

SEASONAL STAFF TRAINING

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GOALS FOR THE PRESEASON/ SUMMER

- Maximize your time with staff
- Prepping your Staff for a safe and meaningful work environment
 - Facilitating your programs setup effectively
 - How to facilitate your desired outcome
 - Creating:
 - A Safe Environment
 - A Fun Environment
 - A Learning Environment

WHAT TO INCLUDE

Best Practices

- Expectations
- Fleet introductions
- Program Planning
 - Contingency planning
 - Week to week planning
- Coach Boat Use
- Program Structure
- Checklick Review
- Staff Duties

Best Practices

- Team Building
 - Sailing
 - Mock lesson Planning
 - Mock lesson Presentations
- Customer Service
- Day One Prep
- Program Goals

MANDATORY

- EAP REVIEW
- AODA
- Workplace Violence
- Workplace Harassment
- Health and Safety policy

PRESEASON TRAINING WITH BOAT SETUP

OSA Preseason Template with Extra Tasks					
	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 am	Arrive	Arrive	Arrive	Arrive	Arrive
	Greeting Site Tour	Groups Rig Fleets Head Instructor Supports each group as necessary	Groups finish Rigging Fleets	Team Breakfast	Workplace Harassment
9:00 am	Expectations				Workplace Violence
	Group Instructors			Program Overview	Group Time Program Planning
10:00 am	Fleet Introductions Coach Boat Assignments			Program Structure	
11:00 am	Health and Safety Policy		Coach Boat Use and protocols Entrapment	Staff Duties Duties	
12:00 pm	Lunch	Lunch	Lunch	Lunch	Lunch
1:00 pm	Cleaning	Groups Rig Fleets	Rig Fleets	Checkclick Review	Mock lesson Prep
	Each Group Cleans their Fleet	Head Instructor Launches Coach Boats	Splash all Boats		Mock lesson Presentations
2:00 pm			Go Sailing	EAP Discussion Situation Simulations	
	Inventory		Practice Coach Boat Rescues and proper use		
3:00 pm	Head Instructor purchases needed Gear			AODA	Customer Service
				Program Goals	Prepare for Day One
4:00 pm	Debrief	Debrief	Derig	Debrief	Questions & Debrief
	Program Planning (At Home)		Code of Conduct Discussion	Program Planning (At Home)	
5:00 pm					

BEST PRACTICES

Best Practices

OSA Preseason Template

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 am	Arrive	Arrive & Rig	Arrive	Arrive	Arrive
	Greeting Site Tour	Coach Boat Safety	Program Brainstorm	Code of Conduct Discussion	EAP Discussion Situation Simulations
9:00 am	Expectations	Sailing	Group Time Program Planning	AODA	
10:00 am	Program Overview	Coach Boat handling		Workplace Violence Discussion and Protocol	Checklick Review
11:00 am	Program Structure	Rescue Techniques		Team Game	Program Goals
		Entrapment			
12:00 pm	Lunch	Lunch	Lunch	Lunch	Lunch
1:00 pm	Group Instructors	Racing + Coach Boat practice	Contingency On Land On Water	Workplace Harassment Discussion and Protocol	Customer Service
	Coach Boat Assignments				
2:00 pm	Team Building Game		Mock lesson Prep	Incident Reporting	Prepare for Day One
3:00 pm	Staff Duties		Mock lesson Presentations		
	Duties	Derig		Team Game	
4:00 pm	Debrief	Debrief	Derig	Debrief	Questions & Debrief
	Program Planning (At Home)				
5:00 pm					

LETS DIVE IN



WHAT DOES YOUR STAFF EXPECT

****At Minimum****

- A Safe Environment
- Opportunity for Growth
- Working Gear
- A Fun Environment
- Other Ideas? – Let's brain storm

WHY DO WE NEED TO CONSIDER THEIR EXPECTATIONS?

How do we meet their expectations?

WHAT SHOULD YOU EXPECT FROM YOUR STAFF?

****At Minimum****

- Act in a Professional Manner
 - Be Punctual
 - Be Prepared
- Bring their A-Game
- Most importantly
 - To learn and develop as Instructors

***This will serve your program better into the future**

What Else can we expect from our staff?

HOW DO WE MEET OUR OWN EXPECTATIONS

- You have the ability to Train staff
- How do we do this?
 - Have clear practical examples your expectations in actions
 - Practice perfection with staff – Create a culture of progression
 - Ensure that your staff can actually perform the tasks your require of them
 - The best way for this to be successful is by getting your instructors to buy in – How can they make the biggest impact

GROUP STAFF BASED ON LEVELS UPFRONT & INTRODUCE THEM TO THE FLEET THEY ARE USING

- Helps Develop Relationships
- Develops dialogue between staff
- Helps you see interaction dynamics
 - This is an opportunity to shift staff if need be
- Gives them the ability to get familiar with equipment
 - This makes planning lessons easier and more effective as they can take into consideration what equipment they will be working with

COACH BOAT ASSIGNMENTS

- Gives instructors the ability to get acquainted with the most important piece of equipment they have:
 - Teach safe operating procedures
 - Starting, driving... etc.
 - Filling with gas
 - Checking oil
 - Troubleshooting Engine issues
 - Maintenance and Care
 - Give opportunity for practice

Do Not Assume that staff know how to Operate coach boats

COACH BOAT USE:

DURING YOUR INSTRUCTOR SAILING

- Prior to going on the water review all of the protocols that you want to see from your staff.
 - Use experienced staff to your benefit, get them to model all on water examples.
 - This builds team cooperation and resourcefulness.
- Be sure to cover procedures
 - Entrapment
 - Sailboat rescues, and towing procedures ----- Setup a Senior Staff member to teach these.
- If any foul play occurs in the initial on-water trial in sail boats or coach boats
 - Directly address it on land – and explain why
 - Young new staff usually don't know where the line of safety is

DRAW THE LINE



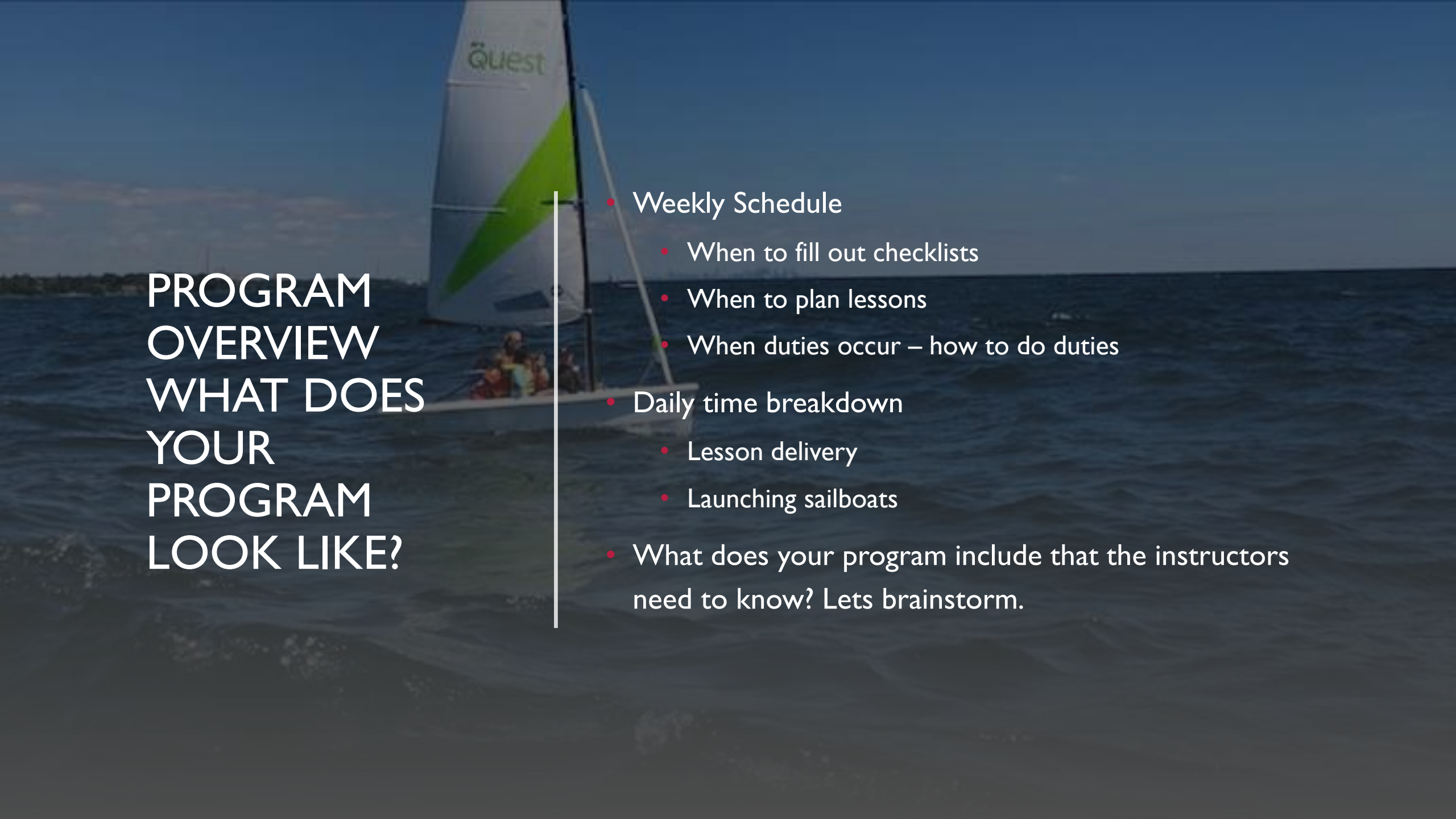
PROGRAM PLANNING

- Plan program according to levels
 - The best practice would be to create two full sessions of lessons
 - This gives instructors a new lesson every day for half of the summer.
 - Most kids attend a maximum of one month of program
 - This ensures that there is a very limited amount repetition for sailors who stay for a long period of time within the core programs
- Contingency planning
 - Have a week of rainy day lessons/ programming ready to go
 - This means go bags – Bags with programming aids setup for immediate use

TEAM BUILDING

HOW TO LOOK FOR AND CREATE OPPORTUNITIES

- Throughout your setup week, summer and take down you will have many opportunities
 - The most effective moments are when staff can lead other team members.
 - Coach boat driving
 - Sailing lesson coordination
 - Leading games and lessons
 - Planning programming
 - Staff socials
 - Keel Boat Racing on weeknights
 - Dingy sailing after program
- Your ability to effectively seize these items during the setup week will help your team gel for the summer.



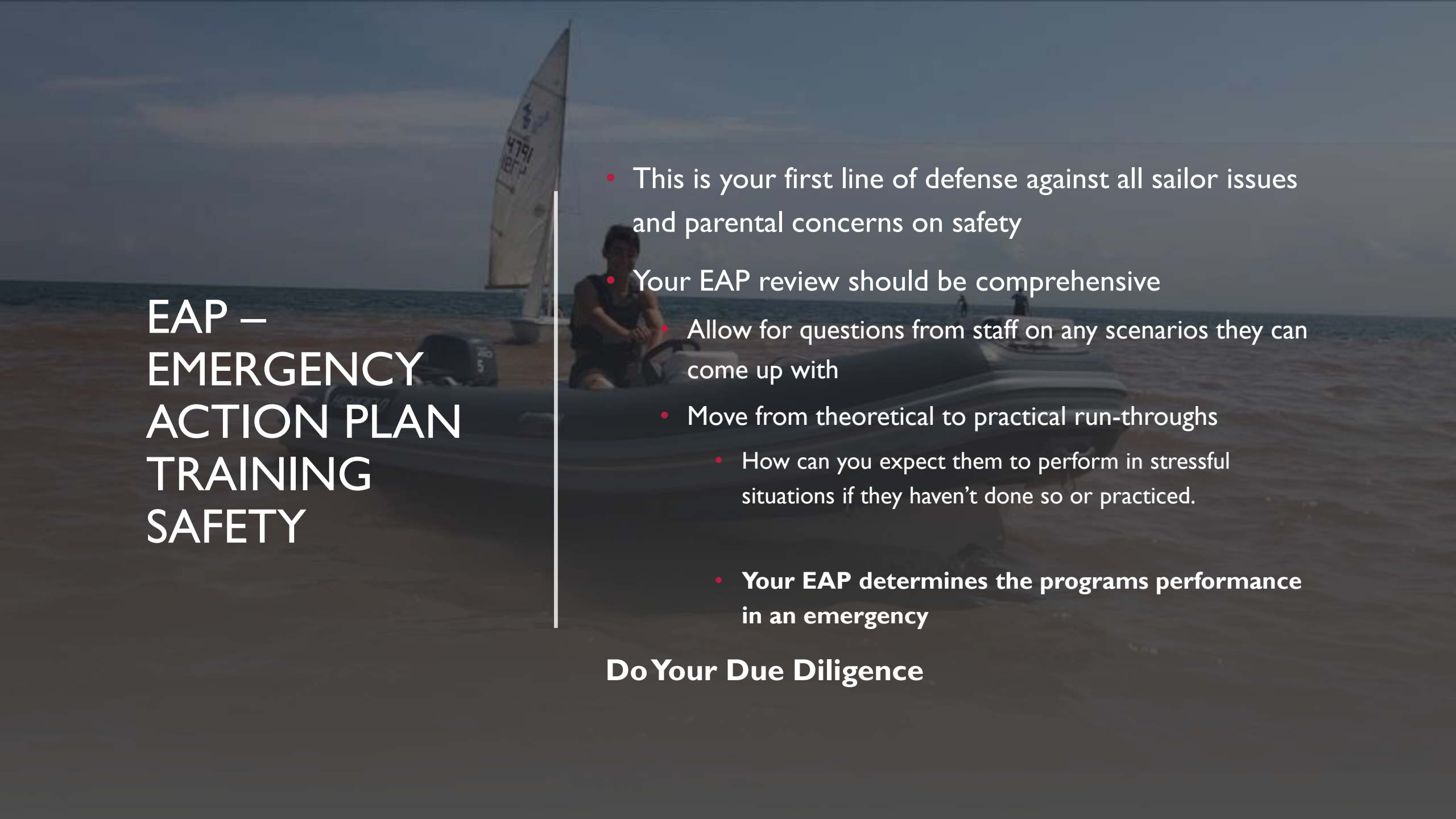
PROGRAM OVERVIEW WHAT DOES YOUR PROGRAM LOOK LIKE?

- Weekly Schedule
 - When to fill out checklists
 - When to plan lessons
 - When duties occur – how to do duties
- Daily time breakdown
 - Lesson delivery
 - Launching sailboats
- What does your program include that the instructors need to know? Lets brainstorm.

CUSTOMER SERVICE

HOW DO YOUR INSTRUCTORS COMMUNICATE WITH PARENTS AND SAILORS?

- How do you want your customers to perceive you
 - This is your opportunity to shape your image in your consumers eyes.
- This helps determine how your instructors communicate
 - Gives you the ability to train them into better communicators
 - Shapes a positive image of sailors experiences
 - Two very effective ways to do this.
 - Warm Welcomes every day
 - First day Introduce new sailors to other new sailors – making friend connections right away
 - Warm Goodbyes
 - A great experience that a sailor had that day told straight to the parents



EAP – EMERGENCY ACTION PLAN TRAINING SAFETY

- This is your first line of defense against all sailor issues and parental concerns on safety
- Your EAP review should be comprehensive
 - Allow for questions from staff on any scenarios they can come up with
 - Move from theoretical to practical run-throughs
 - How can you expect them to perform in stressful situations if they haven't done so or practiced.
- **Your EAP determines the programs performance in an emergency**

Do Your Due Diligence

WORKPLACE VIOLENCE

WORKPLACE HARASSMENT

- What are your policies?
 - Are you creating a safe environment for your staff to perform in?
- There needs to be a channel through which all staff can raise problems and concerns
 - This needs to be formally communicated to all staff. It needs to be specific protocols for both scenarios.
- What is your club currently doing in these areas?

AODA: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

- Is your program accessible?
 - How are you creating an equitable experience for all staff and sailors?
 - What are some of the factors that need to be considered?

CODE OF CONDUCT AND HEALTH AND SAFETY POLICY

- Outline what your instructors can and cannot do within their role.
 - As stated before, unless told not to, there is a good chance that new staff will step over the line.
 - There needs to be specific reference to historical instances
- You need to make a commitment to creating a safe environment for your staff and they need to in return agree to work within the rules and parameters of their position.



HOW TO MAINTAIN

OSA Weekly Template					
	Monday	Tuesday	Wednesday	Thursday	Friday
	First day of camp				
8:00 am	Instructors Prep Lessons	Instructors Prep Lessons	Instructors Prep Lessons	Instructors Prep Lessons	Instructors Prep Lessons
9:00 am	Day Begins Lessons And Rig	Day Begins Lessons and Rig	Day Begins Lessons and Rig	Day Begins Lessons and Rig	Day Begins Lessons and Rig
	On Water	On Water	On Water	On Water	On Water
10:00 am					
11:00 am					
	Sailors Debrief	Sailors Debrief	Sailors Debrief	Sailors Debrief	Sailors Debrief
12:00 pm	Lunch	Lunch	Lunch	Lunch	Lunch
1:00 pm	Afternoon Lesson	Afternoon Lesson	Afternoon Lesson	Afternoon Lesson	Afternoon Lesson
	On Water	On Water	On Water	On Water	On Water
2:00 pm					
3:00 pm					
	Derig	Derig	Derig	Derig	Derig
4:00 pm	Debrief	Debrief	Debrief	Debrief	Debrief
	Instructor Meeting Duties	Instructor Meeting Duties	Instructor Meeting Duties	Instructor Meeting Debrief	Instructor Meeting Debrief
5:00 pm	Checklick	Checklick	Checklick	Checklick	

DAILY INSTRUCTOR SCHEDULE

- Should be similar every day
 - This develops a routine which helps ensure a continuously high program delivery
 - It should include
 - Lesson Prep and Quality control
 - Duties
 - Daily debrief
 - Checkclick updates
 - Hopefully: Opportunity for development

A harbor scene with numerous sailboats and motorboats. The sailboats have white sails with blue numbers. The water is calm, and the sky is clear. The text "QUESTIONS AND DISCUSSION" is overlaid in white, bold, sans-serif font. A vertical white line is positioned to the left of the text. A small teal dot is visible on the left side of the image.

QUESTIONS AND DISCUSSION