschat](#) -7:47 PM Feb 6th, 2012



[AdamAzor](#) tonight's [#CommsChat](#) from 8pm is on community management. If you're interested pls join in. Sorry in advance to my non marketing followers -7:41 PM Feb 6th, 2012



[AllthingsIC](#) RT [@CommsChat](#): There's an hour until [#commschat](#) with [@blaiseqv](#)! We're talking about community management - topics at <http://t.co/UAEvavhM> -7:23 PM Feb 6th, 2012



[CommsChat](#) RT [@blaiseqv](#): A reminder I'll be joining [#CommsChat](#) to discuss community management tonight at 8pm GMT <http://t.co/eAjtfWSD> [#cmgr](#) -7:22 PM Feb 6th, 2012



[KimBorrowdale](#) RT [@CommsChat](#): Today's [#CommsChat](#) on community management, with special guest, [@blaiseqv](#) for more info check out:<http://t.co/UAEvavhM> -7:21 PM Feb 6th, 2012



[alistairbeech](#) RT [@CommsChat](#): There's an hour until [#commschat](#) with [@blaiseqv](#)! We're talking about community management - topics at <http://t.co/UAEvavhM> -7:20 PM Feb 6th, 2012



[Joeydale13](#) RT [@SFjetsetter](#): That's 12pm Pacific! RT [@eModeration](#) At 8pm GMT [@blaiseqv](#) will be discussing the role of a Community Manager [#CommsChat](#)<http://t.co/pp4grpZE> -7:07 PM Feb 6th, 2012



[theintrapreneur](#) "[@CommsChat](#): There's an hour until [#commschat](#) with [@blaiseqv](#)! We're talking about community management - topics at <http://t.co/H0aCUUck>" -7:04 PM Feb 6th, 2012



[CommsChat](#) RT [@SFjetsetter](#): That's 12pm Pacific! RT [@eModeration](#) At 8pm GMT [@blaiseqv](#) will be discussing the role of a Community Manager [#CommsChat](#)<http://t.co/pp4grpZE> -7:01 PM Feb 6th, 2012



[mollyhpierce](#) RT [@SFjetsetter](#): That's 12pm Pacific! RT [@eModeration](#) At 8pm GMT [@blaiseqv](#) will be discussing the role of a Community Manager [#CommsChat](#)<http://t.co/pp4grpZE> -7:01 PM Feb 6th, 2012



[CommsChat](#) There's an hour until [#commschat](#) with [@blaiseqv](#)! We're talking about community management - topics at <http://t.co/UAEvavhM> -7:01 PM Feb 6th, 2012



[Neria](#) RT [@eModeration](#): At 8pm GMT [@blaiseqv](#) will be interviewed on [#CommsChat](#) discussing the role of a Community Manager. <http://t.co/I5CoqJcD> Check it out ! -6:49 PM Feb 6th, 2012



[SueOnTheWeb](#) RT [@eModeration](#): At 8pm GMT [@blaiseqv](#) will be interviewed on [#CommsChat](#) discussing the role of a Community Manager. <http://t.co/T2JaGI7L> -6:41 PM Feb 6th, 2012



[SFjetsetter](#) That's 12pm Pacific! RT [@eModeration](#) At 8pm GMT [@blaiseqv](#) will be discussing the role of a Community Manager [#CommsChat](#) <http://t.co/pp4grpZE> -6:36 PM Feb 6th, 2012



[eModeration](#) At 8pm GMT [@blaiseqv](#) will be interviewed on [#CommsChat](#) discussing the role of a Community Manager. <http://t.co/I5CoqJcD> Check it out ! -6:32 PM Feb 6th, 2012



[mynewsdesk_uk](#) RT [@mollyhpierce](#): [#commschat](#) is discussing community management with [@blaiseqv](#) tonight - join in from 8pm at <http://t.co/EbCssG4Z> - 5:30 PM Feb 6th, 2012



[behindthespin](#) RT [@mollyhpierce](#): [#commschat](#) is discussing community management with [@blaiseqv](#) tonight - join in from 8pm at <http://t.co/mDfVEAiD> - 4:45 PM Feb 6th, 2012



[LogistikCSR](#) Looking forward to joining in on tonight's [#commschat](#)! [#sustainable](#)- 4:12 PM Feb 6th, 2012



[LogistikCSR](#) RT [@mollyhpierce](#): [#commschat](#) is discussing community management with [@blaiseqv](#) tonight - join in from 8pm at <http://t.co/XDxFH9ON> -4:11 PM Feb 6th, 2012



[mollyhpierce](#) [#commschat](#) is discussing community management with [@blaiseqv](#) tonight - join in from 8pm at <http://t.co/XDxFH9ON> -3:54 PM Feb 6th, 2012



[oxydm](#) RT [@VirComm12](#): Take part in [#CommsChat](#) tonight at 8pm. [@blaiseqv](#) will be discussing the role of a [#cmgr](#) <http://t.co/4xD7yAHs> Have your say! Please RT- 3:20 PM Feb 6th, 2012



[VirComm12](#) Take part in [#CommsChat](#) tonight at 8pm. [@blaiseqv](#) will be discussing the role of a [#cmgr](#) <http://t.co/4xD7yAHs> Have your say! Please RT -3:19 PM Feb 6th, 2012



[VirComm12](#) RT [@blaiseqv](#): RT [@commschat](#): Topics and pre-read are now up! <http://t.co/xwLbHMpc> For this evening's [#CommsChat](#) on community management with [@blaiseqv](#) -3:15 PM Feb 6th, 2012



[LizFoggitt](#) RT [@CommsChat](#): Topics and pre-read are now up! <http://t.co/UAEvavhM> For this evening's [#CommsChat](#) on community management with [@blaiseqv](#) -3:06 PM Feb 6th, 2012



[blaiseqv](#) RT [@commschat](#): Topics and pre-read are now

up! <http://t.co/xwLbHMpc> For this evening's [#CommsChat](#) on community management with [@blaiseqv](#) -2:55 PM Feb 6th, 2012



[CommsChat](#) Topics and pre-read are now up! <http://t.co/UAEvavhM> For this evening's [#CommsChat](#) on community management with [@blaiseqv](#) -2:45 PM Feb 6th, 2012