

~ Liaison Handbook ~

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~ Show Liaison ~

What is a ‘show liaison’?

A show liaison is an elected member of the committee who helps the communication between the cast of a show and its directors. Each TG show has both a show liaison and a production liaison. They are a port of call for issues that the cast of the show are having, especially if they do not feel comfortable speaking to their directors. They are also responsible for updating the show process to committee each week *if there are no directors/production team members on committee*. Lastly, they are responsible for collating and relaying show feedback to the committee at the end of the show process.

How are show liaisons elected?

The show liaison is elected in committee in the first committee meeting after the show has been passed. Committee members who are not involved in the show (in either the production team or the cast) are allowed to nominate themselves to become show liaison. Those nominated make a 1 minute *maximum* length speech as to why they would be suitable/like to do the role and committee then votes in a blind election.

How does the show liaison work?

The show liaison is expected to regularly check in with cast members. This means, once the show has been cast, make sure that the cast are introduced to you and that they know how to get in contact with you. This also means attending a rehearsal once every two weeks in order to liaise. Liaising in the rehearsal room should take the following form: asking all production members to leave the room and asking for feedback on the cast’s experience; this can be positive and negative feedback for any member/element of the production team. This feedback is then fed back to the appropriate people - it is very important to ask whether cast members want their issues to be anonymous or not (if not made clear, keep feedback anonymous where possible). It is also important to keep the welfare officer(s) informed of any welfare issues that need to be handled.

What questions are good to ask in a show liaison role?

It can be hard for the cast to start to talk about any issues they have, especially if they don’t know you. Here are some suggestions for prompts:

- How have you found rehearsals so far?
- Are the directors/their feedback helpful?
- Are you concerned about any elements of your costume or props/set that you use?
- Are you enjoying the show?
- Is there anything that might make your experience better?
- How is your line learning coming along?

The directors might also ask you to relay messages back to the cast if they are not being listened to by the cast, but you are primarily there to support the cast members.

How should a show liaison introduce themselves?

It's important to outline to the cast that you're there for the welfare of the cast and to make sure that they enjoy the show process. Importantly, they are a link to the committee if any serious issues arise and it means that the committee are kept informed of the show process/any issues. You should make sure that they know they can message you at any point, they don't have to wait until you hold a show liaison first.

How is show feedback collated?

The two most important things to consider when collating show feedback are: is there a welfare concern here? And: Is this feedback constructive?

Show feedback is collated on an anonymous feedback form (usually google forms) using the following prompts:

- In what capacity were you primarily involved in the show?
 - Cast
 - Director
 - Prod team member
 - Tech team
 - Other...
- What do you think the directing team did well?
- What do you think the directing team could improve on?
- What do you think the production team did well?
- What do you think the production team could improve on?
- What do you think the cast did well?
- What do you think the cast could improve on?
- Is there any other feedback you'd like to provide on the show process?

People tend to finish with questions that were particular to that show if they've tried something new (e.g. we included a question about the 'relaxed performance' of Romeo and Juliet) and then a funny question to lighten the mood.

When feeding back to the committee, it's good to include things that worked particularly well as well as things that need to be kept an eye out for next time we do a show, including individuals. It's good to be aware, however, that the feedback may affect committee members that were involved with the show. So, if you're uncertain about delivering any particular feedback, you can always speak to the welfare officer(s) beforehand. The show liaison handles cast member feedback and the prod liaison handles the other departments, however feedback is given as a pair so it's a good idea to meet up and discuss feedback together before the committee meeting. The same form is usually used for both liaisons.

Good luck!!

~ Production Liaison ~

What is a 'production liaison'?

A production liaison is an elected member of the committee who helps the communication between the producers of a show and its directors. Each TG show has both a show liaison and a production liaison. They are a port of call for issues that the producers are having, especially if they do not feel comfortable speaking to the directors. They are also responsible for updating the show process to committee each week *if there are no directors/production team members on committee*. Lastly, they are responsible for collating and relaying show feedback to the committee at the end of the show process.

How are production liaisons elected?

The production liaison is elected in committee in the first committee meeting after the show has been passed. Committee members who are not involved in the show (in either the production team or the cast) are allowed to nominate themselves to become production liaison. Those nominated make a 1 minute *maximum* length speech as to why they would be suitable/like to do the role and committee then votes in a blind election.

How does the production liaison work?

The production liaison is expected to regularly check in with producers. This means, once the show process has begun, make sure that the producers are introduced to you and that they know how to get in contact with you. This also means privately messaging every member of the production team once a fortnight. Liaising over messages should take the following form: the producers should be sent a message asking for feedback on the producers' experience; this can be positive and negative feedback for any member/element of the production team. The message should have question prompts for the producers to answer as it makes it easy for them to determine what kinds of feedback the liaison wants to hear. This feedback is then fed back to the appropriate people - it is very important to ask whether producers want their issues to be anonymous or not (if not made clear, keep feedback anonymous where possible). It is also advised to check if they even want the feedback to go anywhere, often producers are just informing the liaison of their feelings *should it become important later* but they aren't meaning for it to be fed back. It is also important to keep the welfare officer(s) informed of any welfare issues that need to be handled.

You should also be checking in on the directors from time to time to see if they have any feedback for other directors or the rest of the production team that they aren't comfortable sharing face to face. During heavier shows it is also nice to check in to see how they are handling rehearsals given the amount of heavy content they are having to block!

What questions are good to ask in a production liaison role?

It can be hard for the producers to start to talk about any issues they have, especially if they don't know you. Here are some suggestions for prompts:

- How is the communication with directors?
- Could they improve on anything?

- Do you feel like you have enough stuff to do?
- Do you want more stuff to do?
- Are there any other issues in the production team that you want to bring up?
- Any extra feedback?

The directors might also ask you to relay messages back to the producers if they are not being listened to by the producers, but you are primarily there to support the producers.

How should a production liaison introduce themselves?

It's important to outline to the producers that you're there for the welfare of the producers and to make sure that they enjoy the show process. Importantly, they are a link to the committee if any serious issues arise and it means that the committee are kept informed of the show process/any issues. You should make sure that they know they can message you at any point, they don't have to wait until you message them first.

How is show feedback collated?

The show liaison is usually the person who is in charge of collating the feedback, but you can discuss as a team how you want to split the work. The way teams often chose to split it is where the show liaison makes the form and sends it out but the show liaison handles *only* cast member feedback and the prod liaison handles the other departments. Feedback is given as a pair so it's a good idea to meet up and discuss feedback together before the committee meeting.

When feeding back to the committee, it's good to include things that worked particularly well as well as things that need to be kept an eye out for next time we do a show, including individuals. It's good to be aware, however, that the feedback may affect committee members that were involved with the show. So, if you're uncertain about delivering any particular feedback, you can always speak to the welfare officer(s) beforehand. The two most important things to consider when collating show feedback are: is there a welfare concern here? And: Is this feedback constructive?

There is more information about what the show liaison usually includes in the feedback form in the "Show Liaison" section of this handbook

Good luck!!