

Training Scenarios for Coordinators, Kitchen Cabinet Members, Ambassadors

1. Judy joins Hour Exchange Portland because she is in desperate need of transportation – immediately. She is upset because she will have very little time in the next couple of weeks to help anyone else and she is quite sure that she has nothing of value to offer anyway. How can you help Judy? What do you suggest she do?
2. Jack has just retired. He is an extroverted, friendly guy who explains during the orientation that he really wants to help others. He is adamant that he does NOT want to receive any services – as he really doesn't need any help. How do you respond?
3. Susan joins HEP and fills out the application, listing 17 different services that she would like to provide. During the orientation, she makes it clear that she has very limited time – so will only be able to participate occasionally. How do you respond?
4. Shirley comes in all excited about joining HEP. As she begins to share more information about herself, she makes it very clear that she is homophobic and will NOT be open to exchanging services with gays or lesbians. What should you do?
5. Sharon introduces herself at the group orientation and it is clear within 10 minutes that she is a real manager, great office skills, organized...ready to dig in! How should you move forward with Sharon?
6. Bill has filled out the application and listed 2 very unique services – avocado pit carving and advanced calculus tutoring. How do you respond?
7. Roger walks through the door and you immediately get an uneasy feeling. You can smell alcohol on his breath and his language and behavior are inappropriate. You feel uncomfortable and even your safety feels at risk. He wants to apply for a membership. What should you do?
8. Philip is disabled, quite social, and has great skills to share. He wants to be more active in his community and is excited about exchanging. During the orientation, he makes inappropriate sexual innuendos/comments to a couple of the other members. Everyone squirms but you get the real feeling that Philip is really harmless – in spite of his comments. What do you do?
9. A member brings cookies to your monthly pot luck. The cookies are burned, unattractive and not enticing. No one eats any of the cookies during the event. Afterwards, the member asks you how many Hours he can charge for these cookies. What do you answer? (Trick question!)
10. The Coordinator receives several calls and emails from members complaining that one particular member has been confirming dates and times for exchanges but not showing up, nor calling to explain why she is showing up. This has happened more than 3 times. What do you do?
11. A member who has been active for 3 months calls and says no one has asked for her services. She is frustrated because she needs to earn Hours for a class. How do you handle this?
12. Somara is a new member who speaks limited English. She has a case manager to help her, is learning English and comes to all the potlucks. She is an excellent bread baker and offers that as a service, but she lives in a part of town that makes some members uncomfortable to visit. She wants to belong. How do you help Somara find ways to make exchanges.

