

Expect the Unexpected!

There may be occasions when things interfere with your program. Consider these examples:

Problem: You arrive at a location for your first program and they do not have wi-fi.

Answer: Before your first program, go to the location for a test drive to know exactly how to get to the location. Meet with your staff contact. See the room you will be using, tell the staff what you need such as wi-fi, a TV monitor and anything else you require. Get an estimate of the number of attendees to be expected and tell them how you would like the chairs set. If at all possible the attendees should be seated in a semi-circle or at a table facing each other.

Problem: You forgot to bring something you will need for the program.

Answer: After you have prepared a program, write a checklist of what you will need. Then review your list and make certain you have everything just before you leave to go the program location.

Problem: Your computer adapter or the connector cable breaks or does not work.

Answer: Always bring replacements.

Problem: The wi-fi in the room doesn't work that day and you can't connect to YouTube or other outside source.

Answer: To the extent possible, bring a hardcopy back-up of any presentations or images. You can ask the host/staff contact to make copies if needed. Bring a book to read and talk about short segments. Example, paperback, The Yogi Book, I Really Didn't Say Everything I said by Yogi Berra. Read a quotation aloud and facilitate a discussion. Or always bring a substitute program with you.

Problem: After arriving at your location you are told that the room you usually use is unavailable and the new location does not have a TV monitor you require.

Answer: Same as above – have an alternative – a hardcopy of parts of your presentation; a book e.g. The Yogi Book or always have a substitute program with you.

Problem: The wi-fi in the room becomes too weak for your computer to work properly.

Answer: Know how to use the personal hotspot on your cellular phone to connect with your computer. Remember to disconnect from your hotspot at the conclusion of your program.

Problem: You are unexpectedly unable to go to your location on the day of your scheduled program. For example, you are ill, there is an accident that halts traffic or your vehicle breaks down on your way.

Answer: If you have additional volunteers working with you – have a designated substitute facilitator assigned. Contact that volunteer ASAP to have them fill in. Have the names and telephone numbers of the persons to call with you. Let your host/program contact know about your absence, advise of alternate plans, or (especially if doing a program solo, promptly cancel). Your dependability and reliability is important for your success.

Problem: The group sponsoring your appearance may not have given you a copy of their Policy and Procedures.

Answer: Try to know what you can and cannot do. For example, a staff member should always be in the room, do not touch any attendee, do not create a confrontation, use appropriate language at all times, participate in fire drills, do not ask about any person's personal information e.g. where are you from, where do you live, who do you live with, their health. Respect everyone's privacy.

IN GENERAL:

- Be flexible.
- Problems will always occur, think about a back-up plan in advance.
- Stay in close touch with your sponsor and on-site staff contacts if/when problems occur.
- Learn from any unexpected problems and plan accordingly for the future.
- Stay positive – a problem encountered and dealt with is an opportunity for improvement.