

Entrepreneur Mom's

(Insert the name of your Business here)

Home Business

Mini Contingency Plan

Date

A Contingency Plan is a proactive strategy to help identify any issues *before* they happen. This may either be issues that are (or could be) *within* your business or that may happen *to* your organisation.

It is really important to sit down and think of all the '*what ifs*' ahead of time, when you are feeling relaxed and clear headed. Once a problem is introduced, no matter how small or large, we become emotional and are less likely to make sound business decisions.

Answer the following questions as honestly as you can, and take as much time as needed, do not rush:

Identify Potential Issues

1. What could go wrong in your business that is NOT within your control? (A few thoughts include postal strikes/delays, vehicle break down, loss of electricity, computer/internet problems, etc)

2. What are some problems that could come up that you CAN control or prevent? Be honest here: what if you miss a deadline because of your work load, time management skills, or a sick child? What happens if there is more demand for your product or service than you can keep up with? What about a disagreement with customer/client over quality of work? Or a disagreement with an employee, supplier over labour/payment issues? Identifying these problems ahead of time may help you to prevent them from ever becoming big problems that potentially could go viral on social media or a consumer watch dog site.

3. Does your business utilise suppliers that are paramount to your business? List each one below.

4. Do you have any employees that are so key to the running of your home business that it would fold, or be difficult to continue, without them (a seamstress that creates your line of clothes, a baker, a writer, etc). This can often become a problem in a home business because you must also include YOU, mama! Who takes over from you when you are too sick to work, when your child is ill, or something else happens? List each person and position below, INLCUDING yourself, if applicable.

Communications

5. List the ways your clients and customers can communicate with you/your business? (This can include cell phone, various email accounts, social media; including business and personal pages, and both private messages and in full sight of others). Not only are these ways consumers communicate with you when they are *happy*, but are also ways that they will communicate with you when they are *not happy*.

These ways of communicating are good to keep in mind, especially if you have a social media account or email address you do not check often. Also, remember than if someone sends a message to your personal Facebook inbox but if you are not

friends, it will go to your '**Other**' folder. Be SURE to check these out-of-sight-out-of-mind places *at least once every 24 hours*.

Finding Solutions

6. For each issue listed in Question 1, what could you do to circumvent the problem? Get detailed! For example, if there was a postal strike, could you use a courier service? Which one/s and how much will it cost?

7. For each supplier listed in Question 3, list possible alternative suppliers, contact details, and pricing.

8. For each employee listed in Question 4 above, list possible alternatives (either people or ways) to cover an unexpected absence, whether short term (a day or two) to several weeks or longer. Be sure to include contact details, and fees.

“Fortune favours the prepared mind” Louis Pasteur