

# My Piece of XING



Name: Silke Schippmann

Position: Team Leader Community Relations

What's the name of your Piece of XING? Community Relations

Who's in your team? Real gems with a range of degrees from Economics, Political Science and IT, through to Philology, Media Technology and Journalism. We're supported in our work by our international students, who look after communities in their respective native language.

What do you produce and how do you measure it? Groups and moderation is our "baby". This currently involves overseeing a breathtaking total of 7,600 groups and 12,500 moderators. Our team's daily work consists of developing the groups, making sure member's are kept satisfied and that they all feel at home networking on XING. Intervention where conflicts arise and Account Management for Premium Group operators are just two examples of our responsibilities.

Who do you support and how do you know you're keeping them happy? We act as contact people for our members on the platform, as well as providing internal services. We are always pleased when we receive positive feedback, which is regularly sent to us - usually via private message. This makes up for the often challenging public discussions and the odd difficult phone call now and again.

What are you most proud of in your piece of XING? We are proud of the wide diversity of groups offered by our moderators. Without their tireless dedication it would not be possible to find so many large, lively groups with such valuable content on XING.

What is the best thing you have done so far in 2007? We're pleased with the active community building which has been achieved. The new Code of Conduct for moderators was well received. It is good news that we are now able to keep our moderators informed in four languages. We are very excited about the integration of groups on Neurona and eConozco with the other groups on the platform in the near future.

My desk wouldn't be complete without ... my "soft squeezey animal". Almost everyone in the team has one. When the going gets tough, a good squeeze of our little pigs and penguins really helps with stress levels. Mine is called Paul :-)

I most like spending my lunch breaks ... my colleagues in the sushi restaurant around the corner from the office.

My team is particularly special because ... we get to work with a very broad range of people with all kinds of professional backgrounds and really enjoy working with these communities.

My gem of worldly wisdom is ... "More fun in groups!" ;-)))