Decisions with unintended consequences

This is a post about unintended and negative consequences, based on two separate experiences yesterday.

Last minute deal—get in at no cost!

Last night, I attended an event on trends in digital marketing. I signed up for it a couple of days ago, and paid $11.84. Yesterday, about two hours before the event was due to start, there was an email from the organizer to a listserv I am on saying that she didn't have enough attendees, so if anyone wanted to attend *for free*, they could.

I felt like a sucker. Why had I bothered to pay anything at all for an event that wasn't garnering enough attention to the point that the organizer was begging people to come by offering free admission?

And the real question is, why would I ever pay this organizer for any event when it may be more advantageous to wait until the last minute?

The unintended consequence of this poor decision is to effectively make people decide to not sign up in advance, to not pay at all, because there's a likelihood that if too few people sign up in advance, the organizer will be desperate enough for warm bodies and offer free admission to all.

Ask and ask and ask again—until they don't want to be asked again

Unless you were not online, or checking email, you know yesterday was Giving Tuesday. Giving Tuesday was developed (supposedly) as an "antidote" to Cyber Monday/Black Friday. In theory, Giving Tuesday is a chance to support charities

instead of, or in addition to, shopping like mad for the holidays.

A lot of hoopla has developed around this “holiday.” Case in point: Every organization that I have ever supported sent me emails the week before, the day before and the day of, to beg me to give them money on Giving Tuesday. Some organizations sent multiple emails on Tuesday in addition to multiple emails on the days before. My inbox was flooded with requests, and then so were my social media feeds.

Some organizations were getting matching funds on Giving Tuesday, so giving on this day automatically meant more money in the coffers. But the level of pushiness these organizations reached around Giving Tuesday in order to get these extra funds may have had the unintended consequence of reducing the number of people opting in to enewsletters. I unsubscribed to at least two, and was seriously considering unsubscribing from all of them.

The intensity of the effort made it seem as if this was your one chance to give, as if you couldn’t give any time of the year, and *as if giving at any other time was just not as good.* The other unintended consequence of this extreme focus on Giving Tuesday, I believe, is to reduce year-round giving.

Organizations make lots of decisions to fulfill short-term goals (get lots of donors on Tuesday), but which neglect to take into consideration long-term goals (develop good relationships and donor opportunities year-round). In other words, before you make a snap decision that only affects one event/day, think about what your overall goals are, and whether this decision furthers those goals or not.