

Field Guide

#4: MANAGING EXPECTATIONS

When there is a “crisis” of some kind, get the group involved. Don’t think you are “bothering” them because this is part of communications. They will tell you when they cannot or don’t want to participate, but don’t make that decision for them. Keeping the group focused on the end will help you get there and this may be the most difficult part for you because of distances and time zones. However, it is something to which you must pay attention.

Lloyd Kajikawa, California
e-mail message
September 15, 2006

Throughout the course of the project, consider how to build excitement about the project and activities while simultaneously managing the expectations. Expectations can be realistic if the project partners remain committed to the project vision and goals, while being flexible and in communication with each other.

- Maintain focus on project vision and goals, but remain as flexible as possible with timelines and budget
- Continuously review the project progress and budget

- Make informed guesses and be open to changes along the way
 - Consider the target audience
 - Consider past events
 - Consider global, national, and local economic and political landscapes
 - Ask for advice and input
 - Be creative about how project goals can be accomplished
 - Take advantage of unforeseen opportunities that will arise
- Update project stakeholders—including funder(s)—about the progress of the project
- Create and distribute written documents early-on to ensure that all project partners and stakeholders are on the same page

Sample Documents

- 4-1 National Conference Overview Schedule
- 4-2 Volunteer Outreach Committee Training
- 4-3 Spirit of Volunteering



OVERVIEW OF THE SCHEDULE OF EVENTS FOR THE 2008 NATIONAL CONFERENCE
(Working Draft as of June 14, 2007)

Thursday, July 3, 2008	Friday, July 4, 2008 (Fourth of July)	Saturday, July 5, 2008	Sunday, July 6, 2008
Full-day Amache Camp visit with program. Japanese American history tour of Denver sites. “How-to” workshops Family programs, Community Marketplace (Repeats on 7/6)	“How-to” workshops Camp Preservation Meetings Youth Expo, Community Marketplace Mini Film Festival Fourth of July (program under discussion)	Full-day conference sessions at the Hyatt Regency Denver at the Colorado Convention Center Family programs, Community Marketplace Luncheon with keynote speakers. Dinner banquet with keynote speakers.	Full-day Amache Camp visit with program. Japanese American history tour of Denver sites. “How-to” workshops Family programs, Community Marketplace (Repeats on 7/3)

The National Conference is part of a three-year project entitled *Enduring Communities: The Japanese American Experience in Arizona, Colorado, New Mexico, Texas, and Utah* which is a collaboration of educators, communities, and students with the Japanese American National Museum to create curriculum about the Japanese American experience for every classroom in these five states.

VOLUNTEER OUTREACH COMMITTEE TRAINING
(Final Draft as of March 17, 2007)

Meeting Goal: Provide committee members an overview of the Enduring Communities project, including information about the upcoming national conference.

- I. *Enduring Communities: The Japanese American Experience in Arizona, Colorado, New Mexico, Texas, and Utah*
 - Project vision and evolution
 - Project overview
 - Project goals and timeline
- II. View DVD clip – *Reunion and Remembrance in Arkansas*
- III. Review “top ten” questions about project:
 1. Why is the museum doing this project?
 2. What are the major components of this project?
 3. Which states is the project focusing on and why?
 4. Why isn’t Wyoming included?
 5. If I’m not from those specific states, will this be relevant to me?
 6. How will this compare to Arkansas?
 7. How is this project being funded?
 8. Is this something that my grandchildren will be interested in attending?
 9. Why is the conference on the Fourth of July?
 10. How do I get more info about the project? How do I register for the conference?

Do you have other questions that we haven’t answered?
- IV. Materials for Committee Members to distribute to the public at outreach events
 - Two-page overview
 - National Conference save-the-date, which includes info for the website
 - Conference registration booklet
 - Map of five states in relationship to the Japanese American experience

SPIRIT OF VOLUNTEERING (Final Draft as of Fall 2007)

The Japanese American National Museum is grateful to have many volunteers— from the members of its Board of Trustees and Board of Governors to the individuals who come to the museum weekly to lead tours and assist with office and administrative work. We also have volunteers that help with events such as the annual gala dinner fundraiser, festivals and events.

The Museum's general policy is:

Volunteers are required to pay if they are planning to participate in the program or event.

Volunteers are not required to pay if they do not participate in the program or event.

Volunteers who provide specialized services that are required and ordinarily compensated, but are willing to volunteer their services, may receive complimentary registration or tickets. These volunteers are directed by the National Museum staff.

Note: this policy covers National Museum leadership (Trustees, Governors), the day-to-day operational volunteers and docents residing in the greater Los Angeles area, as well as volunteers nationally and internationally.

People that have registered for the conference may volunteer for tasks that do not conflict with the conference sessions/activities that they intend to participate in. In this way, we are assured that volunteers are focused entirely on their volunteer tasks. This is in keeping with the National Museum's existing policy regarding volunteers volunteering at events. Volunteers that pay may be able to deduct expenses incurred while volunteering (i.e. mileage, fees, meals) when filing income taxes and should consult with their accountant for the specifics.

We hope that this document will help to clarify the question of volunteering and the spirit in which the museum hopes that volunteer services are offered. If there are further questions, please do not hesitate to contact <PROJECT STAFF NAME> at <TELEPHONE NUMBER> or <EMAIL ADDRESS>.