



# Cultivating a Collaborative Culture with Vendors

Help Maisie have a good day at the market

## *Market Manager — Are you ready?*

### Scenario

My alarm didn't go off and I didn't have time for coffee and my shirt has a stain on it and I hit every light on the way to the market. The corn was gone by the time I could do my shopping. The Weather App showed a big red blob heading our way, it was hot, I forgot to wear sunscreen, and I still never got my coffee.

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Identify Issue:

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Impact — who, how?

---

Possible solutions:

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Evaluate solutions:

(pros/cons)

---

Communicate Resolution:

---

Long-term Impact:



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## *Market Manager — Are you ready?*

### Scenario

The market finally opened and I realized my EBT machine had a dead battery and I only had a few manual vouchers left. While I am trying to come up with a plan B the Health Department inspector comes for the cooking demo and informs me the hot water isn't hot enough and we are out of pH test strips. The chef had a meltdown and left.

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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## *Market Manager — Are you ready?*

### Scenario

As I finally settle into my market routine and think I could probably grab a snack, a customer complains about how I didn't post that her favorite vendor would not be at market that day and I wasted her time by not getting something current on social media. Little does she know how I harassed my vendors all week for updates on who was coming and what they were bringing, but got zero response, so I listen politely and apologize.

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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*New Vendors—Do they know what they don't know?*

## Scenario

As soon as I arrived a first-time vendor was grouchy and rude because he had arrived extra early and had been waiting for me to set up, had prevented other people from setting up, and his tent was new and he didn't know how it worked and he was making a scene.

---

Identify Issue:

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Impact — who, how?

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Possible solutions:

---

Evaluate solutions:

(pros/cons)

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Communicate Resolution:

---

Long-term Impact:



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*New Vendors—Do they know what they don't know?*

## Scenario

I went to pick up the trash but we ran out of trash bags and realize the fabulous new donut vendor that had a long line of customers all day left a giant pool of grease and dried glaze on the concrete floor.

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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## *Community Involvement & Regulations*

### Scenario

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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## *Community Involvement & Regulations*

### Scenario

Oh good. The political protestors have ramped it up a notch this week with posters, signage, and literature to hand out to people so now there is trash on the ground and the near-by vendors are sure they are losing business due to customers trying to avoid the area completely.

---

Identify Issue:

---

Impact — who, how?

---

Possible solutions:

---

Evaluate solutions:

(pros/cons)

---

Communicate Resolution:

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Long-term Impact:



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## *Conflict Management: Between Vendors*

### Scenario

As soon as I arrived a first-time vendor was grouchy and rude because he had arrived extra early and had been waiting for me to set up, had prevented other people from setting up, and his tent was new and he didn't know how it worked and he was making a scene.

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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## *Conflict Management: Between Vendors*

### Scenario

The vendor famous for her tamales had a babysitter issue so while she is busy setting up, her four children are running wild in the parking lot and climbing all over other vendors tables and wreaking havoc – I know because my cell phone has blown up with 6 different texts from the other vendors complaining or worried about the crazy drivers running over the kids.

---

Identify Issue:

---

Impact — who, how?

---

Possible solutions:

---

Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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## *Conflict Management: Between Vendors*

**Scenario** I didn't realize a vendor was waiting behind me, just to let me know his annoying neighbor spent the entire morning speaking very loudly on her cell phone about her crazy nephew's uncle's sister-in-law's daughter who is getting married this afternoon, the family feud will be a disaster and she didn't have time to shave and she hoped her dress would still fit and because of her loud conversation this vendor had very little sales and he refuses to pay his stall fee.

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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## *Conflict Management: Vendors and the Market*

### Scenario

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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## *Conflict Management: Vendors and the Market*

### Scenario

Another vendor just couldn't understand why I had assigned him a different stall space although I had explained four times about the food truck needing electricity. But the food truck called in with a flat tire for the third time this season and the vendor is now super upset with me.

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Identify Issue:

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Impact — who, how?

---

Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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## *Conflict Management: Vendors and the Market*

### Scenario

Another vendor forgot her tent so she borrowed one of mine and she didn't know how to set it up correctly, so she broke the leg by forcing it and decided to leave because she refused to set up without a tent. She left without paying any fees and now there is a prime empty spot with only a broken tent.

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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## *Conflict Management: Vendors and the Market*

### Scenario

Oh good. The political protestors have ramped it up a notch this week with posters, signage, and literature to hand out to people so now there is trash on the ground and the near-by vendors are sure they are losing business due to customers trying to avoid the area completely. Now I think the pork vendor is upset because I let someone else sell pork and he looks mad and now I don't think I'll get a discount on bacon.

---

Identify Issue:

---

Impact — who, how?

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Possible solutions:

---

Evaluate solutions:

(pros/cons)

---

Communicate Resolution:

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Long-term Impact:



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*Vendor Communication: Help Me Help You*

## Scenario

As soon as I arrived a first-time vendor was grouchy and rude because he had arrived extra early and had been waiting for me to set up, had prevented other people from setting up, and his tent was new and he didn't know how it worked and he was making a scene.

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Identify Issue:

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Impact — who, how?

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Possible solutions:

---

Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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*Vendor Communication: Help Me Help You*

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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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Identify Issue:

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Impact — who, how?

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Possible solutions:

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Evaluate solutions:

(pros/cons)

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Communicate Resolution:

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Long-term Impact:



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## *Vendor Communication: Help Me Help You*

### Scenario

I went to pick up the trash but we ran out of trash bags and realize the fabulous new donut vendor that had a long line of customers all day left a giant pool of grease and dried glaze on the concrete floor. On my way home a vendor texted me to let me know they were missing their sunglasses and that it sure looked like my volunteer was wearing a very similar pair that day, and wasn't that a coincidence?

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Identify Issue:

---

Impact — who, how?

---

Possible solutions:

---

Evaluate solutions:

(pros/cons)

---

Communicate Resolution:

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Long-term Impact: