

MANAGING EXPECTATIONS QUIZ ANSWERS

- 1) **True or False:** You should decide what the project should entail before talking to your beneficiary partner.

Answer: False

Explanation: You should decide what the project should entail IN CONSULTATION with your beneficiary partner. However, before meeting with your partner you should have decided how much you are able to contribute to this project.

- 2) **True or False:** By managing everyone's expectations at the start of the project, you are preventing disappointment and misunderstandings at a later stage.

Answer: True

Explanation: You should make sure that everyone knows what you are contributing to the project, what they are contributing to the project and what everyone will get in return right at the outset.

- 3) **When having the conversation to manage expectations, which of these is NOT an appropriate topic for a Reel Gardening Volunteer to discuss?**

Answer: How much you charge per training

Explanation: As a Reel Gardening Volunteer you are not permitted to make any money from your engagement with beneficiary partners. You are a volunteer, which means you offer your skills to people in need, for free.

- 4) **True or False:** Managing expectations means being clear about what you can give AND what you expect in return.

Answer: True

Explanation: You are not simply explaining to your beneficiary partner what you are contributing. Rather, this is a conversation in which you and your beneficiary partner work together to determine what both parties will be contributing and what you expect in return for that contribution.

- 5) **True or False:** It is okay to end a project before you have fulfilled all of your promises if you have finished taking the photos you need for your company report.

Answer: False

Explanation: It is NEVER okay to end a project before you have delivered everything you promised you would. You have an obligation to your beneficiary partner and need to see that obligation through.

- 6) **True or False:** All expectations and commitments should be decided in consultation with your beneficiary partner and written down to be referred to in future, if necessary.

Answer: True

Explanation: By writing down the details of the commitments you have made to each other, you can refer to them in future to clear up any confusion. This prevents you from relying on subjective memory to resolve debates.

- 7) **True or False:** Asking for feedback opens you up to unnecessary criticism.

Answer: False

Explanation: Asking for feedback allows you to learn from your mistakes and correct them, or do more of what is working. Feedback makes you better.

- 8) **Which of the following should you NOT do when organizing the logistics of a project?**

Answer: Confirm the address and then rely on Google Maps to get you there

Explanation: Often Google Maps and other satellite navigators do not have accurate maps and street names for informal settlements and rural areas. Even by entering the address correctly, your navigation system might take you to the wrong location. Rather, confirm directions to the location with your partner before visiting for the first time.

- 9) **True or False:** If parents are not present to object, you may take photos of children at your garden project to use on social media.

Answer: False

Explanation: Under no circumstances may you take photographs of children without the express consent of their guardian. If you plan to use these photographs in a public forum such as social media, the child's guardian needs to expressly consent to having the picture taken AND for it to be shared.

- 10) **True or False:** Don't make assumptions. You often don't have all the facts relating to a situation. A solution that seems obvious to you may be inappropriate if you knew the full story.

Answer: True

Explanation: Don't make assumptions. Rather come from a place of understanding and strive to create clarity wherever possible.