

TweetChat #introchat

Add a Ustream video feed.

Ustream channel URL:

danieljohnsonjr @marksylvester I missed the discussion, saw your slides, and look forward to the replay.
#introchat -3:00 PM Aug 27th, 2009

marksylvester @danieljohnsonjr - nice to meet you as well - hope you enjoyed the discussion today
#introchat -2:57 PM Aug 27th, 2009

introNetworks @danieljohnsonjr - nice to meet you as well - hope you enjoyed the discussion today
#introchat -2:57 PM Aug 27th, 2009

danieljohnsonjr @JoeKikta I'm looking forward to **#cmtychat** tomorrow. **#introchat** -1:07 PM Aug 27th, 2009

rhappe @slmasters just going through webinar chatter - here is my presentation on community lifecycles -
http://bit.ly/G2005 #introchat -12:41 PM Aug 27th, 2009

TheCR RT **@tomhumbarger**: blogpost on webchat w/ **@TheCR** & **@introNetworks** on characteristics of great community managers **http://ow.ly/IAyn #introchat** -12:00 PM Aug 27th, 2009

goodridge RT **@tomhumbarger**: blogpost on webchat w/ **@TheCR** & **@introNetworks** on characteristics of great community managers **http://ow.ly/IAyn #introchat** -11:55 AM Aug 27th, 2009

tomhumbarger blogpost on webchat w/ **@TheCR** & **@introNetworks** on characteristics of great community managers **http://ow.ly/IAyn #introchat** -11:52 AM Aug 27th, 2009

maddiegrant RT **@marksylvester**: Replay of todays stimulating conversation on cmtly managers is up at **http://www.intronetworks.com/webinars.aspx #introchat** -11:38 AM Aug 27th, 2009

maddiegrant RT **@AmberCadabra**: Im totally stealing **@rhappes** saying about "scaling through passion". [me

too! awesome!] **#introchat** -11:38 AM Aug 27th, 2009

lioncaller Don't underestimate effort behind social media efforts RT **@rhappe**: Iceberg Effect of Community Mgmt is here: **<http://bit.ly/19SAgZ>** **#introchat** -11:25 AM Aug 27th, 2009

theRab . @jimstorer How about Community Bridge-builder, Community Gardener, Community Sherpa, Ambassador.... many titles **#introchat** -11:00 AM Aug 27th, 2009

rotkapchen Yep, it's a channel! RT **@lirons**: Being on twitter all day not much different than a sales guy on the telephone all day **#introchat** -10:57 AM Aug 27th, 2009

marksylvester Replay of today's stimulating conversation on cmtly managers is up at **<http://www.intronetworks.com/webinars.aspx>** - rgt side of pg **#introchat** -10:52 AM Aug 27th, 2009

theRab . @jimstorer other titles i've seen recently "Director of Community" which is going in the other direction **#introchat** -10:45 AM Aug 27th, 2009

hdbbstephen #introchat Thanks for stopping by my site today folks, sign up for the newsletter for some cool new stuff **<http://stephenpsmith.com>** -10:44 AM Aug 27th, 2009

theRab RT **@marksylvester**: Weekly convo for Community Managers here: **<http://friendfeed.com/cmtychat>** - Fridays 1PM Eastern Don't miss it. **#introchat** -10:44 AM Aug 27th, 2009

soukieg I see thanks. **@KeithBurtis** there is no "cookie cutter" community manager. They must be specific to the business **#introchat** -10:36 AM Aug 27th, 2009

TanMcG RT **@marksylvester**: Weekly convo for Community Managers here: **<http://friendfeed.com/cmtychat>** - Fridays 1PM Eastern Dont miss it. **#introchat** -10:35 AM Aug 27th, 2009

haveAWonderful RT **@SMCNewHaven**: Their next webinar is September 17th. You can also follow their conversation on **<http://tweetchat.com>** using **#introchat** -10:34 AM Aug 27th, 2009

KeithBurtis @soukieg there is no "cookie cutter" community manager. They must be specific to the business
#introchat -10:33 AM Aug 27th, 2009

amoyal Can't wait to see the blog posts that come as a result of **#introchat** -10:33 AM Aug 27th, 2009

SMCNewHaven Their next webinar is September 17th. You can also follow their conversation on
http://tweetchat.com using **#introchat** -10:33 AM Aug 27th, 2009

soukieg Is "community manager" the new term for community relations? **#introchat** -10:31 AM Aug 27th, 2009

KeithBurtis @jimstorer title means little, substance is everything.... need to link Social Indicators back to Boardroom speak. **#introchat** -10:30 AM Aug 27th, 2009

SMCNewHaven Weekly convo for Community Managers going on! Check **#introchat** Live webinar was earlier, but you can catch more here: **http://ow.ly/lzQi** -10:30 AM Aug 27th, 2009

chavoen RT **@hdbbstephen**: Here are Amazon links to 4 of the books mentioned in the webinar **http://bit.ly/bFRfk #introchat** -10:30 AM Aug 27th, 2009

LaurindaShaver RT **@TheCR**: RT **@theRab**: Some community manager links that I drew inspiration from wrt Role and more **http://bit.ly/UfACQ #introchat** -10:29 AM Aug 27th, 2009

jimstorer perhaps we should ditch the "community manager" title & go to "community carer?" probably won't catch on w/ the suits. **#introchat** -10:29 AM Aug 27th, 2009

chavoen RT **@marksylvester**: Weekly convo for Community Managers here: **http://friendfeed.com/cmtychat** - Fridays 1PM Eastern Dont miss it. **#introchat** -10:29 AM Aug 27th, 2009

chavoen RT **@eyecube** Care for a community, dont *manage* it [via **@herdmeister**] **#introchat** -10:28 AM Aug 27th, 2009

shanameydala RT **@maddiegrant**: The best community managers are people who care about people.
#introchat -10:27 AM Aug 27th, 2009

theadnostic RT **@eyecube** Care for a community, don't *manage* it **#introchat** [via **@herdmeister**] -10:27 AM Aug 27th, 2009

jimstorer check out **#cmtychat** (**@cmtychat**) on Friday at 1pm ET here: **<http://friendfeed.com/cmtychat>**
#introchat -10:24 AM Aug 27th, 2009

TheCR Great conversation at **#introchat** today on the role of the community manager - thanks to all who joined in and participated - great questions -10:24 AM Aug 27th, 2009

Tbeffs Killer webinar recap: Role of Online Commtty Mangmt discussed. go 2 **@introNetworks** for trkback or **#introchat** lots of resources Links&PresOS -10:24 AM Aug 27th, 2009

TheCR RT **@theRab**: Some community manager links that I drew inspiration from wrt Role and more
<http://bit.ly/UfACQ> **#introchat** -10:23 AM Aug 27th, 2009

theRab Some community manager links that I drew inspiration from wrt Role and more **<http://bit.ly/UfACQ>**
#introchat -10:22 AM Aug 27th, 2009

JoeKikta RT **@marksylvester**: Weekly convo for Community Managers here: **<http://friendfeed.com/cmtychat>** - Fridays 1PM Eastern Dont miss it. **#introchat** -10:22 AM Aug 27th, 2009

kenburbary RT **@rhappe**: If anyone is looking for more info about **@TheCR** - our website is
<http://www.community-roundtable.com> **#introchat** -10:22 AM Aug 27th, 2009

bsdalton Does anyone see companies potentially outsourcing community management? Not just to agency but BPO **#introchat** -10:22 AM Aug 27th, 2009

rhappe If anyone is looking for more info about **@TheCR** - our website is **[4 of 40](http://www.community-</p></div><div data-bbox=)**

roundtable.com #introchat -10:21 AM Aug 27th, 2009

marksylvester Weekly convo for Community Managers here: <http://friendfeed.com/cmtychat> - Fridays 1PM Eastern Dont miss it. **#introchat** -10:20 AM Aug 27th, 2009

bsdalton Found some new interesting people to follow at twebinar. Thx all! **#introchat** -10:19 AM Aug 27th, 2009

rhappe Thanks everyone for joining - and for the nice feedback - glad this was useful... I may not be able to get to all of your Tweets **#introchat** -10:19 AM Aug 27th, 2009

JoeKikta Great. Spam. :(Guess that auto-programs must pick up on trending topics and just broadcast out with those hashtags. ugh **#FAIL #introchat** -10:18 AM Aug 27th, 2009

hdbbstephen RT **@marksylvester: @jimstorer** can you please remind all of the webinar folks about the CmtyChat that happens on Fridays. **#introchat** -10:17 AM Aug 27th, 2009

hdbbstephen #introchat Here are Amazon links to 4 of the books mentioned in the webinar <http://bit.ly/bFRfk> -10:16 AM Aug 27th, 2009

marksylvester Oh good, the spammers found our little chat room - geez.... any one interested in making \$15/hr??? **#introchat** -10:16 AM Aug 27th, 2009

EZF_Executives RT **@jeanniecw**: Great job on **#introchat**! Loved the book recommendations. THX to **@rhappe, @howardw, @amercadabra, @marksylvester @jimstorer!** -10:15 AM Aug 27th, 2009

marksylvester First plug for Sept Webinar with Tamar Weinberg, author of the New Community Rules - register here <http://tinyurl.com/p9capj> **#introchat** -10:15 AM Aug 27th, 2009

TheBestLady Make \$15/hr with this <http://bit.ly/xw90I> , Snow Leopard , AT&T , Apple , Nokia N900 , **#introchat** , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:14 AM Aug 27th, 2009

TheBestLady Make \$15/hr with this <http://bit.ly/xw90I> , Snow Leopard , AT&T , Apple , Nokia N900 ,

#introchat , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:14 AM Aug 27th, 2009

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jimstorer @shih_wei social media has opened co's eyes to the power of customers. the cmty mgr role could focus on offline community too. **#introchat** -10:14 AM Aug 27th, 2009

Tbeffs @rhappe LOVED **#introchat** gr8t insight, thx for the links. And im w **@AmberCadabra** totally stealing "scaling through passion"!hope ur well -10:14 AM Aug 27th, 2009

marketwiz Make \$15/hr with this <http://bit.ly/xw90l> , Snow Leopard , AT&T , Apple , Nokia N900 , **#introchat** , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:09 AM Aug 27th, 2009

marketwiz Make \$15/hr with this <http://bit.ly/xw90l> , Snow Leopard , AT&T , Apple , Nokia N900 , **#introchat** , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:09 AM Aug 27th, 2009

marketwiz Make \$15/hr with this <http://bit.ly/xw90l> , Snow Leopard , AT&T , Apple , Nokia N900 , **#introchat** , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:08 AM Aug 27th, 2009

marketwiz Make \$15/hr with this <http://bit.ly/xw90l> , Snow Leopard , AT&T , Apple , Nokia N900 , **#introchat** , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:08 AM Aug 27th, 2009

marketwiz Make \$15/hr with this <http://bit.ly/xw90l> , Snow Leopard , AT&T , Apple , Nokia N900 , **#introchat** , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:08 AM Aug 27th, 2009

marketwiz Make \$15/hr with this <http://bit.ly/xw90l> , Snow Leopard , AT&T , Apple , Nokia N900 , **#introchat** , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:08 AM Aug 27th, 2009

marketwiz Make \$15/hr with this <http://bit.ly/xw90l> , Snow Leopard , AT&T , Apple , Nokia N900 , **#introchat** , iPhone, **#itsnotgonnawork** , **#twittercrush** -10:08 AM Aug 27th, 2009

amoyal RT **@slmasters** CMs need to help train members on how to engage in the community. Some are new to the culture. **#introchat** -10:08 AM Aug 27th, 2009

amoyal @theRab It's not so much that you build/create community as much as you strengthen it **#introchat** -10:07 AM Aug 27th, 2009

Tbeffs interest in niche Social Networks,2NIGHT interactive chat w author of Ning for dummies,login 5pt,7et <http://tinyurl.com/convnet> **#introchat** -10:06 AM Aug 27th, 2009

shih_wei @amercadabra @rhappe Thank you for facilitating today! **#introchat** -10:06 AM Aug 27th, 2009

rhappe Twitter is making Twitter chat a tad difficult today... not exactly 'real' time **#introchat** -10:05 AM Aug 27th, 2009

deirdrereid @slmasters Any tips on getting the reluctant on board, the non-users of socmed? Would love to hear more about that training. **#introchat** -10:05 AM Aug 27th, 2009

amoyal RT **@AmberCadabra** I'm totally stealing **@rhappe**'s saying about "scaling through passion". **#introchat** -10:05 AM Aug 27th, 2009

TanMcG @rhappe Well you are certainly in my Top 5 Crushable Community Managers too!! **#introchat** -10:05 AM Aug 27th, 2009

AmberCadabra @LisaDJenkins Olive please on that martini. Several. And make it dirty, too. :) **#introchat** -10:05 AM Aug 27th, 2009

rhappe @marksylvester @jimstorer @howardw @AmberCadabra Great chatting with you today on **#introchat** - I always learn something! -10:05 AM Aug 27th, 2009

whatthetrend Why is **#introchat** trending? Help explain why at What The Trend? <http://wttrend.com/6900> -10:05 AM Aug 27th, 2009

SocialGeekMe great to learn from from **@AmberCadabra @rhappe @marksylvester** and other panelists (whose handles I can't remember sorry!) at **#introchat** -10:04 AM Aug 27th, 2009

spoonmovement Great Convo + Great Panel in today's **#introchat** = one happy CM (me) Thank you everyone & for the new follows during the chat. :D -10:04 AM Aug 27th, 2009

amoyal @shih_wei One that I've seen is community gardener **#introchat** -10:04 AM Aug 27th, 2009

mightymegasaur reading **#introchat** discussion, great tips and quotables for community managers -10:04 AM Aug 27th, 2009

carmean Interesting meeting on defining new community manager role. Thanks to introNetworks for organizing! Bye all. **#introchat** -10:04 AM Aug 27th, 2009

marksylvester @jimstorer can you please remind all of the webinar folks about the CmtyChat that happens on Fridays. **#introchat** -10:04 AM Aug 27th, 2009

hjarche [almost] live-blogged today; role of an online community manager <http://is.gd/2CcJS> **#introchat** -10:03 AM Aug 27th, 2009

spoonmovement RT: JoeKikta Community Manager is the ultimate liaison role, bridging gaps between all groups internally and externally. **#introchat** -10:03 AM Aug 27th, 2009

J Schulz What an awesome conversation re the role of a community manager. **#introchat**. Looking forward to recording to listen to it again! -10:02 AM Aug 27th, 2009

jeanniecw Great job on **#introchat**! Loved the book recommendations. THX to **@rhappe**, **@howardw**, **@ambercadabra**, **@marksylvester** **@jimstorer**! -10:02 AM Aug 27th, 2009

marksylvester Thanks **@ambercadabra** **@jimstorer** **@howardw** and **@rhappe** for helping to make today's webinar on Community Mgmt a major success **#introchat** -10:01 AM Aug 27th, 2009

JamiePappas Book Recommend - The New Community Rules: Marketing on the Social Web by Tamar Weinberg **#introchat** -10:01 AM Aug 27th, 2009

thinkmaya RT **@AmberCadabra**: From the webinar, **@tamar**'s book: <http://tinyurl.com/krv84f> **@mitchjoel**'s book: <http://tinyurl.com/m2nxhb> **#introchat** -10:00 AM Aug 27th, 2009

SocialGeekMe great webinar **#introchat** about community management. -10:00 AM Aug 27th, 2009

deirdrereid Lots of kudos for **@tamar**'s new book The New Community Rules on **#introchat** & I'm so glad a friend gave it to me, now I need to read it. -10:00 AM Aug 27th, 2009

maddiegrant New Community Rules - Tamar Weinberg - another recommended book. Will be next webinar speaker for intronetworks. **#introchat** -10:00 AM Aug 27th, 2009

AmberCadabra Happy to keep chatting/answering questions on community via Twitter for **#introchat** folks... -10:00 AM Aug 27th, 2009

paulacassin RT **@cascadia**: Building community is not abt collecting most ppl - **#introchat** engaged members bring their friends if U add value **#introchat** -10:00 AM Aug 27th, 2009

JohnJohansen **@jimstorer** **@rhappe** Great job on the **#introchat** webinar today for Community Roundtable. Very informative and interactive. -10:00 AM Aug 27th, 2009

wthashtag #introchat is now trending. Do you know why? <http://wthashtag.com/introchat> define it
<http://cli.gs/avBv8> -10:00 AM Aug 27th, 2009

JamiePappas Book Recommend - Six Pixels of Separation: Everyone Is Connected. Connect Your Business to Everyone by Mitch Joel **#introchat** -10:00 AM Aug 27th, 2009

AmberCadabra @rhappe That crush is TOTALLY mutual, lady. :) **#introchat** -9:59 AM Aug 27th, 2009

LinDantonio Thanks so much for taking the time to hold this webinar I have picked up lots of tips **#introchat** -9:59 AM Aug 27th, 2009

SocialGeekMe #introchat this is a new book by **@chrisbrogan**. I just ordered it. Really respect him very excited about the book <http://bit.ly/2wd0Fy> -9:59 AM Aug 27th, 2009

rhappe @TanMcG I also have a community crush on **@AmberCadabra** - great communication skills!
#introchat -9:59 AM Aug 27th, 2009

charlottehrb Truly a really great webinar! Packed with great info. Thanks **@rhappe @jimstorer @howaedw @AmberCadabra @marksylvester #introchat #introchat** -9:59 AM Aug 27th, 2009

CarolineDangson RT **@rhappe**: Iceberg Effect of Community Mgmt is here: <http://bit.ly/19SAgZ> **#introchat** -9:59 AM Aug 27th, 2009

LisaDJenkins If you don't have the passion for community, this is not the job for you (**@ambercadabra**)
#introchat -9:59 AM Aug 27th, 2009

JamiePappas Book Recommend - The Decision to Join: How Individuals Determine Value and Why They Choose to Belong by Dalton & Dignam **#introchat** -9:59 AM Aug 27th, 2009

ronfriesen Does anyone have the link to the slideshare? **#introchat** -9:59 AM Aug 27th, 2009

NWAngel The New Community Rules by Tamar Weinberg Marketing on the Social Web recommended by two people on **#introchat** <http://tr.im/xgZ2> -9:59 AM Aug 27th, 2009

spoonmovement Will somebody send links to all the book reco's? TY. **#introchat** -9:58 AM Aug 27th, 2009

christinelexa Check **#introchat** for reading recommendations from panel about community. Nice. -9:58 AM Aug 27th, 2009

AmberCadabra From the webinar, **@tamar**'s book: <http://tinyurl.com/krv84f> **@mitchjoel**'s book: <http://tinyurl.com/m2nxhb> **#introchat** -9:58 AM Aug 27th, 2009

jimstorer just able to get back on twitter... had to really focus during the **#introchat** webinar **#introchat** -9:58 AM Aug 27th, 2009

deirdrereid Blog post coming? Yes yes? RT **@maddiegrant**: **@howardw** pls send me info on the "networking charge" metric - fascinating. **#introchat** -9:58 AM Aug 27th, 2009

JamiePappas Book Recommend by **@rhappe** - Linked: How Everything Is Connected to Everything Else and What It Means by Albert-Laszlo Barabasi **#introchat** -9:57 AM Aug 27th, 2009

HowardW The Decision to Join at asae.net <http://bit.ly/36lsGc> **#introchat** -9:57 AM Aug 27th, 2009

maddiegrant Groundswell, Six Pixels of Separation - great books on this. **#introchat** -9:57 AM Aug 27th, 2009

NereusNow Books about community management: Linked, The Decision to Join, Six Pixels of Separation, The New Community of Rules, Groundswell **#introchat** -9:57 AM Aug 27th, 2009

amoyal RT **@rhappe**: Ultimate Community Manager FAQs from **@AmberCadabra** is great - <http://bit.ly/4DKvgM> **#introchat** -9:57 AM Aug 27th, 2009

rhape Link to "Linked" - <http://bit.ly/WhkkC> **#introchat** -9:56 AM Aug 27th, 2009

maddiegrant @howardw recommends Decision to Join as good book on reasons ppl join communities!
#introchat -9:56 AM Aug 27th, 2009

JohnafanDoe RT **@JennyMack**: Engagement is about quality, not quantity -- YESSS thank you **@rhape**
#introchat -9:56 AM Aug 27th, 2009

maddiegrant @howardw pls send me info on the "networking charge" metric - fascinating. **#introchat** -9:55 AM
Aug 27th, 2009

EZF Executives RT **@jeanniecw**: Intuition is key for quality of community. **#introchat** -9:55 AM Aug 27th, 2009

JamiePappas Can find CMs anywhere in co. Key is finding a person who's community-driven and someone invested in the org. **#introchat** -9:55 AM Aug 27th, 2009

hjarche RT **@xpconcept** at least one IRC client that allows tweetouts of bubbled up awesomeness. Keeps it in the room; til good to bust out **#introchat** -9:54 AM Aug 27th, 2009

NWAngel Online Community Managers - build the sandbox "boundaries" - akin 2 playground monitor - everyone plays nice **#introchat** (keep cats out) -9:54 AM Aug 27th, 2009

christinelexa It's appropriate to draw the line with community - set expectations firmly **@rhape** **#introchat**
-9:54 AM Aug 27th, 2009

JamiePappas Community Managers need to follow their intuition when managing a community **#introchat** -9:54 AM
Aug 27th, 2009

JoeKikta How much of your time as a comm mgr do you spend on educating you comm on your products or services? **#introchat** -9:53 AM Aug 27th, 2009

smithjd Are we assuming that community managers only work in a web sandbox? e.g., single platform? what about multiple venues? **#introchat** -9:53 AM Aug 27th, 2009

mobilias RT **@theRab** RT **@sarahmontague**: community management like tending a garden. Need to pay attention to the garden consistently. **#introchat** -9:52 AM Aug 27th, 2009

bsdalton how do you define "out of control"? still indicates that convo CAN be controlled **#introchat** -9:52 AM Aug 27th, 2009

spoonmovement RT **@theRab** CM is not right job for interns. they don't have right perspective, investment, scope for long term. **@amercadabra** **#introchat** -9:52 AM Aug 27th, 2009

P_Lussier The most important people in a community connect grps & have the most back & forth conversa ("networking charge," says **@howardw**) **#introchat** -9:52 AM Aug 27th, 2009

AdrianMabry Social Network Analysis = networking charge **#introchat** -9:51 AM Aug 27th, 2009

maddiegrant RT **@theRab**: Community Manager is not right job for interns. they dont have right perspective, investment, scope for long term. **#introchat** -9:51 AM Aug 27th, 2009

Tbeffs **@AmberCadabra** to your point earlier "Being human is far easier than humanizing you or your brand's story" **#introchat** -9:51 AM Aug 27th, 2009

AmberCadabra RT **@tomhumbarger**: **#introchat** my post-the importance of community mgmt and what happens when its absent **http://ow.ly/lz8R** [tnx!] **#introchat** -9:51 AM Aug 27th, 2009

shih_wei Does "community mgr" role only exist now because every co/org is trying to sort out the biz application of social media? **#introchat** -9:51 AM Aug 27th, 2009

smithjd **http://cpsquare.org** has focused on communities of practice for years (conferences, workshops, support for community leaders **#introchat** -9:51 AM Aug 27th, 2009

maddiegrant networking charge = not number of connections, but higher for people who are hubs, who connect groups... **#introchat** -9:51 AM Aug 27th, 2009

maddiegrant "networking charge" - basically social capital or social influence. Maybe putting a number on relationships **#introchat** -9:50 AM Aug 27th, 2009

EZF_Executives RT **@jeanniecw**: RT **@hjarche**: My perspective on role of community manager <http://is.gd/2C8kD> **#introchat** -9:50 AM Aug 27th, 2009

slmasters #introchat SITE members are new to social networking so we also started training for community members on how to engage in the community. -9:50 AM Aug 27th, 2009

P_Lussier The **#1** reason people join his community is referral by another member, says **@howardw**. **#introchat** -9:50 AM Aug 27th, 2009

AdrianMabry #introchat - Metrics for communities - intuition-quality of engagement, core discussions; 'growing the networking charge (**@howardw**); -9:49 AM Aug 27th, 2009

jimstorer love the echo echo **#introchat #introchat** -9:49 AM Aug 27th, 2009

hdbbstephen #introchat ppl join associations for networking opps -9:49 AM Aug 27th, 2009

maddiegrant @howardw developed "networking charge" metric - really interesting concept but can't explain in 140 characters **#introchat** -9:48 AM Aug 27th, 2009

slmasters CMs need to help train members on how to engage in the community. Some are new to the culture. **#introchat** -9:48 AM Aug 27th, 2009

anetah RT **@JamiePappasUltimate** Community Manager FAQs from **@AmberCadabra** is great - <http://bit.ly/4DKvgM> **#introchat** (via **@rhappe**) -9:48 AM Aug 27th, 2009

JennyMack Engagement is about quality, not quantity -- YESSS thank you **@rhappe #introchat** -9:48 AM Aug 27th, 2009

MsMizz most imp metric 4 community manager, quality of engagement, asking questions, regularly engaged, quantity doesn't matter as much **#introchat** -9:48 AM Aug 27th, 2009

JamiePappas Number of members and volume numbers do not matter as much as quality of conversation **#introchat** -9:48 AM Aug 27th, 2009

maddiegrant So far no answer to the ROI question. Numbers (of members, comments etc) don't matter as much as you think. **#introchat** -9:48 AM Aug 27th, 2009

linneaalvord Quality of engagement versus quantity, volume, and numbers of comments. **#introchat** -9:47 AM Aug 27th, 2009

paulacassin Rather hv less people who r engagd than alot of ppl I've just collected. Steward thse who are active Will evangelize on yr behalf **#introchat** -9:47 AM Aug 27th, 2009

JamiePappas Ultimate Community Manager FAQs from **@AmberCadabra** is great - **<http://bit.ly/4DKvgM>** **#introchat** (via **@rhappe**) -9:47 AM Aug 27th, 2009

jeanniecw Intuition is key for quality of community. **#introchat** -9:47 AM Aug 27th, 2009

connectedcampus UKy has new private Ning for student retention. Successful start but some fear about big brother collecting data. **#introchats #introchat** -9:47 AM Aug 27th, 2009

maddiegrant RT **@rhappe** Iceberg Effect of Community Mgmt is here: **<http://bit.ly/19SAgZ>** **#introchat** -9:47 AM Aug 27th, 2009

hdbbstephen RT **@AmberCadabra**: I'm totally stealing **@rhappe**'s saying about "scaling through passion". **#introchat** Me too... -9:47 AM Aug 27th, 2009

tomhumbarger lots of interesting tweets and comments about community management at **#introchat** - a live chat from **@intronetworks** and **@thecr** -9:46 AM Aug 27th, 2009

LisaDJenkins Would you prefer an olive, onion or a lemon twist with that martini? **#introchat** -9:46 AM Aug 27th, 2009

PRsarahevans @maddiegrant agreed! **#introchat** -9:46 AM Aug 27th, 2009

P_Lussier Great analogy by **@rhappe**. U want 2 create a community of cheesehds, people who will put a cheese hat on 4 U (=passionate members) **#introchat** -9:45 AM Aug 27th, 2009

shih_wei So, if communities don't want to be managed (and I absolutely agree), what's a better title for community managers? **#introchat** -9:45 AM Aug 27th, 2009

slmasters SITE members are new to social networking so we also started training for community members on how to engage in the community. **#introchat** -9:45 AM Aug 27th, 2009

lawrenceswiader RT **@mobilia5**: It's quality (of community members), not quantity. Another great point! **#introchat** To me, this is the most imp point yet. -9:45 AM Aug 27th, 2009

maddiegrant The best community managers are people who care about people. **#introchat** -9:45 AM Aug 27th, 2009

AmberCadabra I'm totally stealing **@rhappe**'s saying about "scaling through passion". **#introchat** -9:45 AM Aug 27th, 2009

theRab Ambassador Movements are the community approach of **@spikejones** at Brains on Fire **<http://bit.ly/3TZMIZ>** **#introchat** -9:45 AM Aug 27th, 2009

StaceyFowler #introchat Thoughts on the concept of recognition, opportunities to shape the biz, incentives etc. for community superusers/evangelists? -9:45 AM Aug 27th, 2009

mpalko Do people become passionate after they join the community or does the community create that passion?

#introchat -9:45 AM Aug 27th, 2009

TanMcG RT **@StaceyFowler**: **#introchat @ambercadabra** notes the communities dont want to be managed, they want to be cared for **#introchat** -9:44 AM Aug 27th, 2009

MsMizz As community manager, ur looking for ur "cheese heads" the ones that are so engaged & passionate that they'll put a cheese hat on **#introchat** -9:44 AM Aug 27th, 2009

CarolineDangson "Community manager role is to evangelize members to bring new people in" - yes **@AmberCadabra**, "scaling through passion" **@rhappe #introchat** -9:44 AM Aug 27th, 2009

mobilia5 It's quality (of community members), not quantity. Another great point! **#introchat** -9:44 AM Aug 27th, 2009

grumblemouse RT **@herdmeister**: RT **@eyecube** Care for a community, don't *manage* it **#introchat** -9:43 AM Aug 27th, 2009

shih_wei So far, I've heard that a community manager = a gardener, an ombudsman, a chameleon, a moderator and a bridge. :) **#introchat** -9:43 AM Aug 27th, 2009

LisaDJenkins Bldg comm isn't collecting people like bottle caps. It's helpg your comm learn to evangelize on your behalf (**@ambercadabra**) **#introchat** -9:43 AM Aug 27th, 2009

kaplowpr Great illustration of community mgt - iceberg. Visible social activity only small part of what comm mgrs do: **http://ow.ly/lzka #introchat** -9:43 AM Aug 27th, 2009

theRab community building is not about collecting bottlecaps or scooping up as many fish as you can. nurture actives. **@ambercadabra #introchat** -9:43 AM Aug 27th, 2009

cascadia Building community is not abt collecting most ppl - **#introchat** engaged members bring their friends if U add value - fans of team -9:42 AM Aug 27th, 2009

bsdalton "building communities is not collecting people like bottle caps" **@ambercadabra** brilliant. **#introchat**

-9:42 AM Aug 27th, 2009

heidimiller RT **@Kenji_O**: If ppl feel connected and invested in your community, they'll end up bringing more people in. **#introchat** -9:42 AM Aug 27th, 2009

AmberCadabra @TanMcG You are so kind. :) Thank you. **#introchat** # -9:42 AM Aug 27th, 2009

JamiePappas Fish where the fish are - pay attention to the people that are already in the community and give them some love **@ambercadabra #introchat** -9:42 AM Aug 27th, 2009

TransitionalTee And thank you to the panel hosting **#introchat**! Was great to listen in for awhile! Will look for the full discussion. -9:42 AM Aug 27th, 2009

alicia_anderson RT **@SocialGeekMe**: being a community manager is not a "this is not my job" type of job. **#introchat** -9:42 AM Aug 27th, 2009

spoonmovement RT: **@christinelexa** CM's touch diff dept - solve internal issues, bridge to community/PR, trusted 1st line defense **@AmberCadabra #introchat** -9:41 AM Aug 27th, 2009

communitysummit RT **@theRab**:Community management is key to "behind the scenes, under the ocean" discipline to guide activity & priorities **@rhappe #introchat** -9:41 AM Aug 27th, 2009

TanMcG I just adore **@AmberCadabra** I'm a complete fangirl for her. She totally gets community. **#introchat #introchat** -9:41 AM Aug 27th, 2009

deirdrereid @HowardW Can you talk a bit more about getting the older member involved in communities? That's a roadblock for many assns. **#introchat** -9:41 AM Aug 27th, 2009

JamiePappas building communities is not about collecting people like bottlecaps **@ambercadabra #introchat** <- AMEN to that, Amber!!! -9:41 AM Aug 27th, 2009

VirtuallyMeg RT **@Kenji_O**: "Communities don't want to be managed; they want to be cared for." **#introchat**

-9:41 AM Aug 27th, 2009

JenMarsikFriess RT **@rhappe**: Iceberg Effect of Community Mgmt is here: <http://bit.ly/19SAgZ> **#introchat**

-9:41 AM Aug 27th, 2009

EZF_Executives RT **@jeanniecw**: RT **@rhappe**: Ultimate Community Manager FAQs from **@AmberCadabra** is great - <http://bit.ly/4DKvgM> **#introchat** -9:40 AM Aug 27th, 2009

SmartChickPDX RT **@theRab**: RT **@sarahmontague**: community mgmt like tending a garden. Need to pay attention to the garden consistently. **#introchat** [So true] -9:39 AM Aug 27th, 2009

P_Lussier If you have the passion & think you have the right skills, how do you get started in community mgt? **#introchat** -9:38 AM Aug 27th, 2009

NereusNow How did the panelists come to be community managers? **#introchat** -9:38 AM Aug 27th, 2009

pisackson Community managers are communication managers. It's a cultural role. **#introchat** -9:38 AM Aug 27th, 2009

spoonmovement The life stages of a community. :) Great insight. "There are very few short cuts to time". **#introchat** -9:38 AM Aug 27th, 2009

StaceyFowler RT **@mrshasten** Importance of a community manager: it's like weeding the garden. You can't just set up a community and neglect it **#introchat** -9:37 AM Aug 27th, 2009

paulacassin Where you find the CM in yr cmpany may be anywhere. Key is finding a community-driven mindset person someone invested in the org. **#introchat** -9:37 AM Aug 27th, 2009

CathyLAnderson Great communities start small and allow people to build connections and focus on a core passion **#introchat** -9:37 AM Aug 27th, 2009

linneaalvord From **@AmberCadabra**: Community Mgr needs to have an investment in the organization. interns

can be support, Same with consultants! **#introchat** -9:36 AM Aug 27th, 2009

LisaDJenkins Family time ok'd by **@ambercadabro** . . . pshaw! LOL **#introchat** -9:36 AM Aug 27th, 2009

AmberCadabra @jeanniecw Very much so. Aren't you more patient with the people you know better?
#introchat -9:36 AM Aug 27th, 2009

slmasters Do you have a good article that talks about the lifecycle of community development? **#introchat** -9:36 AM
Aug 27th, 2009

LinDantonio Talking about expectations of the role of Community Mangers **#introchat** -9:36 AM Aug 27th, 2009

theRab RT **@sarahmontague**: community management like tending a garden. Need to pay attention to the
garden consistently. **#introchat** -9:36 AM Aug 27th, 2009

jeff_green RT **@AmberCadabra**: Here's a post I wrote to explain a bit about my community role: **<http://bit.ly/4DKvgM>** (expand) **#introchat** -9:36 AM Aug 27th, 2009

theRab Community Manager is not right job for interns. they don't have right perspective, investment, scope for
long term. **@ambercadabra #introchat** -9:36 AM Aug 27th, 2009

marksylvester From the Cmty Mgr Webinar: Why is having a community manager critical? Great article by
@humbarger <http://is.gd/2wV47> Thanks Tom **#introchat** -9:35 AM Aug 27th, 2009

introNetworks From the Cmty Mgr Webinar: Why is having a community manager critical? Great article by
@humbarger <http://is.gd/2wV47> Thanks Tom **#introchat** -9:35 AM Aug 27th, 2009

P_Lussier Community mgrs need to set expectations on responsiveness to their community ... not a 9-5 job, but
can't be 24/7 either. **#introchat** -9:35 AM Aug 27th, 2009

EZF_Executives RT **@jeanniecw**: RT **@rhappe**: Iceberg Effect of Community Mgmt is here: **<http://bit.ly>**

/19SAgZ #introchat -9:35 AM Aug 27th, 2009

EZF_Executives RT **@jeanniecw**: Communities want to be nurtured, not managed. **#introchat** -9:35 AM Aug 27th, 2009

smithjd interesting *inside* *outside* style of **#introchat** - bring a hashtag twitter stream into a goToWebinar screen. records audio & open chat. -9:35 AM Aug 27th, 2009

rhappe RT **@tomhumbarger**: **#introchat** my post-the importance of community mgmt and what happens when its absent **http://ow.ly/lz8R** [tnx!] **#introchat** -9:35 AM Aug 27th, 2009

jeanniecw @amercadabra I think the human touch helps alleviate the expectation of 24/7, don't you? **#introchat** -9:34 AM Aug 27th, 2009

Megs_thoughts Community managers don't have to work 24 hours a day, their human too! **#introchat** -9:34 AM Aug 27th, 2009

P_Lussier Community mgrs are not "happy little hostesses, chatting people up," says **@amercadabra**. **#introchat** -9:34 AM Aug 27th, 2009

StaceyFowler #introchat echo fixed! Thanks! -9:33 AM Aug 27th, 2009

LinDantonio I am learning a lot about the role of community managers **#introchat** -9:33 AM Aug 27th, 2009

JennyMack Echoooooo **#introchat** -9:33 AM Aug 27th, 2009

StaceyFowler #introchat echo is back just FYI -9:33 AM Aug 27th, 2009

LisaDJenkins We have echo again **#introchat** -9:32 AM Aug 27th, 2009

GHollingsworth mmmm, feedback, when did we get to the stadium? **#introchat** -9:32 AM Aug 27th, 2009

StaceyFowler RT **@rhappe** Iceberg Effect of Community Mgmt is here: <http://bit.ly/19SAgZ> **#introchat** -9:32 AM Aug 27th, 2009

cmortensen A Community Manager position is not a 'This is not my job' job (from **@AmberCadabra** **#introchat**) LOL -9:32 AM Aug 27th, 2009

hdbbstephen RT **@rhappe**: Ultimate Community Manager FAQs from **@AmberCadabra** is great - <http://bit.ly/4DKvgM> **#introchat** -9:31 AM Aug 27th, 2009

AmberCadabra **@hdbbstephen** Aw thanks! I love that photo. :) **#introchat** -9:31 AM Aug 27th, 2009

jeanniecw RT **@hjarche**: My perspective on role of community manager <http://is.gd/2C8kD> **#introchat** -9:31 AM Aug 27th, 2009

theRab community communications are far more cultural than operational. person needs to have the right mindset. **@ambercadabra** (YES!) **#introchat** -9:31 AM Aug 27th, 2009

shih_wei Ultimate Community Manager FAQs from **@AmberCadabra** - <http://bit.ly/4DKvgM> (via **@rhappe**) **#introchat** -9:31 AM Aug 27th, 2009

lioncaller Lots of questions about getting executive sponsorship for online community management at **#introchat**. STILL an issue for many. -9:31 AM Aug 27th, 2009

hdbbstephen **#introchat** **@ambercadabra** knows "intensely human" <http://bit.ly/CMkiD> -9:31 AM Aug 27th, 2009

mrshasten RT **@lirons** Being on twitter all day not much different than a sales guy on the telephone all day **#introchat** -9:31 AM Aug 27th, 2009

monicawright Great descrip RT **@AmberCadabra** Thx **@rhappe**! Here's a post I wrote 2explain a bit about my community role <http://bit.ly/4DKvgM> **#introchat** -9:30 AM Aug 27th, 2009

JoeKikta Community Manager is the ultimate liaison role, bridging gaps between all groups internally and externally. **#introchat** -9:30 AM Aug 27th, 2009

SocialGeekMe #introchat what's the ROI of a community manager and a well managed community? How to measure? How to explain? -9:30 AM Aug 27th, 2009

JohnMLee Great point from the Community Manager Webinar: Communities don't want to be managed, they need to be nurtured. **#introchat** -9:30 AM Aug 27th, 2009

StaceyFowler #introchat @amercadabra notes the CM job title is somewhat misleading - communities don't want to be managed, they want to be cared for -9:30 AM Aug 27th, 2009

P_Lussier Community mgrs need to be "accessible & approachable; intensely human," says **@amercadabra**. **#introchat #introchat** -9:30 AM Aug 27th, 2009

bsdalton community manager legitimizes the "I'm a people person" interview response! awesome! **#introchat** -9:30 AM Aug 27th, 2009

NereusNow Characteristics of a great community manager: flexibility, sense of humor and approachability **#introchat** -9:30 AM Aug 27th, 2009

mrshasten RT **@lirons** Being on twitter all day not much different than a sales guy on the telephone all day **#introchat** -9:29 AM Aug 27th, 2009

marksylvester Am monitoring tweets on tweetchat and tweetdeck and both are lagging by ten minutes - apologies... **#introchat** -9:29 AM Aug 27th, 2009

JenMarsikFriess As a community manager, 'That's not my job' is not an option. **#introchat** -9:29 AM Aug 27th, 2009

paulacassin that's a good one: communities don't WANT to be managed. Change role name to Community Nurturer mb? **#introchat #introchat** -9:29 AM Aug 27th, 2009

smithjd interesting *inside* *outside* style of **#introchat**: bring twitter stream into a goToWebinar screen. -9:29 AM Aug 27th, 2009

spoonmovement A sense of humor needed to be a CM. Admitting you're human. Yes. You have to. You deal with so many personalities. **#introchat** -9:29 AM Aug 27th, 2009

christinelexa Communities don't want to be managed, they want to be cared for. Great point Amber. **#introchat** -9:29 AM Aug 27th, 2009

mpalko communities don't want to be managed, they want to be cared for **@ambercadabra** **#introchat** **#introchat** -9:29 AM Aug 27th, 2009

P_Lussier Communities want to be cared for ... nurtured, per **@ambercadabra**. **#introchat** **#introchat** -9:29 AM Aug 27th, 2009

elimarienthal where's the line between seeding content and discouraging users from contributing themselves? **#introchat** -9:29 AM Aug 27th, 2009

MsMizz Great community manager is accessible, approachable & intensely human, be that trusted face; communities want to be cared for **#introchat** -9:29 AM Aug 27th, 2009

AmberCadabra Note, guys, that twitter search is a little slow today if you're watching the **#introchat** hash -9:29 AM Aug 27th, 2009

CathyLAnderson Community's don't want to be managed..they want to be cared for **#introchat** Great point! -9:29 AM Aug 27th, 2009

maddiegrant "Communities WANT to be nurtured" SO TRUE. **#introchat** -9:28 AM Aug 27th, 2009

sarahmontague **#introchat** communities don't want to be "managed" they want to be cared for/nurtured. -9:28 AM Aug 27th, 2009

jeanniecw Communities want to be nurtured, not managed. **#introchat** -9:28 AM Aug 27th, 2009

marksylvester Communities want to be cared for - great community managers are great people-people
@amercadabra #introchat -9:28 AM Aug 27th, 2009

eyecube Care for a community, don't *manage* it **#introchat** -9:28 AM Aug 27th, 2009

Kenji_O "Communities don't want to be managed; they want to be cared for." **#introchat** -9:28 AM Aug 27th, 2009

Megs_thoughts Community managers don't take themselves too seriously. That's perfect for me **#introchat** -9:28 AM Aug 27th, 2009

cmortensen Community Mngrs bridge the gap btwn Sales & other parts of an org. Easy to approach b/c you're not thrown into a sales cycle. **#introchat** -9:28 AM Aug 27th, 2009

LinDantonio Liveworld has both Community Managers and Moderation Managers. It's a hand in hand relationship within a community. **#introchat** -9:28 AM Aug 27th, 2009

pisackson For me the community manager is someone with a stake in the community not an outside guide.
#introchat -9:28 AM Aug 27th, 2009

mpalko late to this party, buy it looks like create conversation on community mgrs **#introchat #introchat** -9:27 AM Aug 27th, 2009

hdbbstephen RT **@rhappe**: Iceberg Effect of Community Mgmt is here: **<http://bit.ly/19SAgZ>** **#introchat** -9:27 AM Aug 27th, 2009

LisaDJenkins Managers help to moderate conversation content and refocus topics when themes get off-track
#introchat -9:27 AM Aug 27th, 2009

mrshasten RT **@StaceyFowler #introchat @AmberCadabra** says commty mgmt = more than being online:

60% of time during heavy evnt season is F2F events/mtg -9:27 AM Aug 27th, 2009

theRab see live tweets from the community manager webinar in [#introchat](http://tweetchat.com/room/introchat) -9:27 AM Aug 27th, 2009

rhappe @linneaalvord they also have 1.7M members... so think BIG :) [#introchat](#) -9:26 AM Aug 27th, 2009

GHollingsworth RT **@rhappe**: Iceberg Effect of Community Mgmt is here: <http://bit.ly/19SAgZ> [#introchat](#) -9:26 AM Aug 27th, 2009

marksylvester @seanmitton @elimarenthal - good to see you here and learning from these folks [#introchat](#) -9:26 AM Aug 27th, 2009

Megs_thoughts RT **@AmberCadabra**: RT **@rhappe**: Iceberg Effect of Community Mgmt is here: <http://bit.ly/19SAgZ> [#introchat](#) -9:26 AM Aug 27th, 2009

theRab hierarchical companies have hard time dealing w/ Community Mgr role b/c doesn't fit neatly into their idea of org **@ambercadabra** [#introchat](#) -9:26 AM Aug 27th, 2009

jeanniecw RT **@rhappe**: Iceberg Effect of Community Mgmt is here: <http://bit.ly/19SAgZ> [#introchat](#) -9:26 AM Aug 27th, 2009

AmberCadabra RT **@rhappe**: Iceberg Effect of Community Mgmt is here: <http://bit.ly/19SAgZ> [#introchat](#) -9:25 AM Aug 27th, 2009

EZF_Executives RT **@jeanniecw**: I love the overall sense of community **@ambercadabra** touched on - taking care of people in all channels. [#introchat](#) -9:25 AM Aug 27th, 2009

EZF_Executives RT **@jeanniecw**: RT **@rhappe**: A few good links - <http://bit.ly/1ay3iF> <http://bit.ly/4DKvgM> <http://bit.ly/2ffypu> [#introchat](#) -9:25 AM Aug 27th, 2009

deirdrereid Would love to hear more from Howard and experiences getting members involved in his community.

#introchat -9:24 AM Aug 27th, 2009

bsdalton community manager, wearing many hats, key role coordination in hub and spoke? agree? disagree?

#introchat -9:24 AM Aug 27th, 2009

MsMizz Community manager must be flexible, position is involved in every dept. of a company, from internal and external perspective **#introchat** -9:24 AM Aug 27th, 2009

Megs_thoughts A community manager is a lot like a chameleon: pr, negotiator, and marketing, need flexible hours for it too! **#introchat** -9:24 AM Aug 27th, 2009

SocialGeekMe being a community manager is not a "this is not my job" type of job. **#introchat** -9:24 AM Aug 27th, 2009

dauidswinney Being a Community Manager is like being an ombudsman. **#introchat #introchat** -9:24 AM Aug 27th, 2009

christinelexa Community Mgrs touch many different dept - solve internal issues, bridge to community/PR, trusted 1st line defense **@AmberCadabra #introchat** -9:24 AM Aug 27th, 2009

HowardW Ombudsperson for academic purposes **#introchat** -9:24 AM Aug 27th, 2009

LisaDJenkins Do most communities support their Manager's reach into offline events and outreach? **#introchat** -9:24 AM Aug 27th, 2009

CathyLAnderson The community manager plays many roles in an organization **#introchat** and plays an integral role in opening the doors to their organization -9:24 AM Aug 27th, 2009

HowardW Thanks Maddie! **#introchat** -9:23 AM Aug 27th, 2009

P_Lussier Learning the inside scoop on the community mgr role from **@rhappe @ambercadabra @howardw @marksylvester @jimstorer #introchat #introchat** -9:23 AM Aug 27th, 2009

theRab Community management is key to "behind the scenes, under the ocean" discipline to guide activity and priorities **@rhappe #introchat** -9:23 AM Aug 27th, 2009

sarahmontague #introchat community management like tending a garden. Need to pay attention to the garden consistently. -9:23 AM Aug 27th, 2009

RebeccaDenison How do you gain the proper skills for being a community manager? **#introchat** -9:23 AM Aug 27th, 2009

AdrianMabry #introchat - Comm Mgr role - responsible for incenting and facilitating conversations that are beneficial to all parties. Control-centric? -9:23 AM Aug 27th, 2009

Megs_thoughts Attending the webinar "So what does a community manager do all day" on **#introchat** -9:22 AM Aug 27th, 2009

MsMizz Community manager role is imp 2 maintain conversion in community, people drop off w/o it & community exists in conjunction w/ biz **#introchat** -9:22 AM Aug 27th, 2009

lawrenceswiader RT **@hdbbstephen: #introchat** Counter-intuitive? F2F contact is important for managing online communities. I couldn't agree more! -9:22 AM Aug 27th, 2009

spoonmovement I love the analogies in **#introchat**. I thought I was the only one that did that to try to explain "what I do" and why CM's are needed. -9:22 AM Aug 27th, 2009

tomhumbarger #introchat - **@rhappe** mentioned my blog post on the importance of community management and what happens when it's absent - **<http://ow.ly/lz8R>** -9:22 AM Aug 27th, 2009

thinkmaya RT **@NWAngel**: online community management requires a "full time gardener" **#introchat** **<http://bit.ly/IbriR>** -9:21 AM Aug 27th, 2009

marksylvester From the Cmty Mgr Webinar: What does a community manager do? **@rhappe** link here - the

Iceberg Effect <http://short.to/nw7u> **#introchat** -9:21 AM Aug 27th, 2009

introNetworks From the Cmty Mgr Webinar: What does a community manager do? **@rhappe** link here - the Iceberg Effect <http://short.to/nw7u> **#introchat** -9:21 AM Aug 27th, 2009

AdrianMabry @marksylvester - Why a comm mgr? Like having a garden with out the gardner -there's community out there to be 'tended' to. **#introchat** -9:21 AM Aug 27th, 2009

dhwang_tibco good morning **#introchat** -9:21 AM Aug 27th, 2009

LRIOOnline joined the webinar - listening close... **#introchat #introchat** -9:21 AM Aug 27th, 2009

AmberCadabra Thanks, **@rhappe**! Here's a post I wrote to explain a bit about my community role: <http://bit.ly/4DKvgM> **#introchat** -9:20 AM Aug 27th, 2009

jeanniecw RT **@rhappe**: Ultimate Community Manager FAQs from **@AmberCadabra** is great - <http://bit.ly/4DKvgM> **#introchat** -9:20 AM Aug 27th, 2009

cmortensen RT **@SocialGeekMe**: a community manager is not a cushy 8-5 job that most people think it is **#introchat** -9:20 AM Aug 27th, 2009

AmberCadabra @shih_wei Good morning! **#introchat** -9:20 AM Aug 27th, 2009

EZF Executives RT **@jeanniecw**: Joining **@amercadabra** and **@rhappe** for **#introchat**. Looking forward to great convos. Hi everyone! -9:20 AM Aug 27th, 2009

CathyLAnderson Great insight into the critical role of the community manager for an organization **#introchat** -9:20 AM Aug 27th, 2009

NWAngel online community management requires a "full time gardener" who is going to water on the weekend? **#introchat** <http://bit.ly/IbriR> -9:20 AM Aug 27th, 2009

JamiePappas RT **@theRab** Community Managers must be chameleons: roles evolves with day-to-day activities, says **@ambercadabra** **#introchat** -9:19 AM Aug 27th, 2009

TanMcG RT **@tomhumbarger** **#introchat** **@ambercadabra** "being a community manager "isn't for the faint of heart& a hybrid of many disciplines" **#introchat** -9:19 AM Aug 27th, 2009

rhappe Ultimate Community Manager FAQs from **@AmberCadabra** is great - **<http://bit.ly/4DKvgM>** **#introchat** -9:19 AM Aug 27th, 2009

tomhumbarger **#introchat** - **@marksylvester** says not having a community manager is like having a garden without having a gardener -9:19 AM Aug 27th, 2009

mrshasten Importance of a community manager: it's like weeding the garden. You can't just set up a community and neglect it **#introchat** -9:19 AM Aug 27th, 2009

hjarche My perspective on role of community manager **<http://is.gd/2C8kD>** **#introchat** -9:19 AM Aug 27th, 2009

AdrianMabry Comm Mgr role follows 2 analogies - the 'iceberg' and the 'duck' analogies. Lot's of activity that just isn't glamorous **#introchat** -9:19 AM Aug 27th, 2009

spoonmovement **#introchat** - **@ambercadabra** says that being a community manager is "not for the faint of heart" and that it's a hybrid of many disciplines -9:19 AM Aug 27th, 2009

jeanniecw RT **@rhappe**: A few good links - **<http://bit.ly/1ay3iF>** **<http://bit.ly/4DKvgM>** **<http://bit.ly/2ffypu>** **#introchat** -9:18 AM Aug 27th, 2009

theRab RT **@marksylvester**: webinar deck: **<http://short.to/o6rf>** - replay of webinar will be posted later today **<http://short.to/4pbr>** **#introchat** -9:18 AM Aug 27th, 2009

peterhoffman Participating in **#introchat** conversation on the role of the social media community manager -9:18 AM Aug 27th, 2009

paulacassin Listening to "what does a Community Manager do all day: webinar. Follow **#introchat** stream for insights right now **@jschultz**, **@susancellura** -9:18 AM Aug 27th, 2009

MsMizz Listening to community manager webinar with **@AmberCadabra** and **@rhappe**, interested in learning more about this expanding role **#introchat** -9:18 AM Aug 27th, 2009

dauidswinney TweetChat streat for **#introchat** is trailing real time by about ten minutes. **#introchat** -9:18 AM Aug 27th, 2009

jeanniecw I love the overall sense of community **@amercadabra** touched on - taking care of people in all channels. **#introchat** -9:17 AM Aug 27th, 2009

maddiegrant liking the iceberg and duck analogies :) **#introchat** -9:17 AM Aug 27th, 2009

cascadia Q: Setting up a national engagement plan for a non-profit / govt agency in health IT. what is 1st step? **#introchat**. <http://bit.ly/IbriR> -9:17 AM Aug 27th, 2009

LinDantonio I am attending the online community management webinar **#introchat** -9:17 AM Aug 27th, 2009

maddiegrant RT **@rhappe**: A few good links - <http://bit.ly/1ay3iF> <http://bit.ly/4DKvgM> <http://bit.ly/2ffypu> **#introchat** -9:16 AM Aug 27th, 2009

marksylvester **@ambernaslund** is NOT the happy little hostess in her community LOL **#introchat** -9:16 AM Aug 27th, 2009

liron Being on twitter all day not much different than a sales guy on the telephone all day **#introchat** -9:16 AM Aug 27th, 2009

maddiegrant **@amercadabra** we know you're on Twitter all day ;) **#introchat** -9:16 AM Aug 27th, 2009

AdrianMabry Comm Mgr is an evangelist and conversation facilitator - flexibility is key! **#introchat** -9:16 AM Aug 27th,

2009

almitra bridging gaps b/t community and customer. **#introchat** -9:16 AM Aug 27th, 2009

theRab Common frustration w/ Community Mgrs: not all activities are public. Small time-consuming bits, evangelizing in/outside **@rhappe #introchat** -9:16 AM Aug 27th, 2009

dbevarly Enjoying Webinar - **@AmberCadabra** provided a good description of Com Mgr skills needed: MarCom, PR, BizDev, CRM **#introchat** -9:16 AM Aug 27th, 2009

maddiegrant tweetchat and search are slow today. just fyi. **#introchat** -9:16 AM Aug 27th, 2009

lirons Listening to the community management webinar **#introchat** -9:15 AM Aug 27th, 2009

jonathak #introchat -- so is there a distinction between being a community manager and leading within that community? -9:15 AM Aug 27th, 2009

hdbbstephen #introchat Look for ppl w/specific skills to backfill content -9:15 AM Aug 27th, 2009

linneaalvord #introchat, wow, how many people does SAP have - sounds like a lot of different teams!
#introchat -9:15 AM Aug 27th, 2009

seanmitton Learning more about community managers at **#introchat** -9:15 AM Aug 27th, 2009

StaceyFowler #introchat @AmberCadabra notes community mgmt = more than being online - 60% of time during heavy event season spent on in-person events/mtg -9:14 AM Aug 27th, 2009

maddiegrant content/support/evangelism - separate teams? wow. hello ideal world. **#introchat** -9:14 AM Aug 27th, 2009

JamiePappas RT **@AmberCadabra**: The hashtag for todays community mgmt webinar is **#introchat**.

<http://bit.ly/IbriR> -9:14 AM Aug 27th, 2009

SocialGeekMe RT **@rhappe**: Iceberg Effect of Community Mgmt is here: **<http://bit.ly/19SAgZ>** **#introchat**

-9:14 AM Aug 27th, 2009

marycabhq on **#introchat** "So What does an Online Community Manager do all day?" -9:14 AM Aug 27th, 2009

slmasters **#introchat** at what size in the community do you need to hire a full time community manager? -9:13 AM

Aug 27th, 2009

ASTDMaryland In the "So What Does a Community Manager Do All Day" webinar. Hoping to pick up tips for our future online communities. **#introchat** -9:13 AM Aug 27th, 2009

laneybeans **#introchat** -9:13 AM Aug 27th, 2009

maddiegrant **@howardw** is speaking - Natl Science Teachers Association. kewl **#introchat** -9:13 AM Aug 27th, 2009

elimarienthal **@howardw** how can this role be refined in an academic setting? **#introchat** -9:13 AM Aug 27th, 2009

rhappe Iceberg Effect of Community Mgmt is here: **<http://bit.ly/19SAgZ>** **#introchat** -9:13 AM Aug 27th, 2009

charlottehrb To quote **@amercadabra** Being a community manager means being a chameleon **#introchat** -9:13

AM Aug 27th, 2009

AdrianMabry Comm Mgr role has an iceberg effect - not all is visible to everyone. Takes 100 interactions 2 generate 20 quality conversations **#introchat** -9:13 AM Aug 27th, 2009

baucorrick Checking out **#introchat** Community Manager Webinar. -9:12 AM Aug 27th, 2009

ThinkHDI Checking out **#introchat** Community Manager Webinar. -9:12 AM Aug 27th, 2009

acnatta RT **@AmberCadabra**: The **#introchat** community mgmt webinar is now live! Come hang out. <http://bit.ly/IbriR> | that's what I'm doing... -9:12 AM Aug 27th, 2009

LisaDJenkins Comm Management involves melding priorities of sponsoring org and community members to benefit both. (**@rhappe**) **#introchat** -9:12 AM Aug 27th, 2009

tgrillot attending my first webinar "So what does a community manager do all day" on **#introchat** -9:12 AM Aug 27th, 2009

NWAngel RT **@AmberCadabra**: **#introchat** community mgmt webinar is live <http://bit.ly/IbriR> great1st ? wht is a community mgr - evangelizing -9:12 AM Aug 27th, 2009

LRIOOnline Greg on from LRI **#introchat #introchat** -9:12 AM Aug 27th, 2009

cmortensen Being a Community Manager is part marketing, part PR, and part negotiator :) **#introchat** -9:12 AM Aug 27th, 2009

jonathak so is there a distinction between being a community manager and leading within that community? **#introchat** -9:11 AM Aug 27th, 2009

connectedcampus webinar on community manager role **#introchat** -9:10 AM Aug 27th, 2009

alohakymberlee If you are attending our riviting introNetworks August webinar this morning, you can also join the twitter conversation **#introchat**. -9:10 AM Aug 27th, 2009

hdbbstephen #introchat Counter-intuitive? F2F contact is important for managing online communities -9:10 AM Aug 27th, 2009

shih_wei Good morning, **@AmberCadabra!** **#introchat #introchat** -9:10 AM Aug 27th, 2009

CarolineDangson good reality check for role of community manager from **@AmberCadabra #introchat**

<http://bit.ly/IbriR> -9:10 AM Aug 27th, 2009

CathyLAnderson being an online community manager requires a great deal of face to face as well! being a people person **#introchat** -9:10 AM Aug 27th, 2009

theRab Community Managers must be chameleons: roles evolves with day-to-day activities, says **@ambercadabra #introchat** -9:09 AM Aug 27th, 2009

Kenji_O Webinar about Online Community Management on right now. **<http://bit.ly/IbriR> #introchat** -9:09 AM Aug 27th, 2009

lawrenceswiader Amen to the statement that being an online community manager is not a 9-5 job! **#introchat** -9:09 AM Aug 27th, 2009

LisaDJenkins Community Management is NOT a 9 to 5 position. Your priorities must be flexible. (**@ambercadabra**) **#introchat #introchat** -9:09 AM Aug 27th, 2009

dianahimes In the "So What Does a Community Manager Do All Day" webinar. **#introchat** -9:09 AM Aug 27th, 2009

tomhumbarger #introchat - **@ambercadabra** says that being a community manager is "not for the faint of heart" and that it's a hybrid of many disciplines -9:09 AM Aug 27th, 2009

SocialGeekMe a community manager is not a cushy 8-5 job that most people think it is **#introchat** -9:08 AM Aug 27th, 2009

slmasters @ambercadabra can you tell us a little about the size and scope of your community? **#introchat** -9:08 AM Aug 27th, 2009

TanMcG Like **@AmberCadabra** 's reality check on the community management role as well as the day to day being varied & living on Twitter **#introchat** -9:08 AM Aug 27th, 2009

almitra RT **@charlottehrb**: RT **@AmberCadabra**: The hashtag for today's community mgmt webinar is

#introchat. We're on in a few! <http://bit.ly/IbriR> -9:08 AM Aug 27th, 2009

CathyLAnderson Great insight into reality of being an online community manager **#introchat** -9:08 AM Aug 27th, 2009

rhappe A few good links - <http://bit.ly/1ay3iF> <http://bit.ly/4DKvgM> <http://bit.ly/2ffypu> **#introchat**
-9:07 AM Aug 27th, 2009

dauidswinney Listening to **@AmberCadabra** during the Online Community Manager Webinar **#introchat** -9:07 AM
Aug 27th, 2009

thopeross RT **@sarahmontague**: Just joined in **#introchat** community manager webinar. (Me too! - thr) -9:07 AM
Aug 27th, 2009

hjarche tweetchat & twitter are too slow for real-time text chat - alternatives should be used for increased
synchronicity **#introchat** -9:07 AM Aug 27th, 2009

potsie Checking out the community management webinar **#introchat** -9:07 AM Aug 27th, 2009

JohnMLee Checking out the Community Manager Webinar: **#introchat** -9:07 AM Aug 27th, 2009

hdbbstephen What does a Comm Mgr do all day? **#introchat** from **@ambercadabra** -9:07 AM Aug 27th, 2009

theRab introductions to Community Manager webinar panelists from **@marksylvester** **#introchat** -9:07 AM Aug 27th,
2009

lioncaller Joining **#introchat** online community management webinar. Hello folks. -9:07 AM Aug 27th, 2009

bubbarazzi Checking out the community management webinar **#introchat** -9:07 AM Aug 27th, 2009

linneaalvord 1st time on TweetChat at **#introchat.** **#introchat** -9:06 AM Aug 27th, 2009

NicholasDragon Come join us! RT **@AmberCadabra** The **#introchat** community mgmt webinar is now live! Come hang out. <http://bit.ly/IbriR> -9:06 AM Aug 27th, 2009

jeff_green What's the link to the webinar? I registered but can't get to it. Seem to be having tech difficulties. Also hungry. **#introchat** -9:06 AM Aug 27th, 2009

mrshasten RT **@JennyMack** Getting excited for today's webinar on online community management **#introchat** -9:06 AM Aug 27th, 2009

Idennison Am on the Online Community Manager webcast **#introchat** -9:06 AM Aug 27th, 2009

marksylvester Today's deck is online at <http://short.to/o6rf> - the replay of the webinar will be posted later today at <http://short.to/4pbr> **#introchat** -9:05 AM Aug 27th, 2009

introNetworks Today's deck is online at <http://short.to/o6rf> - the replay of the webinar will be posted later today at <http://short.to/4pbr> **#introchat** -9:05 AM Aug 27th, 2009

TransitionalTee Jim did a great job with **#cmtychat** last week! **#introchat** -9:05 AM Aug 27th, 2009

carmean hi to all at the **#introchat** community manager webinar. **#introchat** -9:05 AM Aug 27th, 2009

christinelexa Joined the **#introchat** on community manager role in organizations. -9:05 AM Aug 27th, 2009

linneaalvord On a live twebinar **#introchat** Community Management Webinar -9:05 AM Aug 27th, 2009

thinkmaya Hah - **@ambercadabra** is responsible for 80% for audience at **#introchat**. Well, yes, that is the reason I am here - Amber knows community :) -9:05 AM Aug 27th, 2009

hdbbstephen Listening to **@rhappe @howardw @ambercadabra @marksylvester @jimstorer** re: Comm Mgrs **#introchat** Learn, learn, learn! -9:05 AM Aug 27th, 2009

mbjorn Greetings to community manager webinar attendees! **#introchat** -9:05 AM Aug 27th, 2009

jeanniecw Joining **@ambercadabra** and **@rhappe** for **#introchat**. Looking forward to great convos. Hi everyone! -9:05 AM Aug 27th, 2009

StaceyFowler In a webinar about Community Managers **#introchat** -9:04 AM Aug 27th, 2009

EvansEric Jumping onto the **#introchat** "The Online Community Manager: What's This New Job Really About?" webinar. -9:04 AM Aug 27th, 2009

Idennison Am on the **#introchat** Community Manager webcast. **#introchat** -9:04 AM Aug 27th, 2009

sarahmontague Just joined in **#introchat** community manager webinar. -9:04 AM Aug 27th, 2009

Tbeffs joinin in on jimstorerRT **@AmberCadabra**: The hashtag for todays community mgmt webinar is **#introchat**. **http://bit.ly/IbriR** **#introchat** -9:04 AM Aug 27th, 2009

AdrianMabry Listening to 'The Online Community Manager, What's this new job really about?' Live panel discussion hosted by IntroNetworks **#introchat** -9:03 AM Aug 27th, 2009

NereusNow Excited to learn something new! RT **@AmberCadabra**: The **#introchat** community mgmt webinar is now live! Come hang out. **http://bit.ly/IbriR** -9:03 AM Aug 27th, 2009

InSeansOpinion Listening to the **#introchat** webinar with **@ambercadabra** -9:03 AM Aug 27th, 2009

connectedcampus at **#introchat** -9:03 AM Aug 27th, 2009

tumblemoose RT **@AmberCadabra** The **#introchat** community mgmt webinar is now live! Come hang out. **http://bit.ly/IbriR** -9:03 AM Aug 27th, 2009

CathyLAnderson HI all I am on **#introchat** -9:03 AM Aug 27th, 2009

mpeachey #introchat hey there everyone. Looking forward to a good panel. -9:03 AM Aug 27th, 2009

TanMcG RT **@AmberCadabra**: The **#introchat** community mgmt webinar is now live! Come hang out.
<http://bit.ly/IbriR> (You can find me in there folks!) -9:02 AM Aug 27th, 2009

spoonmovement Just signed in for the CM webinar. Hello from Chicago. :D **#introchat** -9:02 AM Aug 27th, 2009

CathyLAnderson #introchat -9:02 AM Aug 27th, 2009

cmortensen Watching the **#introchat** webinar on community management and the role of community managers.
Thanks **@AmberCadabra** -9:02 AM Aug 27th, 2009

hjarche starting webinar on role of community manager **#introchat** -9:02 AM Aug 27th, 2009

deirdrereid I'm here too, Maddie. RT **@maddiegrant**: hi all. :) **#introchat** -9:01 AM Aug 27th, 2009

SocialGeekMe on the webinar for community management **#introchat** -9:01 AM Aug 27th, 2009

kaplowpr Listening in to **@ambercadabra** and group community mgmt webinar now - join if you can:
<http://ow.ly/lyX2> #introchat -9:01 AM Aug 27th, 2009

mrshasten RT **@kaisersoeze**: RT **@AmberCadabra** The hashtag for today's community mgmt webinar is **#introchat**. On now! **<http://bit.ly/> <http://url4.eu/Jnia>** -9:01 AM Aug 27th, 2009

rhappe Welcome to the community manager webinar - good morning! **#introchat** -9:01 AM Aug 27th, 2009

maddiegrant hi all. :) **#introchat** -9:01 AM Aug 27th, 2009

AmberCadabra The **#introchat** community mgmt webinar is now live! Come hang out. <http://bit.ly/IbriR>
-9:01 AM Aug 27th, 2009

MichaelGrover Joining Online Community Manager webcast **#introchat** -9:00 AM Aug 27th, 2009

RebeccaDenison RT **@AmberCadabra**: The hashtag for today's community mgmt webinar is **#introchat**. We're on in a few! <http://bit.ly/IbriR> -8:59 AM Aug 27th, 2009

charlottehrb RT **@AmberCadabra**: The hashtag for today's community mgmt webinar is **#introchat**. We're on in a few! <http://bit.ly/IbriR> -8:58 AM Aug 27th, 2009

eyecube **@AmberCadabra** thanks **#introchat** -8:58 AM Aug 27th, 2009

JennyMack Getting excited for today's webinar on online community management **#introchat** -8:58 AM Aug 27th, 2009