

What to do if Instructor is down

Resources: <https://www.prisim.com/instructor-is-down/bizfighter/>

1. Inform Jeff or Dave of what happened
2. What is the availability of another instructor
 - a. Can he be on Skype to teach?
 - b. Can he be on the phone for questions?
 - c. Remote instructor calls teams?
 - d. Alter agenda to match with availability with available instructor
3. Communicate to the client situation
 - Sit the client the client and tell them that “The main instructor had an accident. He is safe but he can’t continue teaching the class. The good news is that we can continue with the event”
 - Don’t worry about the simulation being processed/advanced and numbers being shared. I’ll be doing that.
 - The concern is A&D specific questions
 - Check if another resource [e.g. Bob, Shawn, etc...] is available
4. Communicate to the client the options to continue with the course:
 - a. PriSim:
 - i. Video Conference Lectures
 - ii. Answer phone calls for questions
 - b. PriSim:
 - i. Videos of lectures.
Client: Provides coaching of A&D simulation related questions.
 - c. Client: Teaches lectures & provides coaching.
PriSim: Share PPTs with client
 - d. Cancel the Course