

EXTRAVAGANZA



SPRING STAFF SPECTACULAR

A Guided Conversation

THE PANELISTS



Trevor Hoth



Jill Burt



Kate Connell

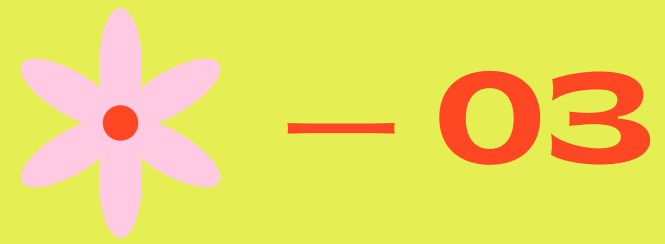


Ashley Bjork



Brian Longren



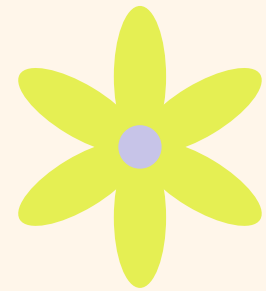


Welcome to today's session

Today's Agenda

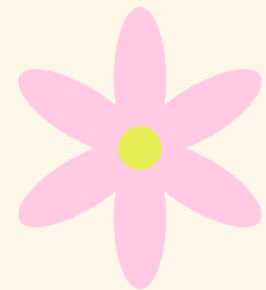
- 01 — Recruiting w/ Trevor of West Des Moines
 - 02 — On-boarding & Orientation w/ Jill of Ames
 - 03 — Retention w/ Kate of Iowa City
 - 04 — In-services w/ Ashley of North Liberty
 - 05 — Leadership Development w/ Brian of Clive
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10-minute mini sessions include...



THE CITY'S BEST PRACTICES WITH EXAMPLES FOR EASY IMPLEMENTATION

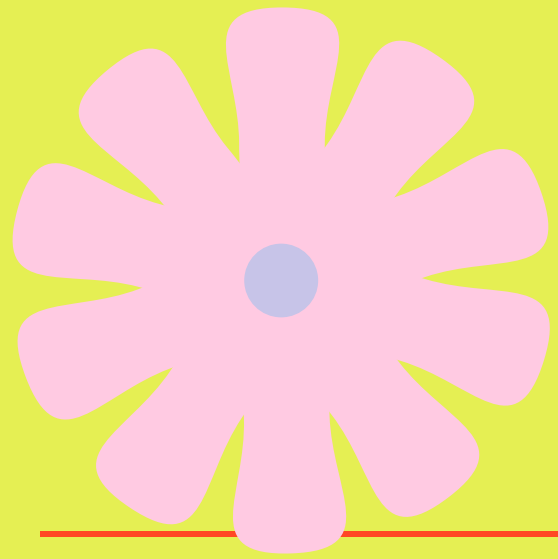
THE AQUATIC PROFESSIONALS FUTURE GOALS IN THIS AREA AND THEIR PLANS TO EXECUTE IT



WHAT TIPS & HACKS ARE AVAILABLE ON THIS STAFFING AREA

SPRING STAFF EXTRAVAGANZA





RECRUIT

SCRATCH WHERE IT ITCHES

— 05

WHO

- Teenagers
- Young adults
- Parents
- Grandparents

WHERE

- Program guide
- Schools
- Swim teams
- Social media
- Spotify
- Chamber of commerce
- Registraton system contacts

WHAT

- Qualified applicants

HOW

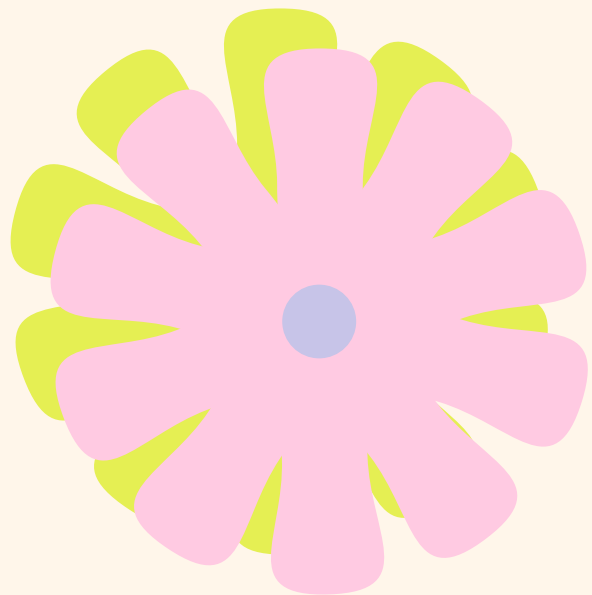
- Lay out of the benefit of the job
- Sell the appeal of the job
- Go to them

WHEN

- Whenever
- January-until you have enough

WHY

- Because we have to
- Makes your life easier!



ON-BOARDING & ORIENTATION



BEFORE THE FIRST DAY

- Application
- Interview
- Job Contingencies
- Paperwork
- Tracking System

ORIENTATION TRAINING

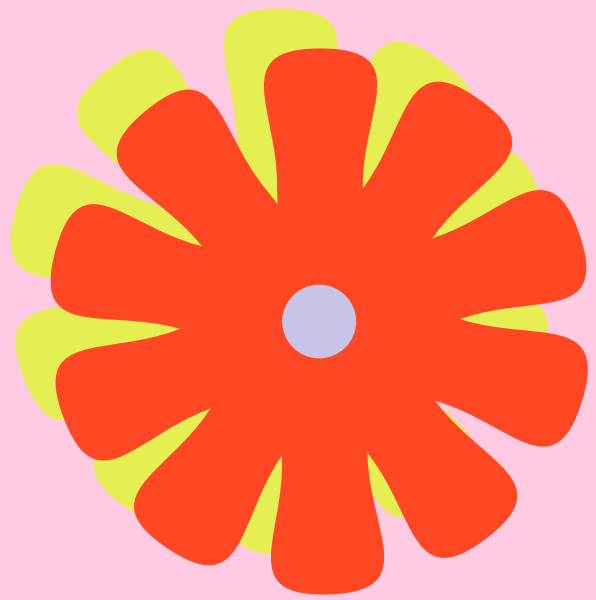
- Dryland
- On-site training: in and out of the water
- Tracking System

PRE-SEASON STAFF PARTY

- Leadership Team guards for the rest of staff
- Staff Experience & learn the facility
- Team bonding
- Hidden bonus of the event!

FIRST DAY ON THE JOB

- Shadow Shift
- Veteran Partner



RETAIN



Strengths Finder

- Matching with mentor
- What's next
- 360 Feedback - R
- What matters

Values & Culture

- From on-boarding to exiting
- Mission aligned with behaviors - R
- Supervisors address cracks

Mindful Leadership

- Professional development for all
- Leadership promotions
- Training & tweaking
- Empower decision making throughout

Celebrate & Reward

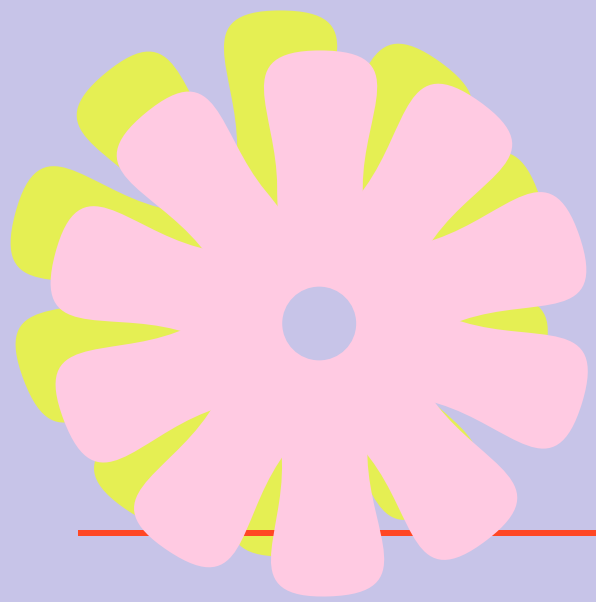
- Multiple levels
- Enrichment program - R
- Team building

Right Expectations

- Failures happen
- Accountability
- OYS, GAS
- What does done look like

Human-First Workplace

- Flexible
- Accessible
- Growth-minded
- Connected - R



IN-SERVICES

— 05 —
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Water Skills + Care

- Timed activities
- Performing under pressure activities

Future Goals

- First-aid practice at in-services
 - Resources from AOAP conference
 - Management team

Realism

- Foaming manikins
- EAP practice
- Practicing on one another
- Feedback manikins
- Performing scenarios without Manager prompting

Future Goals

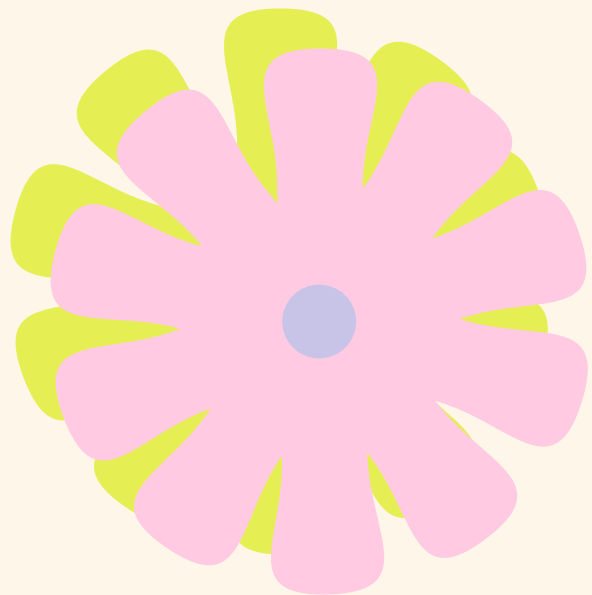
- Manager preparedness during non-summer months
 - Resources from AOAP conference
 - Build time into their shifts prior to in-services

Audits

- In-service leaders
- EAPs
- Skills for lifeguards
- Quick checks – during shifts

Tips/Hacks

- No meeting information! Housekeeping items – 5 minutes or less
- Important worth their time
- Detailed agendas
- Small groups



LEADERSHIP DEVELOPMENT – 05

BUILD LEADERS, NOT EMPLOYEES

SPRING STAFF EXTRAVAGANZA

Millennials	Generation Z
They aren't pursuing job satisfaction, they are pursuing their own development.	They want to accumulate rewarding experiences. Gen Z tend towards being impatient and often experience FOMO (Fear Of Missing Out), so instant feedback and satisfaction are key.
They don't want bosses, they want coaches.	They want to be mentored in an environment where they can advance quickly. They want to look their leader in the eye and experience honesty and transparency.
They don't want annual reviews, they want ongoing conversations.	They don't want an annual work assessment, they want to be mentored and given feedback on an ongoing frequent (daily) basis.
They don't want to fix their weaknesses, they want to develop their strengths.	They were raised during the Great Recession and believe that there are winners and losers--and more people fall into the losing category. They want to have the tools to win, either through developing weaknesses or strengths.
They have a collaborative mentality where everyone pitches in and works together.	They are competitive. 72% of Gen Z said they are competitive with doing the same job. They are independent and want to be judged on their own merits and showcase their individual talents.

Volunteer Opportunities

- Committees - recruiting, marketing, team spirit
- LGI Safety Teams
- Mentorship Program

New Skills

- Job related
- Outside of position

Teaching

- Empower them to teach others



**DO YOU
HAVE ANY
QUESTIONS?**