

#ACES2018

How Do I Say That?

Laura Poole

#ACESHowDoISay

@lepoole

Tricky Situations

Delivering bad news

Raising rates

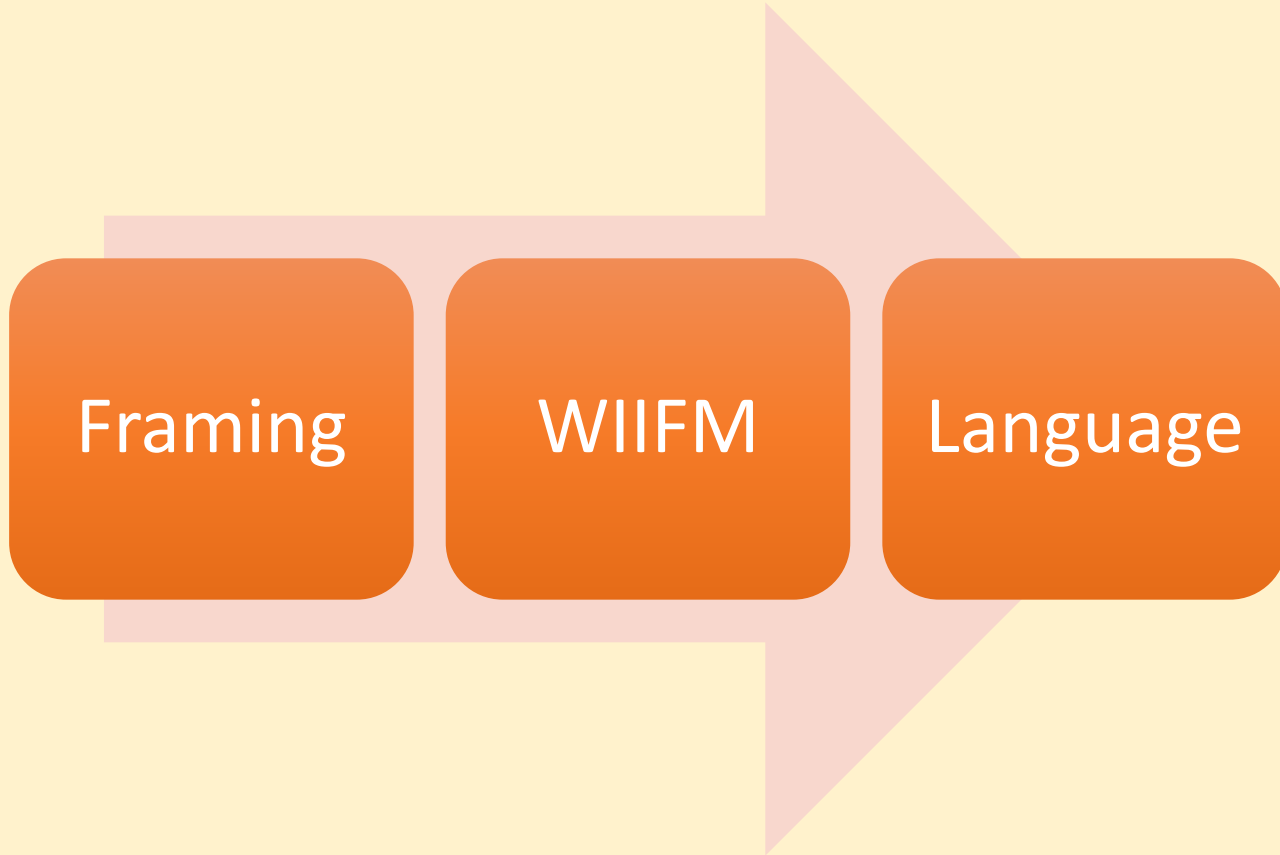
Firing a client

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Key Principles



Who Gets the Message?



Practice Manners and Positive Spin

You *think*: “This is the worst text I’ve ever seen. There’s no way I’m working on it.”

You *say*: “I want you to have the best final product, and I think another editor would serve you better.”

Sometimes: Be Firm and Blunt



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Specific Examples



Late Payments

Nice

- Could you please check on this invoice?

Firm

- The invoice is now past due. Can you expedite payment to stay current?

Mad

- This invoice has been sent to collections.

Raising Your Rates



“My new rates are ...”



Negotiate with existing clients



Back up your case with facts

Rejecting/Leaving a Project

“Your project would benefit from a different kind of editing.”

“This work falls outside my realm of experience and skills.”

“The scope of the project has changed ... ”

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Firing Clients

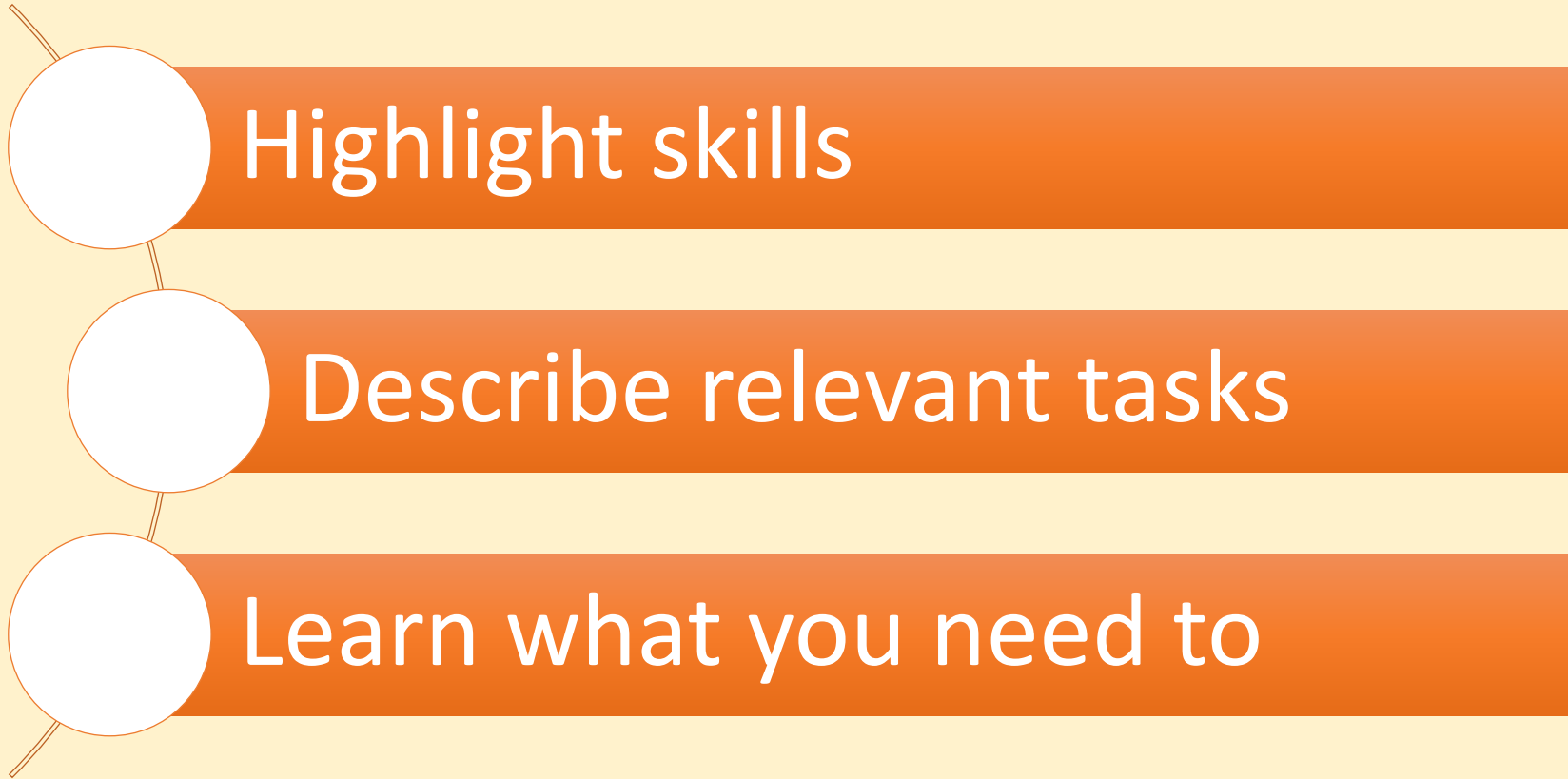


“I’m not available.” (repeat)

“I’m specializing in a new area.”

“Take me off your freelancer list.”

Applying for a Job/Gig



“Only Proofread It”

“I’ll take a look and see what it needs.”

“I’ll give it a standard edit.”


“I maintain certain editorial standards.”

Reporting Plagiarism

Contact client immediately.



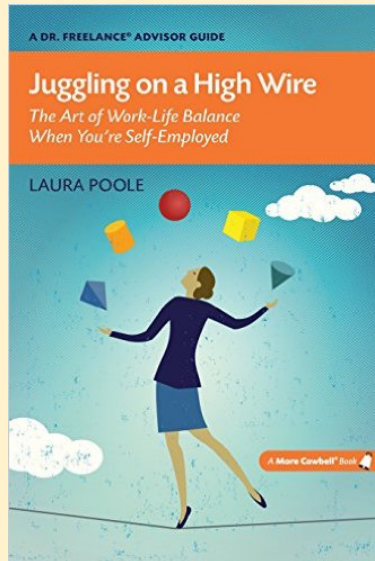
Be clear about the problem:
give passages, links to originals.



Ask for guidance; escalate if
necessary.

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