

MODULE 5

LEGITIMITY AND BUILDING COMMITMENT

When to say YES

The Deal Meets Your Basic Needs

If the agreement covers your essential requirements—like payment, conditions, or workload—it's often a good sign to say yes.

Example:

You're a freelance writer, and a client offers you \$100 for an article. Your minimum rate is \$80, so this offer meets your needs. Saying yes is logical because it aligns with your pricing standards.

2. The Deal Offers Clear Benefits or Adds Value

Sometimes, an offer may not be exactly what you wanted, but it brings other benefits that make it worthwhile.

Example:

You get a job offer with a slightly lower salary than expected, but the company provides training programs, paid time off, and flexible hours. These perks add extra value that can benefit you in the long term, making it a good deal to accept.

3. It Opens the Door to New Opportunities

If an agreement can lead to future opportunities, it might be worth accepting—even if the immediate terms aren't perfect.

Example:

A well-known company wants to hire you as a contractor, but they can only pay a modest rate. However, working with them could give you exposure and future referrals. Saying yes now might open doors for bigger projects later.

4. The Risks Are Low or Easy to Manage

When an offer has limited or manageable risks, it's often a safe choice to accept, especially if the potential benefits outweigh the risks.

Example:

A startup asks you to do some freelance work with a lower rate but promises a quick turnaround and fair deadlines. Since the work isn't very demanding and won't take much time, you can say yes without risking much.

5. The Deal Fits Well with Your Goals

If the agreement aligns with your long-term goals or values, it's usually wise to accept, as it supports your broader plans.

Example:

You're an artist looking to expand your brand. A gallery invites you to showcase your work at a small event. Although it's unpaid, it aligns with your goal of gaining exposure in the art world. Saying yes here makes sense because it helps you move toward your long-term goals.

6. You Trust the Other Party and Their Commitment

If you feel the other person or company is trustworthy and will uphold their end of the deal, it's often a good reason to accept.

Example:

A friend's business wants to collaborate on a project, and they have a solid track record of reliable partnerships. Since you trust them and know they're likely to stick to the agreement, it's easier to say yes with confidence.

Real-Life Scenario Summary

- **Job Offer with Good Benefits:** Even if the salary isn't the highest, strong benefits and job security can make it worth accepting.
- **Freelance Gig with Future Potential:** If a gig could lead to more work or useful connections, it may be valuable even if it's a one-time deal.
- **Collaborative Projects with Low Risk:** If a project aligns with your goals, has manageable risks, and offers potential growth, it's likely worth a yes.

When to say NO



1. The Deal Doesn't Meet Your Minimum Requirements

If the offer falls below your minimum acceptable terms—such as a low rate, long hours, or unfavourable conditions—it's often better to decline.

Scenario: Freelance Graphic Designer

You're a freelance graphic designer, and a client asks you to design a logo for \$50. You typically charge \$200 for this kind of work. Despite trying to negotiate, the client won't budge from \$50.

- **Why to Say No:** Accepting below your minimum rate undervalues your skills and could lead to burnout if you constantly take on low-paying jobs.
- **Outcome of Saying No:** By refusing, you leave room for better-paying clients and establish a boundary that reinforces your worth.

2. The Offer Limits Your Flexibility or Future Opportunities

If an agreement restricts you from pursuing other opportunities, it might be too limiting, especially if you rely on multiple clients or projects.

Scenario: Photographer with Exclusive Rights Demand

You're a freelance photographer, and a client asks for exclusive rights to your work for one year, meaning you can't sell similar photos to anyone else during that time.

- **Why to Say No:** This restriction limits your ability to earn from other clients, and if you're dependent on regular income from multiple clients, exclusivity could disrupt your earnings.
- **Outcome of Saying No:** By declining, you keep your options open to work with other clients, ensuring a steady income and professional freedom.

3. You Have a Better Alternative (BATNA)

Your Best Alternative to a Negotiated Agreement (BATNA) is your backup plan if a deal doesn't go through. If you have a stronger alternative, you should consider walking away.

Scenario: Supplier with Higher Price but Poor Service

You're a small business owner who needs a reliable supplier for raw materials. One supplier offers a lower price but has a history of late deliveries. Another supplier is slightly more expensive but has an excellent record of on-time shipments and customer service.

- **Why to Say No:** Reliability is crucial, especially if delays would impact your production schedule and customer satisfaction. The cost savings aren't worth the risk of missed deadlines.
- **Outcome of Saying No:** By choosing the slightly pricier but reliable supplier, you protect your business reputation and ensure smooth operations.

4. There Are Trust or Transparency Issues with the Other Party

If you notice red flags, such as hidden terms, refusal to put agreements in writing, or poor communication, it's often best to avoid committing to an untrustworthy partner.

Scenario: Lease Agreement with Unclear Terms

You're negotiating a rental contract for office space. The landlord refuses to specify certain clauses in writing, like the renewal terms and maintenance responsibilities, stating it will be "decided later."

- **Why to Say No:** Unclear or unwritten terms can lead to misunderstandings, unexpected costs, or unfavourable terms in the future. Lack of transparency often leads to disputes down the line.
- **Outcome of Saying No:** Declining this deal protects you from potential hidden costs or legal disputes, allowing you to find a transparent landlord with a fair agreement.

5. The Deal Conflicts with Your Values or Brand Image

If the terms compromise your personal or professional values, reputation, or brand identity, it's often wise to decline. Reputation and integrity are long-term assets that can't be bought back.

Scenario: Content Creator Offered a Promotion Deal with Mismatched Brand

As a content creator, a company approaches you to promote a product that conflicts with your values (e.g., a sustainable living advocate being asked to promote a single-use plastic product).

- **Why to Say No:** Accepting this deal could confuse your audience, harm your credibility, and make you seem inconsistent with your values.
- **Outcome of Saying No:** By turning it down, you maintain your brand's integrity and build trust with your audience, leading to potential partnerships that truly align with your values.

6. The Agreement is Too Risky or Uncertain

If the agreement involves too much risk without a solid safety net, it might be too high-stakes. Assess if the potential downsides are manageable; if not, walking away might be smarter.

Scenario: Software Developer Offered Equity Instead of Salary

You're a software developer offered a role in a startup that wants to pay primarily in company equity instead of a salary. The company is in its early stages and hasn't shown significant traction.

- **Why to Say No:** Relying on equity as compensation in an unproven startup is risky, as there's no guarantee of future payout. If you need a stable income, this is a high-risk decision.
- **Outcome of Saying No:** By declining, you avoid financial instability and can seek a role that offers a steady pay check. You can consider startups again once they're more established or offer a reasonable salary.

7. The Deal Doesn't Align with Your Long-Term Goals

An agreement might look beneficial in the short term but steer you off course from your ultimate career or business goals.

Scenario: Writer Offered a High-Paying, One-Time Ghost-writing Job

You're a freelance writer focused on building your portfolio in a specific niche. A company offers a one-time, high-paying ghost-writing gig in a different industry.

- **Why to Say No:** Although the pay is tempting, the work doesn't add value to your portfolio and doesn't support your goal of building authority in your niche. This project might also take time away from more relevant opportunities.
- **Outcome of Saying No:** By declining, you can focus on projects that build your expertise and portfolio in your target industry, which will pay off in the long run.

8. You Feel Pressured or Rushed

If the other party pressures you to decide quickly or rushes you into a commitment, it's often a red flag. Take time to ensure the deal truly suits your needs.

Scenario: Pressure to Sign a Contract Quickly

You're negotiating a contract with a potential partner, and they insist you sign within 24 hours "to lock in the opportunity."

- **Why to Say No:** Rushed decisions often lead to overlooked details or unfavourable terms. Take the time to review contracts carefully or consult a professional if needed.
- **Outcome of Saying No:** By refusing to rush, you maintain control over your decisions and protect yourself from possibly regrettable commitments.

CRITERIA FOR DECISION MAKING ON NEGOTIATED TERMS

1. Alignment with Your Goals and Needs

Check if the negotiated terms meet your main objectives. In a home renovation, this could include your timeline, budget, and quality expectations.

Example:

You want a modern kitchen with high-quality cabinets and appliances within a \$15,000 budget, completed within 8 weeks. The contractor proposes a renovation costing \$14,000 but with materials that don't meet your desired quality and a 10-week completion timeline.

Decision: If quality and timing are essential, you might want to ask for adjustments or look for another contractor. Accepting less might lead to dissatisfaction or a need for further work later on.

2. Financial Viability and Budget

Ensure the terms fit comfortably within your budget, and assess if there are any hidden costs.

Example:

The contractor's proposal meets your budget at \$15,000. However, they mention that certain fixtures and appliances aren't included in the cost and will be additional. This could easily push your total above the intended budget.

Decision: Discuss with the contractor to clarify all inclusions and ensure any extras are clearly stated in the contract. If the project seems likely to go over budget, consider negotiating for a cap on certain expenses or exploring other contractors.

3. Feasibility of the Contractor's Plan

Review the proposed plan to see if it's realistic and feasible based on your expectations and the contractor's track record.

Example:

The contractor promises to finish the work in 8 weeks. However, you learn from reviews or previous clients that they often take longer than expected.

Decision: If a timely completion is critical, ask for more details on their current workload and how they plan to stay on schedule. You may want to include penalty clauses in the contract for delays or choose a contractor with a better record for punctuality.

4. Transparency and Clarity in Terms

The terms should be clear and leave little room for misunderstandings or hidden costs. Each item or phase of the project should be specified in detail.

Example:

The contractor gives a one-page proposal that mentions a “standard kitchen upgrade” without details. There’s no breakdown for materials, labor, or the scope of work, which could lead to disputes about what’s included.

Decision: Ask for a more detailed proposal. Clear terms might include a line-item breakdown (e.g., cabinets, countertops, appliances) and any exclusions. Without clarity, it’s difficult to compare proposals or hold the contractor accountable, so transparency is essential.

5. Risk and Liability Management

Identify any risks involved and see how liability is covered in the contract. In a household project, risks might include damage to your property or delays in the timeline.

Example:

The contractor doesn’t include liability insurance in the terms, meaning you could be responsible for damages or injuries that occur during the renovation.

Decision: Request that liability insurance be included in the agreement or ensure your homeowner's insurance covers the project. Without protection, you could face financial risks if accidents occur.

6. Flexibility for Changes

Renovations often encounter unexpected issues, so check if the contract allows flexibility for adjustments without heavy penalties.

Example:

You're not entirely sure about the final layout and might want to make minor adjustments once work begins. However, the contractor's contract charges high fees for any changes after work starts.

Decision: Ask if minor adjustments can be made at no extra charge or negotiate a cap on additional fees for small changes. Flexibility here can save you money and ensure you're satisfied with the final result.

7. Trust and Reputation of the Contractor

Consider the contractor's reputation and reliability. This includes their past performance, reviews from previous clients, and general reliability.

Example:

You find reviews online showing that the contractor has a history of leaving jobs incomplete or using lower-quality materials than promised.

Decision: If trust is in question, it's wise to seek other contractors. Positive reviews and a solid reputation help ensure a smoother experience and that the terms will be honored.

8. Legal Compliance and Permits

Ensure the terms include compliance with local building codes, permits, and inspections as required by law.

Example:

The contractor suggests you skip certain permits to save time and money, assuring you it's unnecessary.

Decision: Insist on obtaining all required permits. Failing to do so could lead to fines or issues if you try to sell your home. A reputable contractor will comply with local regulations and include these in the terms.

9. After-Project Support and Warranties

Check if there is any warranty on the work done and whether the contractor will provide after-service support in case of issues.

Example:

The contractor doesn't include a warranty, meaning if something breaks or isn't done correctly, you'll be responsible for the repairs.

Decision: Negotiate for a warranty covering at least one year. This provides peace of mind and protection against possible future repairs

Putting It All Together

For your kitchen renovation, let's say you find a contractor who provides:

- A detailed breakdown that fits your budget.
- A realistic 8-week timeline with penalties for delays.
- Flexibility for minor changes.
- Comprehensive liability insurance.
- Positive reviews and a solid reputation.
- Clear agreement on permits and a one-year warranty.

This contract would likely be a solid choice. By evaluating each of these criteria, you ensure the project is completed smoothly, on budget, and with the quality and support you need.

Summary of Criteria for Decision-Making on Household Project Terms:

1. **Alignment with Goals:** Does the contract meet your budget, quality, and timeline goals?
2. **Financial Viability:** Are all costs clear, and is it within budget?
3. **Feasibility:** Is the contractor's plan realistic?
4. **Transparency:** Are terms clear with no hidden costs?
5. **Risk Management:** Are you covered against liabilities?
6. **Flexibility:** Can you make minor adjustments if needed?
7. **Trust:** Does the contractor have a good reputation?
8. **Legal Compliance:** Are permits and legal requirements addressed?
9. **Warranty:** Is there a warranty for after-service support?

By using these criteria, you're equipped to make a decision that protects your interests and ensures the project is handled well.

Assessment of the legitimacy of negotiated terms,

Assessing the legitimacy of negotiated terms is critical to ensuring that an agreement is fair, lawful, and beneficial. This involves evaluating the validity, enforceability, and fairness of each aspect of the terms. Here's a detailed guide with an example to illustrate how to assess legitimacy in a practical scenario:

Scenario: Hiring a Contractor for a Home Extension

Imagine you're planning a home extension and are negotiating terms with a contractor. You're reviewing the proposed contract to assess its legitimacy before signing. Let's go through the key factors to consider in this assessment.

1. Clarity and Transparency of Terms

Why It Matters: Legitimate terms are clearly defined, leaving no room for ambiguity. Clear, well-written terms protect both parties and outline what each side is expected to deliver.

Example:

The contractor's agreement states they will complete "the home extension and related work." However, it doesn't specify what "related work" includes. This vague wording can lead to misunderstandings about what's included in the project scope.

- **Assessment:** Request a detailed list of tasks under "related work," like electrical installations, flooring, painting, etc. This clarification ensures you're both on the same page and minimizes disputes later on.

2. Compliance with Legal and Regulatory Standards

Why It Matters: Legitimate contracts comply with local building codes, safety regulations, and other legal requirements. Terms that attempt to bypass these standards are problematic and may be unenforceable.

Example:

The contractor suggests proceeding without a building permit to save time and money, claiming it's "just a formality" for minor extensions.

- **Assessment:** Check with local authorities or consult a legal professional to confirm permit requirements. Bypassing permits is illegal and could lead to fines or forced removal of the structure. Insisting on all necessary permits and code compliance helps ensure the work is legitimate and legally secure.

3. Fair and Reasonable Terms

Why It Matters: Fairness in terms means that neither party is unfairly burdened or taken advantage of. For example, unreasonable penalties or unclear responsibilities are red flags.

Example:

The contractor's contract includes a clause that any delay in payment results in an immediate 10% fee added to the remaining balance, with no grace period. Meanwhile, no penalties are included if the contractor delays the project.

- **Assessment:** Request a more balanced approach, such as a 5-day grace period for payment and a similar penalty if the contractor fails to meet agreed timelines. A legitimate contract should have fair terms for both sides to encourage accountability and mutual respect.

4. Inclusion of Written Warranties and Guarantees

Why It Matters: A legitimate agreement often includes a written warranty that protects you if issues arise after the work is completed. Warranties provide recourse if repairs or adjustments are needed.

Example:

The contractor verbally promises a one-year warranty on materials and labor but does not include this warranty in the written contract.

- **Assessment:** Insist that the warranty terms be written into the contract. Verbal promises are difficult to enforce in case of disputes. A written warranty strengthens the contract's legitimacy, as it formally commits the contractor to the promised standard.

5. Balance of Power and Flexibility in the Agreement

Why It Matters: Legitimate terms should balance both parties' rights and responsibilities. Excessively one-sided terms, especially those favouring the contractor without room for flexibility, may be problematic.

Example:

The contract stipulates that you cannot make any changes to the project scope once the work has started without a substantial fee. However, the contractor reserves the right to make adjustments without consulting you.

- **Assessment:** Request that any changes to the project scope require written approval from both parties. This ensures that adjustments are mutual and fair, rather than unilaterally decided by the contractor.

6. Risk and Liability Provisions

Why It Matters: Legitimate contracts include clear risk management and liability clauses. These terms protect you if property damage or personal injury occurs during the project. Without these, you could face unexpected costs or legal issues.

Example:

The contractor's contract does not specify who is liable if damage occurs to your property during construction or if an injury happens on-site.

- **Assessment:** Ensure that the contractor includes a liability clause that specifies they will cover damages or accidents during the work. You might also want proof of the contractor's insurance coverage for further security. A contract that outlines liability clearly is both fair and legally sound.

7. Payment Structure and Milestones

Why It Matters: Legitimate contracts define payment terms that correlate with work milestones. Clear payment terms help both parties understand the schedule and minimize risk.

Example:

The contractor asks for 80% of the total payment upfront and the remaining 20% upon completion, with no defined milestones or progress checks.

- **Assessment:** Negotiate a more balanced payment structure, such as a smaller initial deposit (e.g., 20%) and subsequent payments tied to project milestones (e.g., 30% when the foundation is completed, 30% after framing, and 20% upon final inspection). This ensures that payments align with progress, giving you leverage to ensure the work is completed satisfactorily.

8. Verification of Contractor's Credentials and Experience

Why It Matters: Legitimate contractors provide credentials and references. Checking their background helps confirm their ability to fulfill the terms and protects you from hiring unqualified providers.

Example:

The contractor claims extensive experience with home extensions but does not provide any certifications or references.

- **Assessment:** Ask for credentials, licenses, and references from recent clients. Contacting references and verifying licenses ensures that the contractor is legitimate and capable of completing the project to your standards.

9. Exit Clauses and Dispute Resolution Terms

Why It Matters: Legitimate contracts provide terms for ending the contract or resolving disputes if things go wrong. This way, both parties know what to expect and how to handle disagreements.

Example:

The contract lacks any mention of termination conditions. If the contractor abandons the project, there is no clarity on recourse or compensation.

- **Assessment:** Request an exit clause that specifies the conditions under which either party can terminate the agreement. Also, ask for a dispute resolution clause, such as mediation or arbitration, to handle potential issues. This gives you a structured way to resolve conflicts and reinforces the contract's legitimacy.

Putting It All Together: A Legitimate Contract

After assessing these criteria, here's how a legitimate contract for the home extension project might look:

- **Detailed Scope:** Clear descriptions of what's included and excluded.
- **Legal Compliance:** All necessary permits and codes are specified.
- **Fair Terms:** Balanced penalties and flexibility for changes.
- **Written Warranty:** A one-year warranty on materials and labor.
- **Liability Clause:** Contractor accepts responsibility for on-site incidents.
- **Milestone Payments:** Payments are split into reasonable, progress-based installments.
- **Verified Credentials:** Contractor provides licenses and positive references.
- **Exit and Dispute Terms:** Clear conditions for termination and dispute resolution.

By applying this assessment, you ensure that the contract is fair, enforceable, and legally sound, protecting you from risks and ensuring the project is completed to your satisfaction.

Leading all parties to commit to the negotiated agreement

Getting all parties to fully commit to a negotiated agreement is about making sure everyone understands and agrees with the terms, feels that they are fair, and believes in the mutual benefits. When all sides are aligned and motivated, they're more likely to

follow through on their responsibilities. Here's an explanation in simple terms with a real-life example.

Example: Family Negotiating a Chore Schedule

Imagine you're in a household where everyone shares chores. You and your family decide to create a weekly chore schedule to keep the house clean without putting all the burden on one person. To get everyone to commit to this agreement, you need to make sure everyone feels heard, understands what's expected, and agrees with the plan.



Steps to Get Everyone to Commit:

1. Involve Everyone in the Discussion

Start by gathering everyone for an open discussion about chores, so each person feels included. Everyone can share their thoughts on what chores they're comfortable doing, what times work best, and any concerns they have.

Why This Works: When people are part of the decision-making, they're more likely to respect and commit to the final agreement because they had a say in it.

Example: During the discussion, one family member mentions they dislike vacuuming but don't mind washing dishes. Another prefers doing yard work over cleaning bathrooms. By listening, you can assign chores

based on preferences, increasing everyone's willingness to follow through.

2. Make the Terms Clear and Realistic

Write down a clear schedule with each person's assigned chores, specifying which day they need to be completed. Keep it realistic—don't assign too many tasks to anyone or expect them to do a major chore every day if their schedule is busy.

Why This Works: Clear and fair expectations prevent confusion or feelings of being overworked. When everyone understands their responsibilities, they're less likely to skip chores or complain.

Example: The schedule shows that Alex will do the dishes on Mondays and Wednesdays, while Jordan will vacuum on Fridays. Each person knows exactly what they need to do, so there's no room for excuses or misunderstandings.

3. Explain the Benefits of Sticking to the Agreement

Remind everyone how this schedule benefits the entire household. Highlight how it keeps the house clean, reduces stress, and ensures no one person feels overwhelmed by the chores.

Why This Works: People are more likely to commit when they understand the positive impact of their actions. If everyone sees the shared benefits, they'll be more motivated to stick to their part.

Example: You explain, "By each doing a bit, we won't have to spend our whole weekend cleaning, and the house will stay nice for all of us. It also makes sure that no one is doing more than their fair share."

4. Set Up a Way to Monitor Progress and Give Feedback

Create a checklist or chart where everyone can mark off completed chores. At the end of each week, hold a quick family check-in to see how everyone is doing, recognize efforts, and discuss any needed adjustments.

Why This Works: A way to monitor progress encourages accountability and gives a chance for any concerns to be addressed early, keeping everyone on track.

Example: You put up a chore chart on the fridge where each person can check off their tasks. During the weekly check-in, if someone missed a chore, they can explain why, and the family can brainstorm solutions together. Positive reinforcement, like thanking each other for sticking to the schedule, helps too.

5. Address Concerns or Issues as They Come Up

If someone finds it difficult to stick to their assigned chores, talk to them

individually and listen to their concerns. Maybe they need a bit of flexibility due to a busy week or need help getting started with their task.

Why This Works: Addressing issues openly shows that the agreement is flexible and can be adjusted to keep everyone engaged and committed.

Example: If Alex says he's overloaded with schoolwork one week and can't vacuum, the family agrees that he can swap with Jordan, who has a lighter week. This adjustment keeps things fair and prevents resentment.

Summary

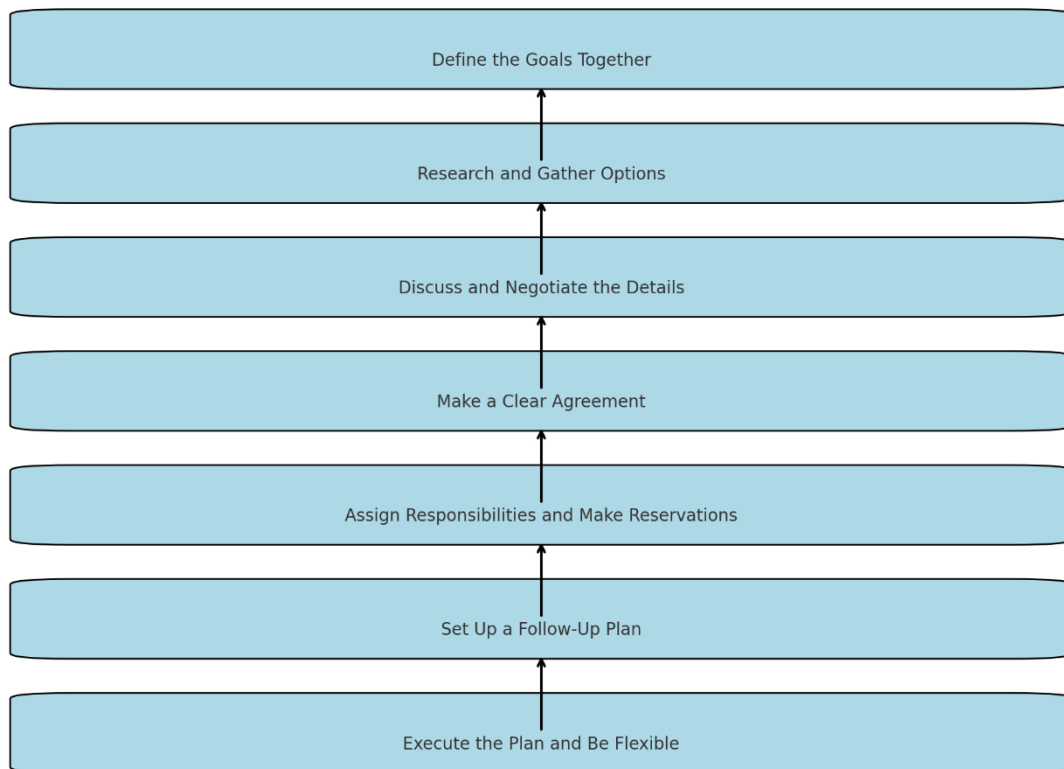
To ensure commitment:

- **Involve everyone** in the decision-making process.
- **Make expectations clear and realistic.**
- **Explain the shared benefits** of the agreement.
- **Set up a monitoring system** to keep track and encourage accountability.
- **Address any concerns early** to keep everyone on board.

By following these steps, you create a strong sense of teamwork and mutual respect, making everyone more likely to follow through on the negotiated agreement.

Steps from Plan to Execution in a Negotiation

Steps from Plan to Execution in Negotiation



1. Define the Goals Together

Definition: This step is about understanding what everyone wants to achieve. It helps you see the priorities of each person involved.

Example: The family members discuss what they want from the vacation. Some want a relaxing beach experience, while others want a city trip with activities.

2. Research and Gather Options

Definition: Find options that could satisfy everyone's goals. By gathering choices that fit everyone's interests, you can present ideas that work for the whole group.

Example: The family looks up places that have both a beach and city attractions, finding a coastal city with museums, parks, and a nice beach.

3. Discuss and Negotiate the Details

Definition: Everyone talks through the options and gives their opinions. This is where you adjust plans to fit what everyone wants as best as possible.

Example: The family chooses a coastal city that meets both relaxation and activity needs. They decide to split the days between beach time and city exploration.

4. **Make a Clear Agreement**

Definition: Write down or summarize the final plan. This way, everyone knows what's been agreed upon, preventing confusion later on.

Example: The family decides on travel dates, a budget, and a list of activities, then writes it all down so everyone knows the plan.

5. **Assign Responsibilities and Make Reservations**

Definition: Divide tasks so that each person has something to manage. This helps ensure everything gets done, and everyone has a role.

Example: One family member books the hotel, another handles flights, and a third researches activities in the city.

6. **Set Up a Follow-Up Plan**

Definition: Check back in before executing the plan to make sure everything is ready. It's a chance to confirm details and make any last-minute adjustments.

Example: A week before the trip, the family meets to go over all the plans and make sure everything is in place.

7. **Execute the Plan and Be Flexible**

Definition: Put the plan into action while being open to small changes if needed. Flexibility helps you handle any surprises smoothly.

Example: The family follows the vacation plan, but when bad weather hits, they swap a beach day for a museum visit.

Summary Example for the Family Vacation

Define the Goals – Everyone shares their ideal vacation (relaxing vs. sightseeing).

Research Options – They find a coastal city that offers both a beach and city activities.

Discuss Details – They agree on a plan that includes both relaxation and city exploring.

Make an Agreement – They write down the dates, budget, and activities.

Assign Responsibilities – Each person takes on a task, like booking flights or researching activities.

Follow Up – A week before the trip, they confirm all reservations and finalize plans.

Execute and Be Flexible – They go on the vacation, adjusting plans as needed for unexpected events, like weather changes.

Using these steps keeps everyone on the same page and helps the family vacation go smoothly!