

Scenario

An hour in the life of a District Manager



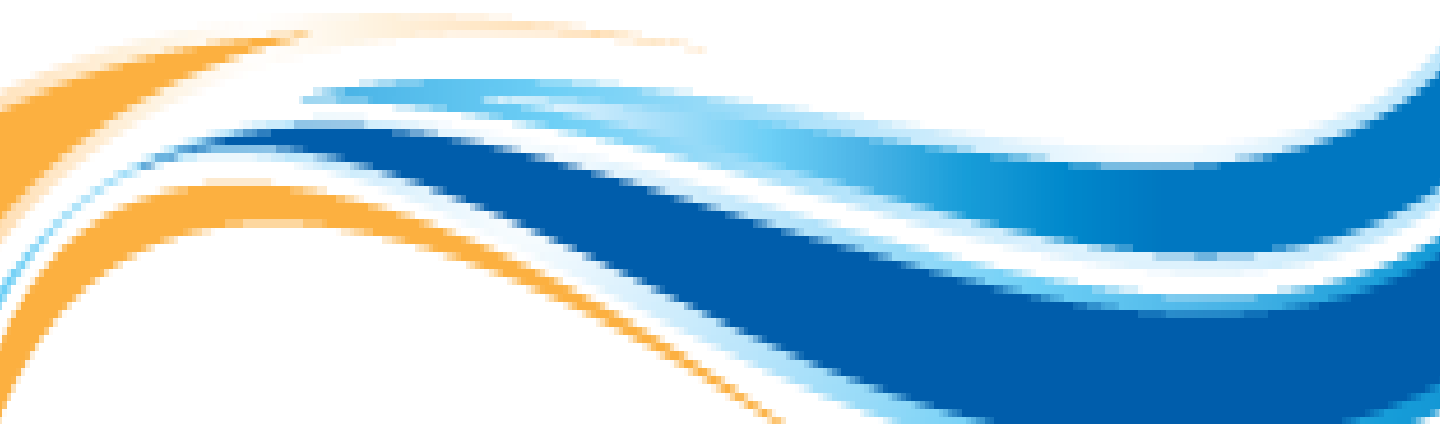
You are the District Manager for The Views District which covers the Melbourne suburbs of Green View, Ocean View, Valley View and Farm View.

You have been on holiday for the last month on a 4WD trip across the Simpson Desert and you have been out of communication with everyone during that time.

It is the 31st July and you have just arrived home.

You have a District meeting In 2 days time.

You have only 1 hour to sift through your phone messages, emails, snail mail, text messages and Facebook. Sort out what is important, what is urgent and come up with an action plan and an agenda for the District Meeting.





Phone messages on your landline

10am 5th July

Grow More Fertilizer – we are doing a special delivery in your area for lawn food. Call us on 1800 367 367 to take advantage of this deal.

8am 12th July

Hi, please call me 8451 6032.

10am 20th July

Hi, this is your Mum – give me a call please

2pm 27th July

Hi, it's Mum – where are you ?

10am 29th July

Please call Wendy at Guide House re your booking for the conference room in August.

10am 30th July

Janet Jones – sorry I will be an apology for the District meeting

7am 31st July

It's Mum – call me.

9am 31st July

William here – welcome home, let's catch up for coffee soon.



Emails (1)

Freda Murray	Your Reservation Confirmation	10 th July
Wilma Catalina	Region Meeting	10 th July
Guide House	Monthly Newsletter	11 th July
Girl Guides Australia	CC Memo	15 th July
Greta Narbelo	Help	21 st July
Linda Smith	District Meeting	24 th July
Website	Your Newsletter is attached	25 th July
District Council Of Views	Meeting	27 th July
Greta Narbelo	Resignation	29 th July
Simpson Desert Tours	Survey	31 st July
Girl Guides Victoria	Years of Service	31 st July



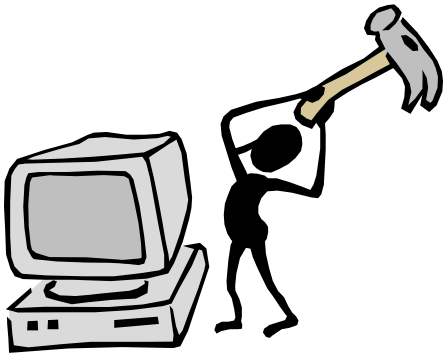
Emails (2)

Freda Murray Your Reservation Confirmation 10th July
Confirming your reservation for the conference room at Guide House for 29th August
Regards
Freda (SEO)

Wilma Catalina Region Meeting 10th July
Hi District Managers
Just a friendly reminder to get your District reports to me by 3rd August.
Yours in Guiding
Wilma (Region Manager)

Guide House Monthly Newsletter 11th July
Use this link for the June Newsletter <http://gallery.mailchimp.com>
Second reminder - Don't forget to get your District's biscuit orders to Guide House
by the end of August. If you miss this deadline - NO BISCUITS.
Regards
Freda

Girl Guides Australia CC Memo 15th July
I need your help urgently. I am attending an Asia Pacific Region meeting next week in
Singapore and I need to get a feel from as many leaders as possible for setting a
mandatory retirement age of 55 years for Leaders of Youth.
Fiona
Chief Commissioner
Girl Guides Australia



Emails (3)

Greta Narbelo Help

21st July

Hi

Left you a phone message but you haven't returned my call. I am at my wits end. My Assistant **Leader** keeps posting nasty messages on Facebook about our Guide meetings. I have spoken to her twice now about this but she continues to do this. Help me please.

Greta

Linda Smith District Meeting

24th July

Can you tell me please where our meeting is being held and are there any minutes for the April meeting ?

Linda

Website Your Newsletter is attached

25th July

Thank you for subscribing to "Desert Dunes". **CLICK HERE** to get the latest news.

District Council Of Views Meeting

27th July

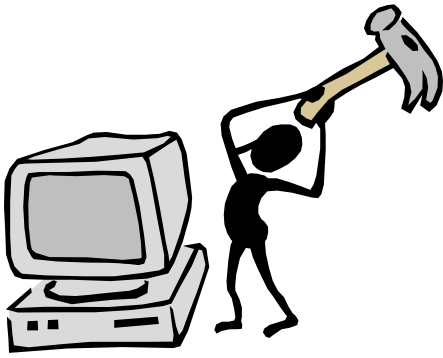
Confirming that the mayor of Views, Mrs Denise Wallen, can attend your District Meeting to present the cheque to you for the funding of 100 Guides for your next District camp.

Please email Mrs Wallen direct at dwallen12345@gmail.com with your meeting details.

Greg Watkins

CEO

District Council of Views



Emails (4)

Greta Narbelo Resignation

29th July

I still haven't heard from you. I needed your help and you just ignored me. I thought that as District **Manager** your job was to support leaders. Now the Guides and their parents are complaining about the Facebook posts. The girls have always given me very positive statements about meetings – we always have fun.

I have had enough.

I quit.

Greta

Simpson Desert Tours Survey

31st July

What a fantastic trip we have had crossing those 1100 sand dunes across the Simpson.

We would appreciate your feedback on our tour – we can always improve.

Please use the following link to complete a short survey online.

<http://gallery.mailchimp.com>

Regards,

John and the Team

Girl Guides Victoria Years of service

31st July

Good afternoon,

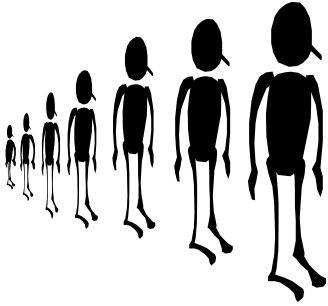
The years of service certificates for your District have been printed and signed and are ready for collection at Guide House.

Judy

Volunteer Services



Facebook 1



1 Million Women Campaign
Thursday at 2.26pm

Having dived for 25 years on the Barrier Reef
It would break my heart if we lose it now.



Wombat

Monday at 9.30pm
Another boring Guide meeting

ABC News

Tuesday at 12 noon
When this pilot makes his way to the flight deck
at Canberra airport, he sometimes takes a few
passengers with him and stows them in the cockpit.

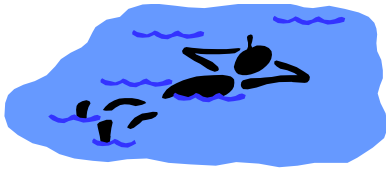
The pilot is also a practising vet and is helping to save
the critically endangered southern brush-tailed
rock wallabies by taking joeys to Adelaide.

Facebook 2



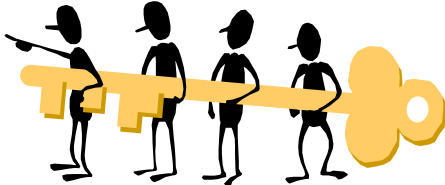
Wombat

Yesterday at 9.30pm
When are the other leaders going to listen to me. Another night wasted at Guides.



Regina-fit-Wellings

Monday at 7.30pm
COME JOIN ME FOR AN AQUAROBICS CLASS – 3PM AT THE OCEAN VIEW POOL



2 hours ago
Happy 21st birthday Harriet Smith.



Snail Mail

INVITATION

Come along to the next reunion of the Class of 92. 4.30pm 2nd Sept at Norwood High.

BYO drinks



23 Pine Avenue

Valley View 26th July

I am most incensed about the negative posts on Facebook about my daughter's Guide meetings. She tells me she has a lot of fun at Guides and wants to complete her Queens Guide Award.

Can't you do something about the leader who posts this misinformation ?

Regards

Shirley Van Deek



Sunlight Electric Company

Your account is overdue.
To ensure continuity of your Supply please pay your account of \$549.65 immediately

30th July



Text messages on your mobile

17686 1st July

From Telstra. You've used 95% of your 9.00GB data allowance with 1 day left.

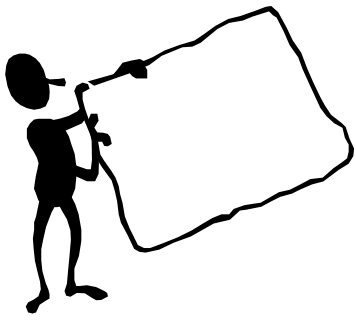
8451 6032 23rd July

Greta Narbelo call me please – I am desperate.

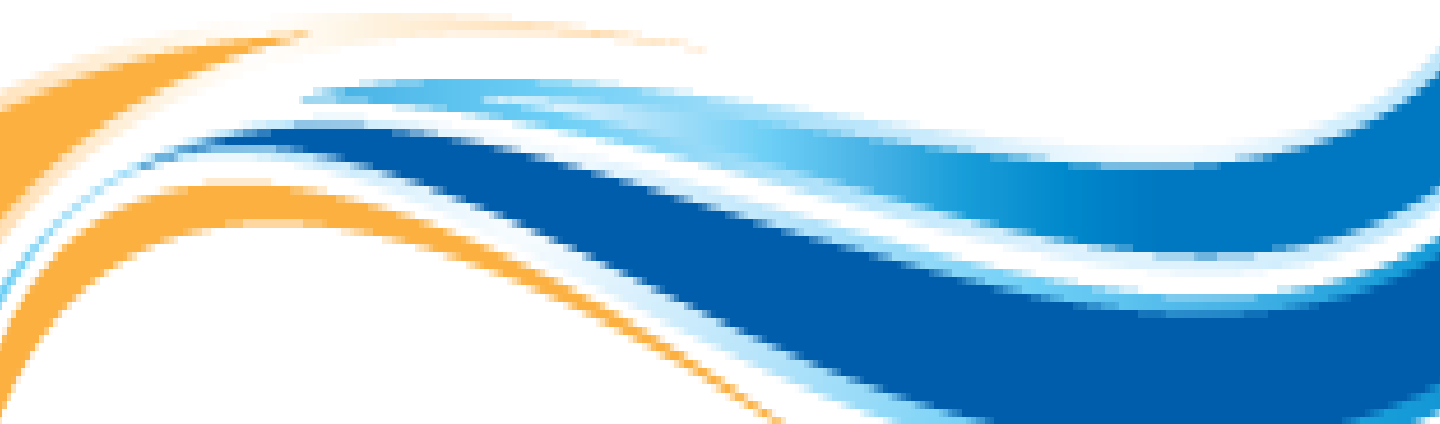
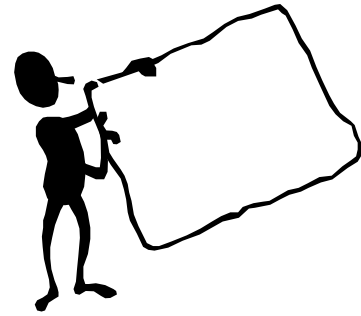
8777 1877 30th July

For goodness sake, its your mother – CALL ME.

Action Plan



Agenda





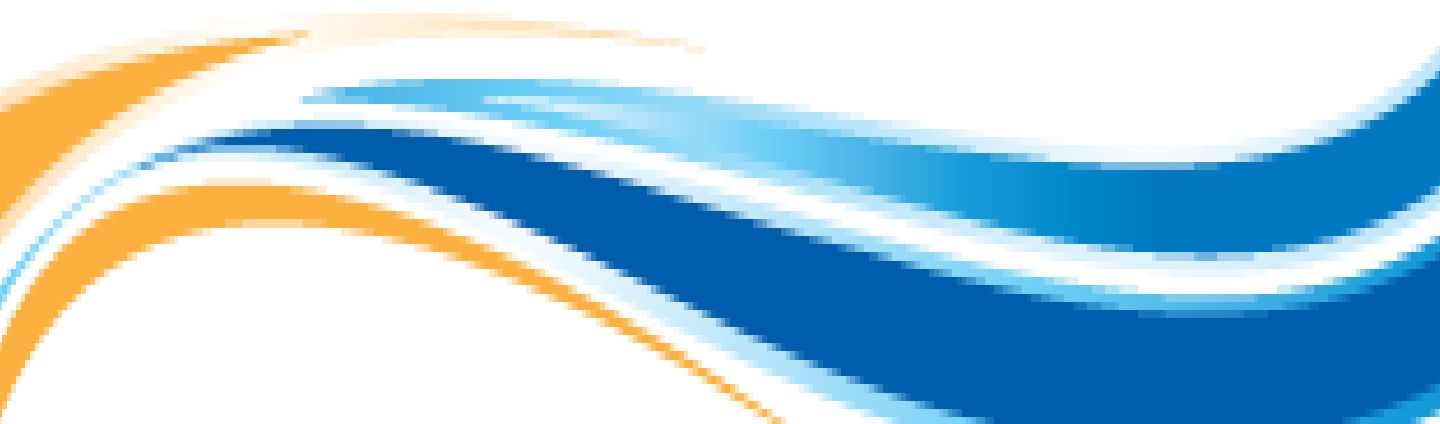
Wildcard 1

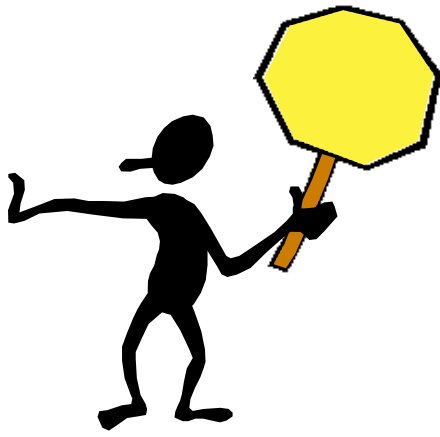
One of the leaders in your District knocks at the door quite persistently.

She says that she needs her camp form signed **NOW** as she is going to camp with her Guides and it should have been in last week.

There is no risk management form with the Application to Camp form.

What is your response ?





Wildcard 2

Your mobile phone rings and you can see that it is the Support Group President. You choose to ignore the call.

The mobile rings twice more from the same person.

This time you choose to answer. The Support Group President says that a local person wants to hire the Ocean View Guide hall for her 18 year old son's Birthday. Can the Guides please clear everything out of the hall except the chairs and table before the party which is in 2 weeks time.

What is your response ??

