



Nancy Hightshoe Seminars

LifeSkills

By Nancy Hightshoe

Emergency Preparedness & Meeting Planning / Business Travel During a Crisis

With the arrest in London of terrorists who planned to blow up planes over the Atlantic Ocean en route to the United States, emergency preparedness is top of mind for most of us and is being taken much more seriously.

There is a Chinese curse: May you live in interesting times.

The curse seems to be working overtime in this 21st century world in which we live.

This is the new security paradigm. We will never be able to go back, so we need to adjust and plan!

Be Prepared with a plan for yourself (and your colleagues or family). Be Smart. Pay Attention! Be vigilant! Be Prepared to become involved – to notify the authorities of suspicious activity or, as in the case of the shoe bomber, to stop an activity.

Then relax. Focus on the positives in your life – your family, friends, colleagues, your achievements in your professional life, in your faith communities, in your hometowns and your goals and dreams for the future.

Fear and worry are terrible motivators. University studies have shown that only 2% of what we worry about is real and we have any control over it. Rather than being fearful, we need to be prepared.

People survived the blitzkriegs of World War II. The literal translation of blitzkrieg is Lightning War. London was bombed again and again in lightning wars – swift, devastating bombing runs. The citizens adjusted. Today, people are, literally, surviving wars in several areas of our globe. Terrorism is our crisis.

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“The Lady Was A Cop”

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Nancy Hightshoe is an accomplished speaker, coach and consultant. She is an expert in:

- Professional and Personal Effectiveness
- Safety, Security and Survival.

Nancy’s Background:

- Business and Life Strategies Coach
- Police Officer, Detective and Entrepreneur



This newsletter is divided into three sections. The first addresses emergency preparedness in a very general way with suggestions for where to obtain more information as well as that all-important Attitude Adjustment. The second section addresses some of the challenges for which meeting planners need to be prepared. The third section is important to both meeting planners and business travelers.

The key is to ADJUST – not necessarily to LIKE these changes, but we are wasting precious time and energy if we fight the need to change. This IS the new normal.

I was one of the 500,000 St. Louisans who lost electricity due to torrential thunderstorms. This mini-drill gave me an opportunity to see the holes in my preparedness. For one thing, I realized that my dinky little flashlight was not exactly what the experts had in mind for when the entire block is pitch black! I am now searching for candlepower strong enough to land small planes – or at least see an entire room!

First and most simply, go to the web sites that will advise you about what you need to assemble or arrange for in an emergency. Make lists of what is relevant to your situation, then follow through and be ready.

American Red Cross: http://www.redcross.org/services/disaster/0,1082,0_500_,00.html. Excellent suggestions for any type of crisis and emergency preparedness

Homeland Security: <http://www.dhs.gov/dhspublic/> Smart suggestions for preparedness as well as current information on any crisis which affects our country

Humane Society: http://www.hsus.org/hsus_field/hsus_disaster_center/ There are downloadable files on everything from small house pets to horses and farm animals as well as how pets can help people cope in an emergency. Our animal companions are important family members. Did you realize that more than 400 beloved pets were sneaked into the New Orleans Convention Center following Hurricane Katrina and the subsequent flooding?

SECONDLY, MEETING PLANNERS

If you are planning a meeting for your company, association or other organization, remember Murphy's adage: If something can go wrong, it will. If two things can go wrong, the one with the most serious consequences will run amok. Then there is the corollary: Murphy was an optimist.

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- Has spoken throughout the United States and in 17 foreign countries

- On-camera expert for St. Louis NBC affiliate

- Represented a Fortune 100 corporation as their media spokesperson

- Master's Degree in Human Relations and in The Administration of Justice; Bachelor's Degree in Psychology

- Designed one of the first Personal Assault Investigative Units in the country

- Cleared 85% of her felony assault crimes cases (national average is 49%)

- Recognized POST-certified continuing education instructor (Police Officers Standards and Training)

- Named to the *World Who's Who of Women*

Nancy's Commitment and Philosophy

My background in personal courage

- both as a police detective and entrepreneur

- is reflected in all my presentations.

This is where you want to stay several steps ahead of Murphy.

Companies and associations spend a considerable amount of time, money and energy setting up even short meetings. None of us wants an unrecoverable error at the last moment.

Ask yourself: What would I do if _____? Think about the possible glitches and prepare you Plan B.

Request that presenters email their PowerPoint presentations or whatever presentation they will be using to the meeting planner and to a contact in the host city (if available). Or you forward the emails to a host city contact.

Laptops: Know where you can rent or borrow a laptop from an area chapter of your association or office of your company if the laptop you were planning to bring does not make it on the plane.

Suggest that presenters bring their presentation on CD. (I've always done this and this practice has saved me several times when there were system incompatibilities.) I would stay away from flash drives. Flash drives are small electrical-looking devices which a harried TSA screener may not allow onboard.

Be sure your presenters have the meeting planner's cell phone number (Again, something I've done for years. That number has come in very handy. I, too, was one of the professionals on the road on September 11 who needed to get from one city to another to meet my commitments. Letting the meeting planner know what my plan was proved to be both helpful and reassuring.)

Your presenters should also have the phone number for the hotel where the staff is housed and, if the meetings will be held off-site, the phone number at that site.

As a meeting planner, have a printed out hard-copy list of the contact numbers for your presenters as well as key individuals in your company or association who need to be kept in the loop if plans change on short notice.

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My philosophy of personal responsibility and purpose resonates throughout all of my programs.

Each seminar participant comes away with new skills and ideas on how to approach every challenge with creativity, resourcefulness and tenacity

- all qualities even more essential for success in today's world.

Future issues of *Life Skills* will include a wide range of topics from Nancy Hightshoe Seminars.

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When you send out your agenda, include web site addresses where your attendees can research and be prepared for the most current regulations and restrictions. In this situation: The best surprise is no surprise!

THIRDLY, THE BUSINESS TRAVELER.

Most of us who travel regularly on business prefer to pack only a carry-on bag. There is a rumor that the rings around Saturn are made up entirely of lost luggage! (My apologies to the airlines. Actually, I think airline employees work hard at providing an excellent service.)

TSA screeners at some airports will be tougher than others. You do NOT want to get into a verbal altercation with a screener. So, plan ahead. The rules are going to change almost daily. My intention is to pack pretty close to the tough standards TSA put out the day the terrorist plot to bomb flights from London to America was thwarted.

Can you imagine the cost of what was thrown into trash cans that day? How inconvenient would it be for you to replace those items if you're on a heavily scheduled business trip?

Bring a hard copy of your presentation points, contact information for the meeting planner and a list of alternate flights or ways to travel to your destination (train or car rental may be a good option under some circumstances.)

If possible, bring a laptop with only minimal information. You may have to slip it into your carry-on which will then go in the hold of the plane. Should our laptops be lost, most of us would also be giving the new owner the passwords to all our financial accounts as well as WAY too much other personal information!

Or, consider not bringing your laptop and simply working from the business center, library or airport kiosk in the city to which you're travelling.

Be VERY careful about fertilizer and gun residue or cleaning solvents. Perhaps you shifted your rose bush a bit on your way out the door. The Oklahoma City bombing was fertilizer based and screeners will pick that up. If you've been skeet shooting clay pigeons with your teenagers over the weekend and cleaned the guns before putting them away, make sure you've showered well and that there's no transfer to your clothing, briefcase, etc. (Watch a couple of episodes of CSI. You'll get the idea!)

For the ladies – Queen Latifa has been urging us to try that foundation in a compact. Now might be a good time since our foundation in a bottle will be confiscated. You might also consider finding out which inexpensive mascara you like since mascara is also one of the items not allowed. The rules will change, but be prepared. How many \$25 tubes of mascara do we want to throw away!?

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Since perfume and aftershave will not be allowed, bring good soap. Your bag will smell fresh – and so will you!

Keep a list of the personal items you'll need to pick up when you land. Right now that includes toothpaste, hand lotion, deodorant.

CONCLUDING

Traveling is exciting, interesting and educational. Your new experiences and the people you meet along your journey have much to teach you. Don't miss any of those opportunities. Just plan for the What Ifs!

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