

Staff Hiring For Now & the Future



If you take care of your
employees, they will take care of
your **customers** and your
business will take care of itself.

J.W. "Bill" Marriott

12 MONTH PLAN

December

JOB POSTINGS

**Good things come
to those who wait.**

**Better things come
to those who don't.**



Job Posting

Accurate

Make sure to be clear & honest about expectations – what will they do

Appealing

Include benefits like meals, work hours, staff outings

Complete

Legal requirements

Where is the club?

How to apply & by when

**WAITRESS WANTED.
MUST BE 18 YEARS
OLD WITH 20 YEARS'
EXPERIENCE.**

Source: Top5.com

RD.COM/NOTES

Position:
Type of Position: (FULL TIME/PART TIME/CONTRACT/SEASONAL)
Start & End Date:
Salary Range:

Organizational Overview
Insert a short (2-3 sentences) about the club such as mission and items such as your values or history or size.
This position requires a commitment to CLUBNAME’s mission and values. Given the nature of the position, all offers of employment will be subject to the provision that the successful incumbent provides CLUBNAME with a current and satisfactory Vulnerable Sector Screening Report at the time of hire.

Nature and Scope

Responsibilities
Order is important, include soft and hard items

Qualifications
Required & Assets

Competencies
Teamwork/Initiative Commitment to Service Excellence/Commitment to Child and Youth/Concern for Health and Safety

Accessibility Statement

If you are interested in the opportunity to be considered to join our team please submit your letter of application and resume by DATE to:
Name/Title/Email Address/Mailing Address

We thank all applicants, however only those considered for an interview will be contacted.

GO LOOK FOR THEM



Put Job Posting Everywhere

Utilize free online opportunities – Indeed.ca

Post through Club networks – to membership and on social media – ask them to share

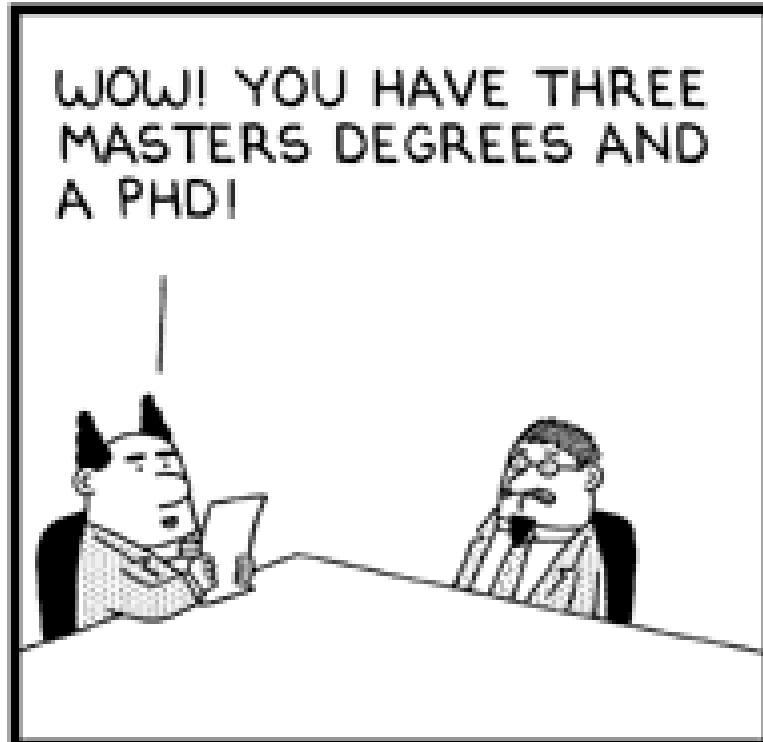
Go where students are: post secondary institutions have job boards, guidance counsellors at high schools

Go where people with those skills – Provincial Sport Organization
Job Posting Boards

Don't Expect People to Come to You

January

INTERVIEWS



www.dilbert.com scottadams@aol.com



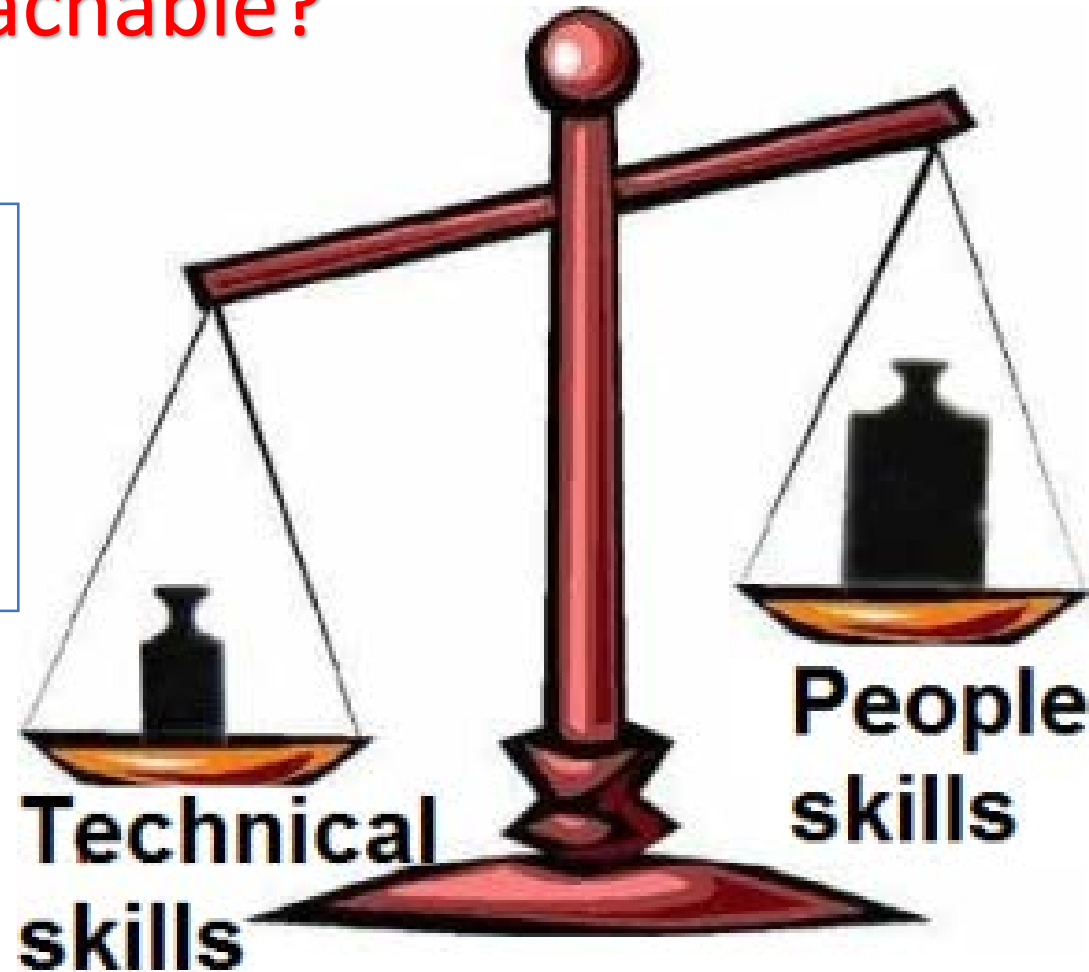
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What are you Hiring?

What is Teachable?

Certifications
Instructor
First Aid/CPR
Coach Boat Operations
Technical Sailing skills



Communication
Enjoys People
Team Player
Good Judgement
Organized
Safety Conscience
Passion
Work Ethic
Responsible
Compatible with Team

SELECT THE RIGHT ONE

Interview Basics

Ask questions – let them talk!

Not “what would you do” but what have you done.

Look to examples from school and sports teams when no work experience.

Set tone for relationship – treat with respect, offer water



Look for a good fit – Technical Skills AND People Skills

Favourite Questions

Tell me about a time when you were NOT successful in something. What happened and what did you learn from this experience?

Thinking about various supervisors you may have worked with, or teachers, which one have you achieved the most success under? Describe what it was about the person and what kind of success you achieved.

Have you been in a situation where you felt something that was happening was perhaps unsafe? How did you respond and what was the reaction to your response if any?

Set the tone for the ongoing work relationship:
Friendly & professional
Treat them as you want customers treated

***Consider
Group
Interviews***

References

At least 2 references, a mix of people. If no previous work experience look for volunteer supervisors, teachers or team coaches.

Samples:

Would you trust them with your own child/pet?

In what areas do they need further development?

How did they respond to feedback?

**Don't
listen to
what
people
say, watch
what they
do.**

EXTRAMADNESS.COM

FEBRUARY

PUT IT IN WRITING



Some Hints for Contracts

Clear about items such as

- hours and pay, including overtime etc.
- requirements for employment such as registered and up to date qualifications
- what is included and what is not included (course reimbursement)

Include details on if it doesn't work out – for you or them

*Get them to sign and return **EARLY***

March

STAFF COURSE REGISTRATION



Checking on your Staff



VS.





DON'T
COPY IT IS
ONLINE!!!

1. MUST complete Prior to Instructor Clinic

1. **CANSail Fundamental Course** (two options)
 - In Class Course - 1 Full Weekend
 - Online Correspondence - One 2-hour online meeting each week for 5 weeks + assignments
 - Cost is \$357.30 including HST
 - This course is offered October-April at the following link:
<https://ontariosailing.ca/instructor-registration/>
2. **Pleasure Craft Operator Card (PCOC)**
 - Many different online providers
 - Email proof of completion to programs@ontariosailing.ca
 - Must bring card to Boat Safety and Instructor Clinic

2. MAY be completed After the Instructor Clinic

Ontario Sailing STRONGLY recommends completion in ADVANCE

- **Sail Canada Boat Safety Course**
 - 1 Full Day - on water practical course, bring PCOC
 - Cost is \$137.85 including HST
 - This course is offered in May and June at the following link:
<https://ontariosailing.ca/instructor-registration/>
- **Standard First Aid with CPR C** (or higher)
 - Email proof of completion to programs@ontariosailing.ca
- **Online LTSD Module** (FREE from Sail Canada)
- **Making Ethical Decisions Module** (FREE after Fundamental Completion from the Coaches Association of Canada)

3. CANSail Instructor Clinic

- 2 Consecutive Full Weekends - On water
- These courses are offered in May and June ONLY and are posted in January at the following link:
<https://ontariosailing.ca/instructor-registration/>
- Cost is \$611.34 including HST
- **SUCCESSFUL OUTCOME = TRAINED**

MUST have Fundamental Course and PCOC card completed prior to attending. Boat Safety, First Aid, and the Free online modules can be completed after, however it is recommended that they be completed in advance.

4. Register with Sail Canada

1. Ensure you have emailed ALL of your prerequisites to programs@ontariosailing.ca in order for them to be added to your Sail Canada profile.
2. Login to you Sail Canada profile at www.sailing.ca using the same username and password as www.ontariosailing.ca and pay the \$160 Sail Canada Instructor Registration fee.
This must be done prior to you teaching any students!

Please note that all of your prerequisites must be valid and uploaded in order to register. If they expire during the season, your profile will revert to invalid.

Employee Certification Tracking



What do you use?

- Spreadsheet
- Paper Files
- nothing?

905-572-7245
x227

cam@ontariosailing.ca



April

LAST CHANCE TO START





Changing needs?

THE BIG ITEMS

- Fundamental = Full Weekend (27hours)
- Boat Safety = 1 Day (12 hours)
- First Aid = 2 days (~16 hours)
- Instructor Clinic = 2 Full Weekends (54 hours)

Total = 4.5 weekends



May

PRE-SEASON TEAM BUILDING





KNOWLEDGE

TRAINING

TEACHING

RESULT

COMPETENCIES

IMPROVEMENT

CONTENT

SOFTWARE

PERFORMANCE

JOB

TEACHING

PROFESSIONAL

EDUCATION

GOAL

SKILLS

PERSONAL

VOCATIONAL

SCHOOL

FEEDBACK

PRACTICAL

CAPABILITY

DEVELOPMENT

ACQUISITION

QUALIFICATION

CAPACITY

SPECIFIC

Practice

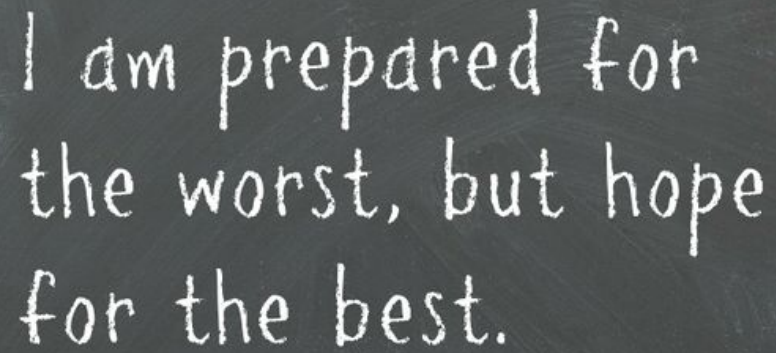
Practice

Practice

June

WHEN STUFF HAPPENS



A chalkboard with a quote by Benjamin Disraeli. The text is written in white chalk on a dark, textured background.

I am prepared for
the worst, but hope
for the best.

-Benjamin Disraeli

www.thesurvivalmom.com

What are the possible things that **COULD** happen?

- Low Registration
- Staff Quit Last Minute
- Equipment Issues
- Weather Issues
- Staff Does Not Complete Certification Process
- Others?

Plan for the What If's

PREVENTION

- Extra staff person
- Keep looking and keep options open
- Regular communications about certification, get copies of certifications early & track expiry dates
- Ensure equipment inventoried and repaired at end of season, provide time in spring

RESPONSE

- Prepared with job posting on social media
- Know how to get information on courses and general timeline
- Volunteers prepared to give time if emergencies; know who your resources are that you can call on

July

THINKING ABOUT NEXT SUMMER



Develop Staff From Within

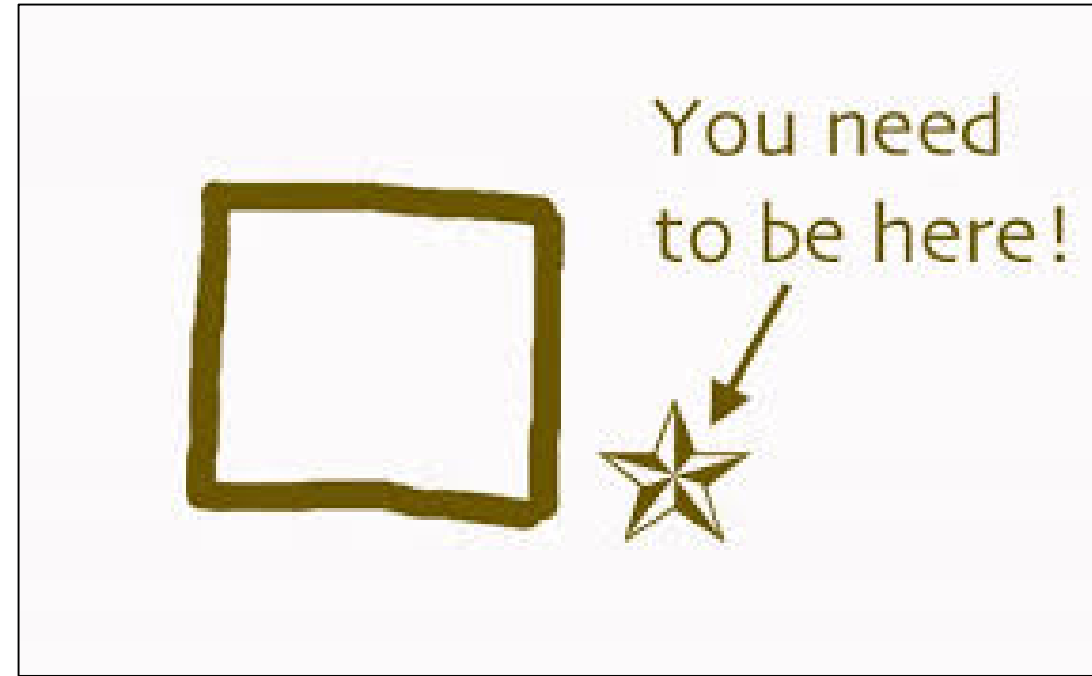


How can you be proactive?

- Look within your club - Who are the 14 year olds around you that have possible potential?
- A process – start with responsible young people, perhaps they are volunteers, members or participants
- Use the high school required Community Service Hours

WHAT DO YOUR 14-16 YEAR OLDS DO?

Leadership Development



Create a Leadership Development Program

- Program to develop Leadership Skills can include a volunteer component
- Incorporate certifications – Instructor In Training Course (Community Instructor Course) Maybe First Aid – Increased value to all parties
- Develop relationships with candidates to help educate them on the Pathway

**TREAT
EMPLOYEES
LIKE THEY
MAKE A
DIFFERENCE
AND THEY
WILL.**

How are you
treating
employees?

What makes a
great supervisor?

Ask Yourself

What is your staff retention plan?

Have you included recognition & development in your budget?

What is your plan to keep your staff?

What would you want if you were the employee?

“_____’s Mom told me how happy they were with the program – Way to Go!”

“How is it going?”

The people who make the
BIGGEST difference
are the ones who do the
LITTLE things consistently.

Ice Cream
on a Hot Day

Thank You Card

“Is there anything
you need from me?”

“I saw that you _____ Thank you”

“Do you have a few minutes to give me
some thoughts on the club race night event?
I think your creativity could help us”

Chocolate Bar

I will clean up this
afternoon, why don't
you take off half hour
early (with pay of
course!)

THE 7 HIDDEN REASONS WHY EMPLOYEES LEAVE



LOST OF TRUST IN SENIOR MANAGEMENT AND LEADERS



LACK OF COACHING AND FEEDBACK



NO GROWTH OR JOB OPPORTUNITY



LACK OF MOTIVATION AND RECOGNITION



JOB OR WORKPLACE DID NOT MEET EXPECTATIONS



MISMATCH BETWEEN THE JOB AND PERSON



STRESS FROM OVERWORK AND WORK-LIFE BALANCE

What do staff really want?



RESPECT & TREATED AS IMPORTANT MEMBERS
WITH OPEN & CLEAR TWO WAY COMMUNICATION



LEARN NEW SKILLS TO GROW KNOWLEDGE &
CAREER



PARTICIPATE IN ROLES THAT HAVE IMPACT ON
DECISIONS



BE RECOGNISED & REWARDED



SENSE OF BELONGING



GOOD LEADERSHIP THAT PROVIDES CLEAR
DIRECTIONS

August

PERFORMANCE REVIEWS



Performance Reviews

PRESEASON

- Lay out Expectations
- What will you be measuring?
- Specific as well as values based

MID SEASON

- Have them rate themselves
- Discuss any differences
- 2 way – what do they need from you

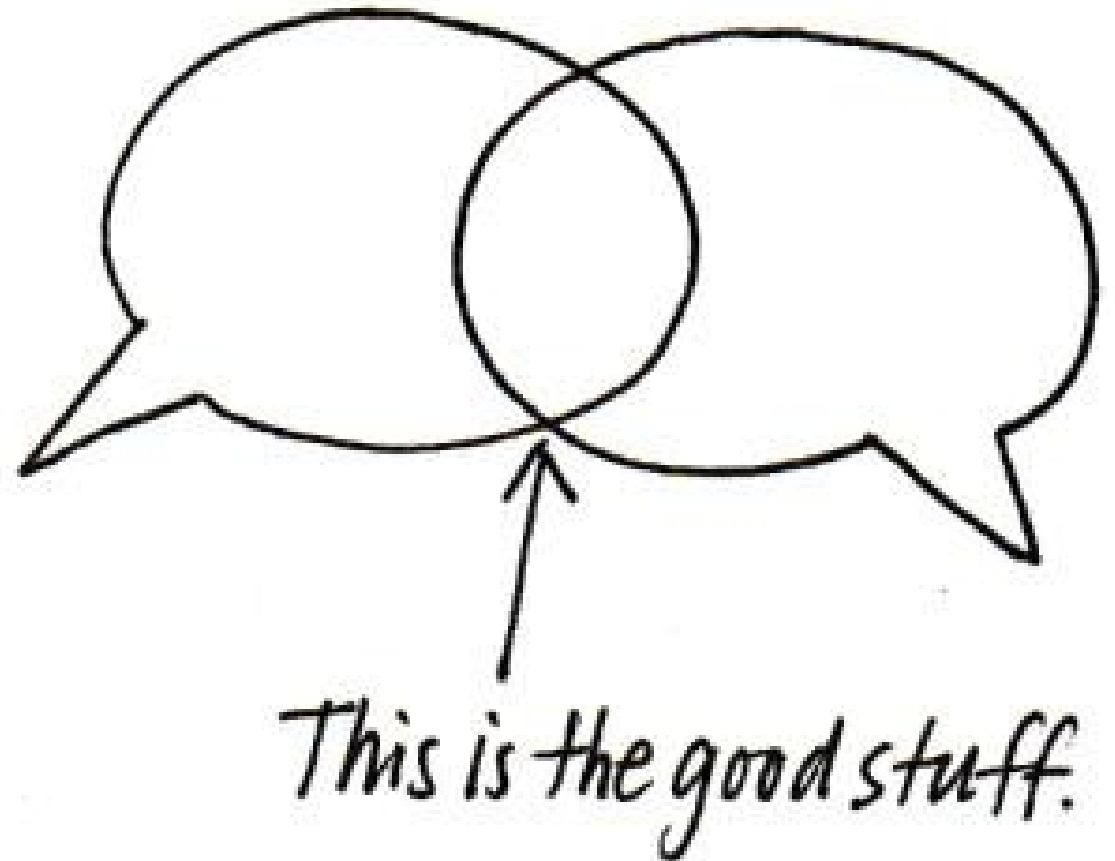
POST SEASON

- Changes from mid season
- Feedback on overall program for next year
- Their involvement for next season

*Informal feedback throughout the summer is important
Formal Performance Reviews are a key part of retention
And a key responsibility of supervising staff*

Reviews are Two Way Conversation

You are giving them feedback on performance but you can also learn from their feedback on your performance as a supervisor.



**PEOPLE NEED TO BE
REMINDED MORE
OFTEN THAN THEY
NEED TO BE
INSTRUCTED**

Samuel Johnson

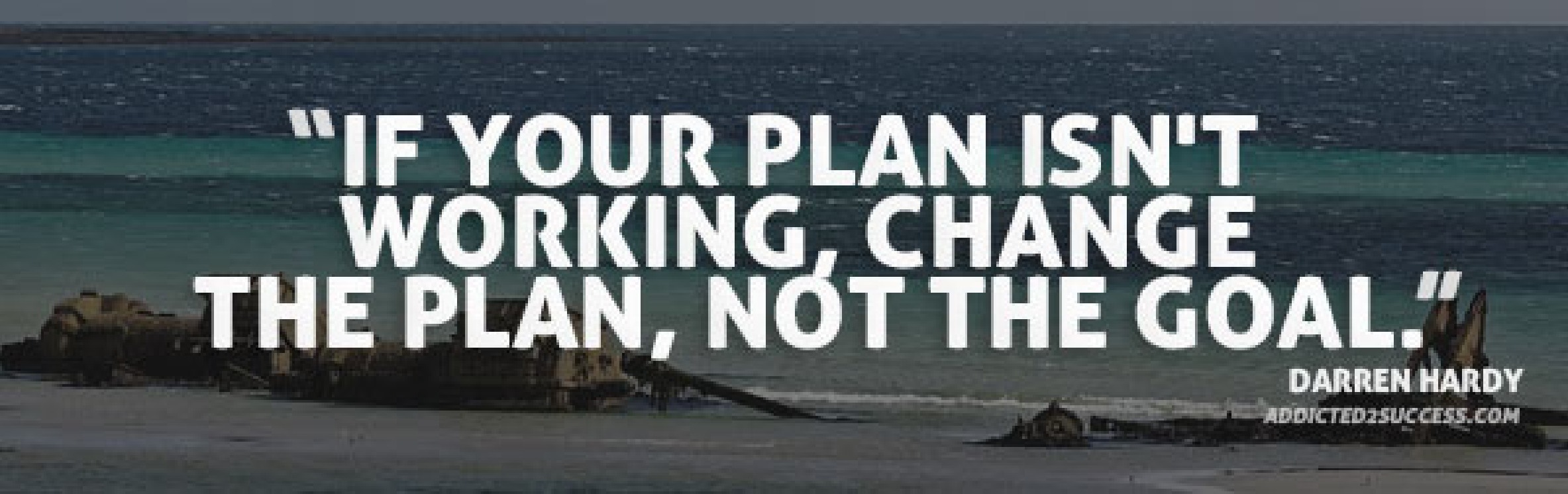
PICTUREQUOTES.COM

How do you approach when problems arise?

- Tone & Body Language
- Hear their side
- Cool down if needed, but address it soon
- Specific in what to correct for next time
- Ask them how they could do it differently
- “Is there anything else I need to know or that you need from me”

September

REVIEW PROGRAM STRUCTURE

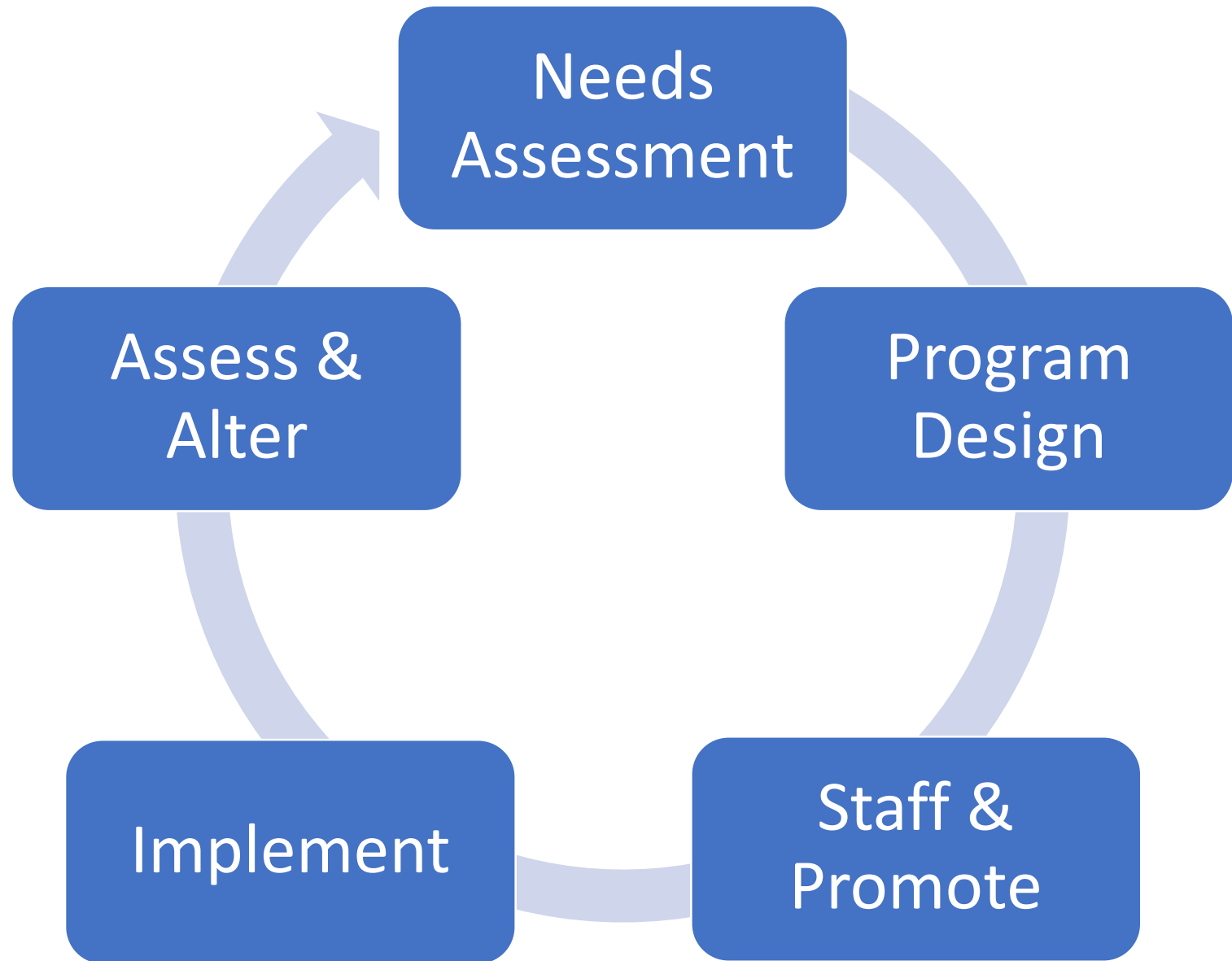


**"IF YOUR PLAN ISN'T
WORKING, CHANGE
THE PLAN, NOT THE GOAL."**

DARREN HARDY

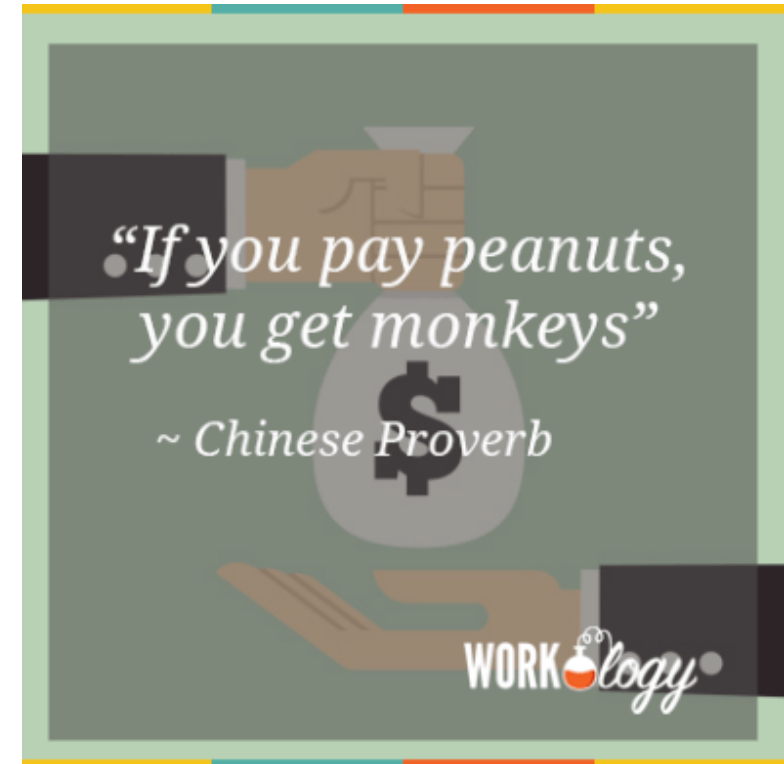
ADDICTED2SUCCESS.COM

Program Planning Cycle



Hiring Needs Assessment

- Recommended max Ratios
 - 10:1 students to instructor on land (less for Wetfeet)
 - 6:1 sailboats to coach boat on water
- Specialized positions
 - Race Coaches
 - Head Instructor/Manager
 - Does this need to be a sailing coach?
 - Length of contracts?
- Budget - increases



October

JOB POSTINGS FOR 2020

*It is too
late to think
about digging
a well when
you are thirsty.*

How to become a Registered CANSail Instructor!

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	GPI Rank	Nationality
1		USA
3		USA
5		USA
6		USA
		GER
		BEL
		GER
		POL
		CAN



DOWNLOAD DRAFT-LIST

21

24

25

31

US

FF

17

C

November

YEAR ROUND DEVELOPMENT





Moving
Forward

WORK TOGETHER



“ I never
ask for help.
~No Successful Person Ever

 #SuccessNeverSays

 MattMcWilliams.com/SuccessNeverSays