

Game on how to deal with difficult situations during the festival

YEMP 4 – Tallinn – Sunday, 22 July 2018

LARP (Live Action Role Playing)

Internal introduction: The LARP is Live Action Role Playing where the YEMPers and the Workshop Participants will each be divided into groups. Group leaders will be

- Réka for the **YEMP**
3 groups with Réka, Kristiina and Kaisa taking one group each)
- Sonja for the **STAMP workshop**
2 groups with Daphne and Silvija

Each group of 6-8 people will then be split into 2 parts:

- One part is playing – with the majority playing the organisers of the festival and one of them playing the role of the participant or musician etc. coming to the offices with a problem or question
 - o You will find a selection of such situations and attached on the following pages
 - o You can pick the situations you want to play
- The other part is observing and can comment, during or after the role play, on what they think could be changed / improved
- After this the group leaders can also give some comments especially with the aim of preparing them on how to handle difficult situations, since in the context of this role play they should also learn certain “tricks” and techniques (offer coffee and biscuits to calm people down first / say that you really want to help but cannot take the decision alone and you are very sorry about this / If somebody asks for Kaie, Raul, Jan or Sonja don’t “let them through” – first try to see if you or another staff member can help).
- Then the two parts of the group swap, the observing part gets to play and the players to observe ...

INTRODUCTION SONJA

- Why do we play this game?
- It’s not necessarily about the „right answer” but rather about how to react in certain situations, and which mechanisms to develop to deal with them
- Basically it is to prepare you for the fact that you will often be confronted with something you may not be able to solve alone, or with questions you cannot answer
- The scenarios are all based on real issues that have occurred

MUSIC & PRODUCTION OFFICE

1. One of the participants is not happy with her atelier on her 2nd day:

-she is complaining about low quality of conductor, and singers that are also in this atelier. She thinks that she is way above all of them in quality and she wants to change the atelier or to give her money back!

2. A musician comes to your office and says:

- That he wants to be paid immediately - That the sum you were going to pay him is not ok, he wants more - He claims that Raul promised him a higher sum, he demands to speak with Raul immediately.

3. A choir leader comes to you and says that they don't want to perform in that venue that you planned for them:

- The acoustics are not very well - It is too hot - There is no enough places for them to change - There is not enough chairs in the audience and they do not want to perform for the small of group of people.

4. The sound technician guy is coming to your office to complain about:

- They claim that they were promised to be paid in advance - The business manager told them they cannot be paid because the festival experiences cashflow problems - They now tell the production manager they will immediately dismount light and sound technique if they are not paid this evening

5. The festival has started and you are waiting for a guest choir from abroad.

They are not participants, but are invited to the festival to give several concerts. You hear that one of the members died during their travel. What do you do?

6. An atelier leader approaches you and is very unhappy with his/her group of singers.

They are not good enough and the music is too difficult for the group. What do you do?

7. An atelier leader approaches you and is very unhappy about the room he/she has to work in.

What do you do?

8. A participant choir approaches you with the request that they missed the deadline to be able to perform in the framework of the choir-to-choir concerts, so they would like to perform during the closing ceremony on the main stage.

They tell you they have a nice choreography and they won an important prize in their country with this performance.

9. An atelier conductor asks for a special instrument from Armenia for tomorrow, with players and a native speaker to pronounce the text.

What do you do?

10. An atelier conductor says that his or her singers are missing a score he/she wanted to do in an atelier?

The participants never received the score while ordering. What to do?

11. A choir (or a musician) cancels a performance?

What do you do?

12. An atelier or a concert is missing a stand / a piano, etc.

What do you do?

FESTIVAL OFFICE

1. A Catalan participant comes to your office and complains:

- That it says "Spain" on his /her badge - He/she immediately wants you to change this for a badge saying "Catalonia" - He/she wants to hang the Catalan flag on the stage during the concert - He/she wants the festival to print a solidarity text for Catalan autonomy in the evening programme or on the festival Website. If you refuse, they want to speak with Kaie immediately.

2. Somebody accommodated in the Schnellli hotel complains

- The noise from the train station is not acceptable - They want another hotel room immediately - But all hotels are full and we have no more rooms.

3. A participant notifies you that his/her child got sick and needs to see a child specialist

What do you do?

4. You receive a call from an Israeli choir member that probably one of their elderly choir member (aged 92) got lost somewhere in the city. He cannot be reached by phone.

What do you do?

5. An Israeli participant approaches you and complains about the festival food.

They complain the amount of food is not enough / the quality is poor , there is too much pork and they claim their money back. What do you do?

6. A Finnish participant approaches you that the weather is too hot, but there is no air condition in their accommodation. They would like to change accommodation immediately.

What do you do?

7. A participant broke her leg while getting out of the workshop.

What do you do?

8. A participant approaches you that he/she lost her festival bag with her purse and passport in it.

What do you do?

9. A participant forgot his/her scores at home and would like to receive a free copy on the spot or make a photocopy.

What do you do?

10. A participant would like to get more copies of the Songbook.

What do you do?

11. A participant lost his festival bag/badge and would like to get another one.

What do you do?

12. A participant approaches you on the second day of the festival and asks to modify his/her food to be vegetarian.

What do you do?

13. A participant tells you he arrived with his mother who uses a wheelchair. Can she approach all festival venues with the wheelchair?

One of the churches/atelier venues has no accessibility with wheel chair. What do you do?

14. One of the participants twisted her ankle and needs a wheelchair / walking stick until the end of the festival.

What do you do?

15. A young child appears in the festival office and does not speak any of the languages that you can speak.

What can you do to find out who he/she is, where he/she belongs to?

CHECK-IN

1. A choir arrives on our list it says they only paid for half the people, they claim they paid everything, but they have no proof of payment with them. They want all their material.

What do you do?

2. A choir wants to have an additional rehearsal for their concert, they did not see that the festival does not provide free rehearsal rooms. On top of that they are too late and the one rehearsal room available is full.

What do you do?