AMC Trip Talk
Berkshire/Worcester
Leader Refresher

Presented by
Bill Fogel, Berkshire Chapter
Adam Jasionkowski, Berkshire Chapter
Learning Objectives

1) Familiarize with the AMC Trip Talk

2) Learn the New Elements to the COVID-19 AMC Trip Talk

3) Practice Giving Feedback and Reinforcing Expectations
Trip Talk
What is a Trip Talk?

- Final Review before take off
- Details vary with the activity
- Core components to every talk
Trip Talk Components

- Arrival Signing-in
- Introductions
- Responsibilities
- Ground Rules & Expectations
AMC Trip Talk Video
Trip Talk: COVID-19 Update

This is beautiful!

What'd She Say?

6'

6'
COVID-19 Changes

Upon participant arrival what is the first thing that is different?
COVID-19 Changes - What

- Waiver signed in advance
- Inherent risks of illness
- COVID-19 Protocols - mask/physical distancing
- Gear requirements *
  - personal (avoid sharing)
  - shared (use equipment protocols)
- Limitations specific to the activity

*contact group
COVID-19 Changes - How

- State practices clearly and set expectations
- Give reasoning
- Provide a demonstration
- Ensure everyone has necessary PPE
COVID-19 Protocol Compliance
What to do if someone is not following COVID-19 Protocols?

Examples you can imagine needing to address specific to COVID-19?

PPE - Mask, etc
Physical Distance
Sharing Water/Food*
Arriving Late
Gear Sharing Protocol
Refusing to Follow Protocols

*contact group
Give Feedback/Reinforce Expectations

- Be Directive

- Feedback Sandwich Method (Be Genuine)
  - Positive comment
  - Constructive feedback
  - Appreciative comment

- If all else fails refer to AMC Risk Management and Leadership
Examples: Less Effective

C’mon! You signed the waiver you know you’re not supposed to do that!

Were you not listening to the Trip Talk?

I don’t care what you do.
Examples: More Effective - PCA

It’s great that you made it out on this trip! This is one of our first trips since we re-started activities.

I noticed that you didn’t sanitize before using shared gear. It is easy to forget. We need to sanitize each time we use group equipment.

I appreciate your efforts.

We need to follow these protocols to ensure we can run safe AMC trips now and in the future.
Activities: Roleplay

You will be assigned to break out rooms of 4-5: 10 minutes

A facilitator (OLT in name) will be assigned to each room

The group will be given 3 scenarios
- Assign a leader - Use PCA.
- Participant(s) for as many role plays.
- Non-Participants are observers - look for PCA examples
- Discuss in small group
Role Play - Follow Up

Positive Comment

Constructive Feedback

Appreciative Comment
Non-Compliance/Refusal

“"I will maintain appropriate social distancing and follow the guidance of the Activity Leader.” (Waiver)

“If you can’t or don’t want to follow this protocol correctly. I am going to have to ask you to leave this group.” (COVID-19 Video)

Contact AMC Risk Management and Leadership
leadership@outdoors.org
Takeaways

Practice Before Your Trip
Use the Trip Card
Be Prepared for the Unexpected
Be Direct and Appreciative
Don’t Debate! This is AMC Policy during Phase 2
When in doubt: Chapter Leadership and/or leadership@outdoors.org