

# Tools and Techniques for Maintaining and Supporting Animators



# Weekly Check-in

- Meeting weekly is ideal
  - the longer you go the more “drift” you get
- Maintenance is an extension of training
  - As workplans, added training or follow ups
- The collaboration goes on throughout the process

# Weekly Check-in

- Review progress
  - Update workplans or carry out new training
  - Set new goals – the process is in constant revision
  - Be supportive but clear
  - always set deadline 1-2 weeks earlier than absolutely necessary to allow for extensions

# Weekly Check-in

- Identify barriers, and strategies for overcoming them
  - Fixing the process usually means facing new barriers
    - Some will want to brush off the barriers
    - Others see them as insurmountable
  - Problem is not a dirty word
  - Problem solving comes when *they* practice

# Weekly Check-in

- Identify new opportunities and emerging issues  
There's usually some unanticipated good news
  - Don't pursue everything good
  - Take some time to explore it even if there isn't time to tackle it, it's a good context for skill building
- Take time to *explore* results so far
  - Interim results help you test the final conclusions
  - Develop an organic sense of what is emerging

# Administrative Tools

## Managing hours

- Have an estimate from the start
  - Use your budget and your goals to set a range
  - Tell them what you're expecting
- Regularly confirm animators are within the targets
  - Give them hours sheets to track and report
  - People will forget, get overenthusiastic
  - Review parameters from training materials, reinforce
- Do the hours match the work?
  - Are methodology problems slowing the work?
  - Compare pace to scope of work, is there a conflict?
  - Offer to review training materials
- Name it early
  - Gentle reminders never come too soon
  - It's easier to fix the next time sheet than the last one

# Manage Skills and Motivation

- Participate, it's the best window on the work
  - Go to meetings/sessions where you can
- Look for skills that need refreshing
  - No one gets it all in a training session
- Be encouraging
  - About the work and about the opportunity for more questions, learning and support

# Accommodating Barriers

- Authority
  - Badges, letters
- Safety
  - Times and teams
  - Two way street