

**OFI Policy:**

**We don't "beat people up" or "make them wrong"  
when they demonstrate ADD affect  
or are temporarily felled by ADD Challenges!!**

We request that consideration from you on those rare occasions  
when it happens with US!

## **Some comments about OFI Bridges & Bridge Policy**

**from Madelyn Griffith-Haynie, CTP, CMC, A.C.T., MCC  
The Optimal Functioning Institute™ founder & CEO**

**While we DO request that you ATTEND events when you register for them,  
and that you do your best to be prompt, we realize that time & scheduling  
can be a challenge for many ADDers.**

**The following policies** have developed over the years to normalize ADD affect  
without make-wrong and without enabling – and without necessitating a staff of  
thousands!

**We don't have the staff to address bridge policy questions in other  
formats.**

**Please take a little time to read the answers here.**

## **About OFI Bridge calls generally**

**If you are early** (or everyone else is late!), you will hear only an  
eerie silence when you connect. Hang on, someone will be along  
momentarily. You will hear a tiny single beep when that happens.

*Meanwhile,* double-check to make sure you dialed the correct  
bridge and/or pin number, and that you have translated the time  
difference to YOUR timezone correctly (the time stated in our  
announcements is EASTERN – the time in New York City.)

Call your bank if your not sure about the time differential –  
they keep track of the time for the NY Stock Exchange around the  
world!

Most likely an Associate or I will be there already. In that case  
you'll hear something like, **"Welcome to [your event], who just  
joined the call?"** If you dial in to hear a conversation in  
process, treat it as if you walked into a "real" room to an ongoing  
conversation: wait to be acknowledged rather than interrupting, or  
wait for a "break" in the flow to say hello.

**We also request the following from those of you who are NOT time or scheduling challenged:**

**Go the extra mile** – it will be repaid in a thousand other ways.

**Please track events in your datebook and dial in on time**, even if it seems "a bit of a drag" to "waste" the first few minutes of the call, and accommodate those with challenges graciously, with a generous, coach-appropriate come-from.

**I PROMISE** that you will eventually learn much more about the implications of ADD and what *works* with ADDers in those first few minutes than you could ever believe. **Isn't that why you came to OFI in the first place?**

**EXPECT** the first 5 or 6 minutes of any event to be full of interruptions as each new caller is acknowledged, as we do. Shortly, you will easily chat right through the process, learning to pause briefly when you are interrupted mid-sentence during that window.

**REMEMBER that OFI runs by "ADD-rules."** Five minutes late IS on time for many ADDers! We "begin officially" as soon as everyone is there – SOONER if some folks are very late.

**If YOU are late, dial in anyway** – we won't make it mean you aren't interested, or a good candidate, etc., but we probably *will* suspect you're over the ADD line! \* As long as the call has not been cancelled (see below), you will be welcomed warmly.

**\* Many of us are – you're in excellent company.**

## **ONE OTHER THING:**

Even though we *understand* the implications of ADD, realize that time & scheduling are challenges for many ADDers. and don't personalize the times when no one takes advantage of our offerings, OFI can not *administrate* lack of follow-through in the entire ADD community and accomplish much of anything else!!

For our no-charge, public events it is not unheard of for *everyone* to "oops," forgetting about the call until it is almost over. We get a lot of email apologizing or explaining in the days and weeks that follow! **Since OFI TeleClass Leaders are ALL volunteers when they facilitate our public events, our event policies have been set to support OFI's TCLs.**

**OFI's TCL policy:** if no one has joined the call within 15 minutes of the scheduled class start, the TeleClass Leader may hang up, and the event is cancelled until the next scheduled session.

The **law of natural consequences** is a far more effective motivator than "make-wrong" for unintentional lateness or memory lapses!!

So if it seems as if nobody is "home" when you arrive, **stay on the line**  
– and "Sing out, Louise!" before you hang up.

OFI TCLs are busy people, ADDers primarily, often multi-tasking when they find themselves alone during that 15 minute window. Many slip into hyperfocus quickly, so may have missed the tiny beep that signaled your arrival – or even your concerned, "Is anybody here?"

**They will ask that same question before they hang up** – so make SURE you are not "on mute" or they'll never hear your reply! They will be extremely apologetic and gracious if you have been there all along and will, even on those occasions when you are the only one on the call, spend time meeting your needs before you *both* hang up if the remainder of the participants are still MIA ("missing in action").

As we state clearly on OFI's ADD Hour™ calendar page: **If we do not have 5 registrations by Monday of the week of the event, that event will be cancelled.**

If a TCL dials in anyway, to "wait and see" or to announce the cancellation personally as a courtesy to those few who registered, they may be surprised to find a bridge full of eager ADDers, *none* of whom remembered to register!!

TCLs may still exercise their right to cancel the call after the 15 minute window if the number of registrations led them to believe they could make other plans for that time: another example of the law of natural consequences in action!

If a TCL chooses to hold the call anyway, those on the call got lucky!

**Supplementals** with small enrollment may be cancelled under the same policy – even though it is a paid class. We don't require our TCLs to sit on a silent bridge for more than 15 minutes: the law of natural consequences is a far more effective motivator than "make-wrong" for unintentional lateness or memory lapses!!

With **Orientations**, policy adherence is totally up to the demands of the TCL's schedule.

#### **MGH Policies:**

When **I** facilitate an **Orientation session** personally I *will* hold it in almost every instance, even for a single participant – but I don't require that kind of commitment from the other facilitators.

**After ten years** of personally facilitating two to eight **ADD Hours™** each month, spending quite a bit of bridge time all alone in those years, I now must exercise my right to *cancel* the Hours **I** facilitate when reservations are fewer than five, and *rarely* have time to "dial in to see" or to announce the cancellation personally anymore.

**I hope this helps you understand what happened if you arrive to find yourself the only one there – and to remember to register!**

### **To access OFI events on Bridge O:**

1. Dial **620/584-8231**  
exactly as you would for any other call to that areacode.
2. You *may* hear a beep before  
**"Welcome to the Spark International Conference Center;  
please enter your pin code followed by the pound sign"**  
– probably followed by another beep.
3. Enter the pin for your event  
for example: 1234#

### **Every event is NOT held on Bridge O**

**Get in the habit of writing event bridge & pin numbers in  
your planner as soon as you receive them.**