

# Troubleshooting Common Issues

## *Problem-Solving in the Field*

Even with the best preparation, unexpected issues arise. This guide helps you handle common problems professionally and effectively.

### Technical Issues:

Problem: 'I've run out of petitions'

Solution: Contact supervisor for replacement, document how many were collected

Problem: 'Someone's address is unclear'

Solution: Ask them to write it more clearly, or ask for clarification

Problem: 'The pen isn't working'

Solution: Have backup pens—always carry at least two extras

### People-Related Issues:

Problem: 'Someone is being verbally abusive'

Solution: Disengage politely, move to another location, report to supervisor

Problem: 'A supporter has complex questions I can't answer'

Solution: Be honest: 'That's a great question. Let me get you someone who can answer it thoroughly'

Problem: 'Someone wants to withdraw their signature later'

Solution: Respect their wishes, document the withdrawal, report to supervisor

Situational Issues:

Problem: 'Weather is making it difficult to work'

Solution: Seek shelter if needed, take breaks, focus on indoor/covered locations

Problem: 'Low foot traffic in my assigned area'

Solution: Inform supervisor, discuss moving to higher-traffic area

Problem: 'I'm feeling overwhelmed or discouraged'

Solution: Take a break, talk to a colleague or supervisor, remember why this work matters

When to Escalate:

- Safety concerns → Report immediately
- Ethical questions → Ask before proceeding
- Conflicts with supporters → Involve supervisor
- Equipment problems → Request assistance
- Any situation that's unclear → Ask rather than guess

Remember: There's no shame in asking for help. Getting guidance is smarter than making mistakes.

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