

# **We Didn't Accept Your Friend Request**

## **Managing Difficult Conversations in the Age of Social Media**

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# The Quick & Dirty



1. Managing Bid/Solicitation Protests
2. Listening vs. Hearing
3. Defining Your Communication Style
4. How Can I Best Help You
5. Should I Send This Email

6. Promoting Transparency

7. Bloggers – Friend or Foe

# Bid/Solicitation Protests

- Too high price
- No advantage to the City
- Who's in the meeting
  - Procurement specs
  - Program Manager
  - Legal



# Are you Listening To and Hearing Your Vendors?



# Communication Styles



# “Help Me, Help You”





# Email 101



# Email 101 Activity

## Scenario One



# Email 101 Activity

## Scenario Two



# Email 101 Activity

## Scenario Three



# Transparency With The Public





# Bloggers



# How to Contact Us

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