

WHEN THINGS GO WRONG

– and they will –

as the LEADER,

WHAT WILL YOU DO??

The building isn't open when you arrive to set up.

There is no heat and it is 61 in the room.

There is no air conditioning, and the room is 101.

The fire alarm goes off.

There is severe weather.

The electricity goes out.

Someone starts yelling at you during a video.

Someone gets sick (or has a seizure, or gets hurt, or has an accident...).

Someone starts crying or is visibly upset.

No support staff show up.

Someone gets lost – let's say it is the speaker that you paid a lot of money to talk to your group.

Someone doesn't have a ride home.

Someone spills their drink all over your presentation materials & meeting handouts.

No food shows up.

People arrive way early or way late, or tell you that they need to leave before the meeting is done.



Or, there is a full moon, and everything happens at the same meeting!!!!

(Moon graphic not available in Braille.)

THE PROBLEM SOLVING

PROCESS

1. Identify the “real problem”
2. Get advice & information from trusted people
 - Ask people for help (ask the right people for help)
 - Ask questions (and ask the right questions)
 - Gather information about the problem

NOTE: There is a lot of information on the internet on every topic, but you have to be careful as it may be dated, inaccurate or just plain wrong.
 - Determine if information is fact or opinion
 - if it is a fact, is it current, from a reliable source
 - if it is an opinion, does the person have credentials in the topic?
3. Brainstorm many possible STRATEGIES and pick the best ideas to try
4. THINK BEFORE YOU ACT – Ask yourself three questions:
 - How will my decision affect others?
 - Is now the right time to act?
 - What will the consequences be?
5. PICK ONE OF YOUR BEST IDEAS TO TRY, and act on your decision (TRY IT!)
6. Evaluate the process
 - Did it solve the problem? Did it work? GREAT!! Move to the next problem (and start back at #1 again)!
 - Was it partially solved? Keep reading.
 - If the problem wasn't solved, here are some tips:
 - Bring together a group of supporters for a brainstorming session
 - Hold a “town meeting” to discuss the issue – often you can get awareness into why problems aren't being solved from people from the community
 - Bring together a few “nay-sayers,” and ask their opinion about the process, and what you could do better (this can be difficult to do, but can give you valuable information)
7. TRY AGAIN with new information, new strategies, and new enthusiasm!!