MANAGE THE DETAILS

There are many “details” involved in competitive event management. CE Management Team members will have a different set of details for each event. The Event Specifications starts as a working document for each event and the CE Management Guide provides the game plan. No errors! Triple check every document to make sure nothing is missed.

Every person on CE should have written notes about the details he/she needs to manage in order to help the next person succeed. These details could include:

- Do we know exactly who is doing what, when? (state personnel)
- Do we know where competitors will wait before the event and complete their evaluation form after the event?
- Is the event box “ready” and do we have a plan for moving over secure items?
- Do we have all the necessary equipment and resources for the event?
- Do we have Spanish speaking competitors in this event and do we know exactly what will happen?
- Do we have a plan to assure that processes on the Event Snapshot will be completed?
- How many judges will we have per section?
- Are the evaluation forms being done properly?
- What are our details?
- If a problem arises, do we know who to talk to and did we document the details?
**FOLLOW THE GUIDELINES**

CE management team members are responsible to assure that state event personnel understand and follow the guidelines.

- Prior to the event, the Lieutenant listens carefully to the Event Manager’s interpretation of all aspects of the guidelines and event management plan. And the Lieutenant listens carefully to the Judge Manager’s interpretation of all aspects of the guidelines and plan to orient the judges.
- During the event, the Lieutenant inspects the process to assure that the event plan is being followed.

**POSITIVE EVENT ENVIRONMENT**

The CE Management Team must stay positive and make public relations a priority. We must understand that perception is reality, and that the HOSA competitive events process is an emotional process.

**State personnel who manage events** – We want them to feel appreciated, competent, and successful. We want them to feel like they did a great job, and what they did made a positive difference for the HOSA members in that event.

**Competitors** – We want them to feel like they were treated fairly, respectfully, and positively. We want to be friendly, nice, kind, and compassionate. We want them to walk away feeling like it was a good experience, no matter the outcome. We want to be fair to all. The goal of the competitive event process is being sure all competitors have an equal opportunity for success.

**Make it fun!** Participation in HOSA competitive events should be the highlight of the member’s year. Competition should be exciting, uplifting, and a great experience. Smile, wish them luck, and take time to enjoy this amazing experience.

**Judges** – They are VERY IMPORTANT PEOPLE and need to be treated as such. Remember that they care about us – so take the time to introduce yourself, tell them where you are from, ask them what they do, and thank them for taking the time to support HOSA. They are honored guests. They are HOSA’s best marketing tool. Help them understand the event process, follow the guidelines, and feel glad that they came.

**Each other** – We’re a team. Success only happens when we ALL succeed.
**THINK CRITICALLY AND RUN ON TIME**

The CE Management Team must constantly be thinking ahead and aware of what will happen next. If you really think about it, every one of us is interdependent on someone else. We can’t do our job unless the person before us did his or her job. Plan for the event to **run on time** and keep on schedule.

- Can you check your event rooms before the event? If things are not ready, do you have a plan? Is the event in the room ahead of you going to finish on time?
- Do event personnel understand the importance of starting on time? Do they plan to make it happen?
- Do you have enough people to finish up the process?
- Did you follow the event through to the “completed” stage?
- Did you review the event evaluations for immediate feedback?
- Did you talk to the Event Managers to get their impressions on how the event ran, and how we can improve in the future?
- Go to **Plan B** if it meets the priorities. Sometimes unusual things happen, and event personnel should be prepared to act quickly and in the best interest of competitors. Whenever possible, notify competitors of unusual event circumstances (and document everything).