

## BACK TO BASICS

The following are great reminders of how simple we can make our sessions. We advertise that Simple and Clear instructions are given, so let's be mindful of our applicants', and fellow VE team members' time, by adhering to these BASIC reminders.

VEs:

- Have Fun & Smile!
- Pay close attention during exam. Attention **MUST** be on applicant, not other matters. Stay focused, fulfilling our VE duties with integrity, start to finish.
- Feel free to help put candidates at ease before their exam, however when your Room Lead begins *their* part, it's time to be quiet letting your Lead, lead!
- Stay alert during room scans, as your eyes are needed!
- Not understanding the applicant's tech? Question it. We can *all* learn from it.
- Watch for anomalies during the exam. If something doesn't seem right, begin a conversation with the Lead in chat.
- **NEVER** text "Everyone" during the exam. The candidate can view it too. We don't want to boot you or restart an exam if questionable chats surface.
- When sharing *your* screen, ensure content is appropriate!
- Keep a solid poker face during an exam so we don't inadvertently give a clue (right or wrong) to the candidate. Avoid any hand gestures during an exam.
- **Anticipate** action items by clicking on them when they appear, prepared to act *if directed by the lead*, otherwise press "cancel".
- If an exam signer, open your dialog and enter your password once the candidate starts reviewing his information after the exam. Promptly sign **ONLY** once entire room agrees it was a good exam.
- Remember, Have fun!

Room Leads:

- Have Fun, Be Positive, Warm & Appreciative that our team was chosen!
- Take Charge and Lead! Remember, **YOU** lead your VE Team in the room too!
- Remembering it's a team, ask for help if you need it, however don't be afraid to say, "I've got this." if you don't need help from others.
- Leading casually, yet directly, tends to help candidates be at ease. Speak with *absolute* confidence.

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- **Less is more** (way more!) when giving instructions. **ONLY** give what they need, when they need it with the simplest instructions! We're not paid by the word. Challenge yourself! Trim your lead speaking to the absolute minimum.
- Keep your room participants' list open and the grid view on so you can monitor the team's status.
- Keep things moving forward. If you know what the next screen holds, begin speaking of it early. We know what's coming on next screens so, Predict!
- Assign (before exam begins) a VE to grade, so a *FAST* score is displayed.
- When ever in doubt, bring in the Host / Co-Host of the session.
- Remember, Have fun!

### Ideas / Suggestions:

- Rather than speculate on processing time of sessions, let's state that we anticipate the session to be processed by the ARRL within 2 business days.
- Modifications to your pending applications simply halts your license process/grant.
- Avoid phrases like "really quick, real fast, right quick, etc.". "Briefly review bullet points with us" is friendlier and does not imply a sense of urgency.
- Without having to ask for a grade, there is no longer a need to ask, "How do you think you did?" After 'Better: "Lets find out together how you did".
- Never paraphrase what we have asked applicant to briefly review.
- "Payments from mobile devices are often not processed correctly", is more accurate.
- Always compliment applicants for obvious exam preparations like covered TV's.
- Avoid phrasing such as "I think we're ok with that", as it instills a lack of authority/confidence.
- Ask for a room SCAN, not 'tour". If we ask for a tour, we are often given just that, a tour! During the room scan, We ALWAYS provide feedback. "That's a great speed, perfect height, etc. PREDICT the end of the scan and when near, advise applicants BEFORE they get comfortable, that we will be looking at their testing position.
- Do not be afraid to talk over your applicant. It is a useful way to make sure that YOU lead your applicant, rather than be led by them. Use tact, as your CLEAR and SIMPLE instructions AHEAD of their action or confusion of what they need to do next will persuade applicant to do more listening to you than talking themselves.
- Lead FIRMLY & CONFIDENTLY, yet warmly & friendly. It is a special skill to master!

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