MOTIVATING AND EQUIPPING SWIM INSTRUCTORS



- ▶Swim Instructor- 44 years
- Coaching 42 years Age group, high school, college, masters, Olympic Trial Athletes

  (ASCA Level 3, MISCA Coach of Year)
- ▶ Physical Educator, Recreation Director, Aquatic Director
- ▶ Red Cross and American Heart Instructor
- ▶ Aquatic Facility Operator

#### TWO PASSIONS LED ME TO TODAY

- ▶ Passion>Analyzing stroke technique>"Stroke Doctor"
- ► Underwater Box The Coaches Window
- ▶ Passion>"Growing my staff"



#### TOOL KIT

- MODEL
- · MENTOR
- MANAGEMENT SUGGESTIONS
- · TRAIN
- SUPPORT
- **ENCOURAGE** and MOTIVATE
- RETENTION
- TIPS FOR SWIM INSTRUCTORS
- APPS AND OPPORTUNITIES
- LESSON CRITIQUE

# THE LEVEL OF SUCCESS THAT YOUR PROGRAM ACHIEVES WILL BEGIN AND END WITH YOU

- Your passion
- Your attitude
- Your management skills
- Your organization skills
- What YOU MODEL for your employees



- ▶ YOU and YOUR BEHAVIOR are the gold standard for your employees.
- ▶ <u>Train</u> and <u>model</u> the behavior you want to see in your staff
- ▶ Don't ask your staff to do anything that you are not willing to do or even lead in doing
- ▶Lead by example...always

TOOL KIT



- It's ok when your instructors see that you're not perfect...and even more powerful when you admit your mistakes and right your wrongs
- Practice humility, serve and take care of your staff, be their #1 resource, have an open door policy.
- Never stop learning. Be open to change, new ideas, a better or different way of doing something.
- ▶ EVERYONE has some new idea to offer

TOOL KIT



- ▶It's important to teach your instructors that it's not "just a swimming lesson"
- Swimming is a Vehicle...to teach character, discipline, sacrifice, perseverance, work ethic, build confidence, build self esteem, give an opportunity to feel and be successful, learn to trust yourself and others, learn a lifesaving skill...etc, etc.

TOOL KIT



- ► An instructor will have an impact...either positive or negative
- An instructors impact on a student will affect how a student feels about themselves, the sport, teachers, and trusting people etc. etc.
- ....bottom line,

It's Not "Just a Swimming Lesson"

TOOL KIT



#### CHOOSE YOUR INSTRUCTORS WISELY

- ► Not everyone will be a great swim instructor
- ▶ Be careful to invest in the right people-don't waste time investing in those who don't have the <u>skill set</u> to be the instructor that your organization needs

TOOL KIT MANAGE



- A person who is not a good "fit" as an instructor, does a lot of <u>damage to your program</u> but, more importantly, can <u>negatively impact a child</u> for a lifetime.
- Never fill a class with a "warm body" vs an awesome instructor (better to not teach at all)
- ▶ The wrong "fit" isn't worth the risk to your organization or to the welfare of a child.

CHOOSE YOUR INSTRUCTORS WISELY



- ▶ <u>Evaluate</u> and <u>reassign</u> instructors as necessary
- ► <u>Spend less time in your office</u> and more time talking to your instructors. The more <u>engaged</u> you are, the more engaged your staff will be.

TOOL KIT



- Develop <u>high standards</u> for your program and make it everyone's responsibility to maintain them.
- ▶ Be <u>consistent</u> with your staff...Make sure that the <u>exception</u> doesn't become the rule
- ► Schedule <u>staff meetings</u> that are <u>informative</u>, <u>fun</u> and <u>team building</u>. (Feed them!)

TOOL KIT MANAGE



- Empower your staff....words are powerful, they have the power to uplift or tear down...."I trust you", "I trust your \_\_\_\_(judgement, decisions, etc)" are powerful phrases
- Together you and your staff are a <u>TEAM</u>...they need to believe that!
- ► Get rid of finger pointing>"<u>We</u>" instead of "you"

TOOL KIT



- ▶ Value them and make sure they feel valued
- ▶ Be passionate about taking care of your staff; be the launch pad that they can spring from
- ▶ Care about them as people, not just as employees
- ► Have their backs and make sure that they know and believe that you have their back

TOOL KIT MENTOR



#### TOOL KIT

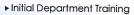
#### TRAINING, TRAINING AND MORE TRAINING

#### **4 Hour New Employee Orientation**

- Paperwork emergency contacts, signature pages, financial paperwork, etc
- · Photo
- · Concussion Training
- Blood borne Training
- OSHA Hazard Communication Training with test
- Orientation PowerPoint with test (317 Slides)

#### **TOOL KIT**

#### TRAINING, TRAINING AND MORE TRAINING



- ► Time with other experienced instructors/Job Shadowing
- ► Continued Education and Training In services, Staff meetings
- ▶ Train in time management, organizational skills, teaching skills, problem solving skills



- ► Train instructors how to make a lesson plan
- ► Teach instructors the <u>correct skills</u> and have the expectation that they always teach **correct** skills
- ▶ Teach instructors the importance of teaching the skill the right way the first time...



#### Short on Time?

Use video, PowerPoint, etc to train them OR promote a veteran staff member to train them.



- ▶ Train...observe...train...observe... evaluate
- Observe their lessons and give them feedback
- ► Allow for <u>individual teaching</u>
  <u>styles</u>-every teacher has different
  strengths-use all their different
  strengths to develop and grow
  the best program that you can

# SET YOUR INSTRUCTORS UP FOR SUCCESS



- ▶ Instructor Brain Storming Sessions
- ▶ Instructor Blog
- ► Instructor Resource Center in Aquatic Office
- ▶ List of Instructor Online Videos

TOOL KIT TRAINING, TRAINING AND MORE TRAINING



- ▶ Provide a **Swim Lesson School** for Instructors
- Provide practice sessions using the children in your childcare program
- ► Get in the water WITH your instructors and a crying child and show them how its done
- Train using videos of yourself or others teaching point out the best and the worst

TOOL KIT TRAINING, TRAINING AND MORE TRAINING

- ▶ Junior Lifeguard Program
- ▶ Starfish Program
- ...Training and learning should never come to an end

TOOL KIT
TRAINING, TRAINING AND MORE
TRAINING



- ▶ Polleverywhere.com
- Quizizz games can also be assigned as homework, extending its fun experience to out-of-class work.
- Kahoot Tips https://techieteacherstricks.com/2014/05/21/kahoot/



## TOOL KIT

- ▶ Give your instructors time to plan-the best lessons are planned in advance, not "on the fly". Expect them to plan ahead and communicate this.
- ▶ Provide your instructors with a "toolkit" of items including a Lesson Plan Template, Skill Progression List, List of video links etc
- ▶ Post an Instructor Lesson Tip of the Week

- Encourage...."You have what it takes to be an amazing instructor and this is why..."
- ▶ Empower....Trust your instructors. They need to know that it's ok to stumble, fall and fail at times because you'll be there to pick them up
- ▶ Equip...Get your instructors what they need in terms of equipment, water temp, etc
- Believe in your instructors = personal growth and progress

TOOL KIT



#### TOOL KIT

#### SUPPORT AND ENCOURAGE

- ► Got your back/"We" can successfully solve anything that you will ever face = Foundation on which to grow, develop and be amazing
- ▶ Mistakes are often our best teachers
- ▶ Be Available...On call 24/7....even if you are in a tight spot and you need a ride home. (It shows you care and that you're available)

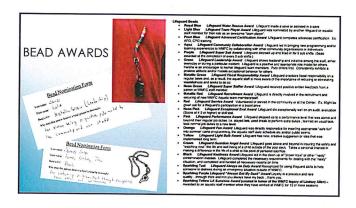


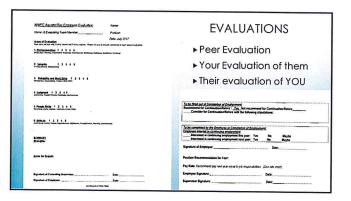
# TOOL KIT ENCOURAGE AND MOTIVATE



► Evaluations

- Develop a Star Instructor Teaching Program with different levels to complete and awards associated with each level
- Prize Basket Raffles-put one LG in charge of putting names into raffle each week for shifts picked up, # of fitness sessions, perfect attendance, parent surveys, etc...any behavior you want to encourage in your staff. Draw at staff meeting each week.
- ▶ Pay Attention to Generational Differences





#### GENERATIONAL DIFFERENCES



GENERATION

- Motivators are different for each generation
- ▶ Preferred Work Environment is different for each generation
- Generations> Different in how they want help from employer
- ▶ Generations>Different in how they want to be rewarded
- http://www.wmfc.org/uploads/GenerationalDifferencesChart.pdf

ENCOURAGE AND MOTIVATE GENERATIONAL DIFFERENCES

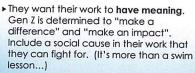
#### GEN Z (1998-PRESENT) AND MILLENNIALS (1981-1997)

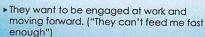


- ► Gen I seeks knowledge and education
- They grew up in an educational system that focused on mainstreaming and diversity. As a result they are collaborative team players that want to be collaborated with and want to collaborate with others.
- ► They want to be part of a team/ a staff that has a "family fee!".

INSTRUCTOR TOOL KIT RETENTION

#### GEN Z (1998-PRESENT) AND MILLENNIALS (1981-1997)





INSTRUCTOR TOOL KIT RETENTION

#### GEN Z (1998-PRESENT) AND MILLENNIALS (1981-1997)

- Relay all of your <u>communications</u> in such a way that they can use their phones. These generations want to do EVERYTHING on their phones.
- ► Communicate more frequently with them in "bite size" pieces.
- ► They <u>process information quickly</u> but getting and keeping their attention is challenging.

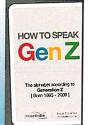
INSTRUCTOR TOOL KIT RETENTION



#### GEN Z (1998-PRESENT) AND MILLENNIALS (1981-1997)

- ➤ Your best form of communication with them is the communication tool of their choice. Don't use email much.
- ▶ Speed of communication is important to them.
- ▶ Communicate to them in symbols and imagesemojis, symbols, pictures, videos.

INSTRUCTOR TOOL KIT



#### GEN Z (1998-PRESENT) AND MILLENNIALS (1981-1997)

- They gravitate toward live streaming media such as Twitch and Upstream. Two way streaming and video conferencing (think Skype and Facetime) are their preferred ways of communication.
- Don't talk "down" to them...talk to them as adults.
- For them respect is earned, it is not simply given or assumed.

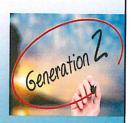
INSTRUCTOR TOOL KIT



#### GEN Z (1998-PRESENT) AND MILLENNIALS (1981-1997)

- Assume they have opinions...they are already influencing family decisions and purchases and are constantly using their phones as a research tool.
- They want a quality 2-way relationship with their potential manager.

INSTRUCTOR TOOL KIT RETENTION



#### GEN Z (1998-PRESENT) AND MILLENNIALS (1981-1997)

- ► They want to see a realistic path toward advancement
- ► They want to be experts in their field...constant training and personal growth are important to them

INSTRUCTOR TOOL KIT RETENTION



#### GEN Z (1998-PRESENT) AND MILLENNIALS (1981-1997)

They want real perks: health insurance, a competitive salary and a boss that they can respect (Monster study of 2000 people)

GEN Z 9% 17%

hearthcare coverage

paid vacation thre

work flexibility



#### MY EXPERIENCE WITH MILLENNIALS AND GEN Z

- ► They want to feel valued
- ► They want to be **empowered**, have a part in setting policy, procedures, etc. The pool deck is "their world"
- ▶ They want to feel trusted to do their job
- ► They want to know that you are **confident** in them and **believe** in them
- ► They want to be able to use their creativity, they like to develop/make things/entrepreneurialism.

INSTRUCTOR TOOL KIT RETENTION

#### MY EXPERIENCE WITH MILLENNIALS AND GEN Z

- ► They want to feel cared about. A positive, supportive relationship with you and their coworkers is very important. Relate to them as people AND as employees...care about them as people
- ► YOU need to be their biggest cheerleader/support.
- ► FEED THEM! This generation is REALLY into food!

INSTRUCTOR TOOL KIT RETENTION



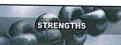
- ▶ Investing in your instructors takes time and energy
- When you invest in them, they will invest in your program and do their best for you
- And then when you find the best people and invest in them, do whatever it takes to keep them!
- ▶ Be flexible in scheduling.



INSTRUCTOR TOOL KIT RETENTION

CEO: What if we don't and they stay?

#### SUGGESTIONS FOR SWIM LESSON MANAGEMENT



- ▶ Develop a program that uses the strengths of all. Look for the positive in everyone and use each persons strengths for the betterment of your program/organization.
- Let lead instructors have a part in managing their own swim lessons-scheduling, marketing, customer relations...give them practice in business. This is what this generation wants. They are extremely entrepreneurial in nature = Tap into this = retention!

#### SUGGESTIONS FOR SWIM LESSON MANAGEMENT

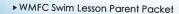
- ► Set your instructors up for success
- Match instructors with the age group that they work best with and are the most passionate about teaching
- ► Instructor A may work better with "Johnny" than Instructor B does



#### SUGGESTIONS FOR SWIM LESSON MANAGEMENT

- ▶ Low Ratios=foundation for success
- Private 1:1 lessons are best and parents are willing to pay the price for 1:1 lessons at all levels of swimming.
- ► Maximum ratio 1:4





▶ Grace passes

SUGGESTIONS FOR SWIM LESSON MANAGEMENT

#### **WMFC Swim Lesson Parent Packet**

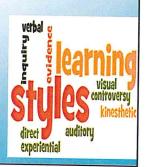
- > Parent Swimming Lesson Policies Signature Page
- > Pool Rules
- > Aquatic Brochure
- > Swimming skill level sheets
- > Junior Lifeguarding Program Information
- > Safe Swimming Brochures
- > List of Safe Swimming Online Videos
- > Water Watcher Training Notes
- > Dry Drowning Information





#### TIPS FOR SWIM INSTRUCTORS

- ► Students learn in many different ways
- ► Use as many different teaching methods as possible: Visual, Tactile/Touch/Kinesthetic, Hearing/Verbal, Written Instruction,
- ► An instructor has to be an expert in all methods of learning



#### TIPS FOR SWIM INSTRUCTORS



- ▶ Set a goal for each lesson
- Keep your eyes on the goal of each lesson, don't let the child distract you from achieving the goal.
- Who is running the lesson? Don't negotiate, Don't ask the student what they want to do.
- ► Don't let tears become a distraction – stay focused on the objective
- ▶ Trust>Earn it and keep it!

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TIPS FOR SWIM INSTRUCTORS

- ▶ Forget the floaties...
- ► Teach the Skills of the "Olympians"
- ...streamline
- ...body position
- ...add kick
- ...add arms
- ...and then add breathing

TIPS FOR SWIM INSTRUCTORS

- ▶ Build Muscle memory from Day 1
- ► Teach a feel for the water with sculling
- Swimming is a sport where the athlete can't see what they are doing for the most part, they can only feel it.
- Change your words..."It will feel like...."

TIPS FOR SWIM INSTRUCTORS





- ▶ Progression
- Full Assistance
- Partial/Minimal Assistance
- Perceived Assistance
- No assistance
- ▶ 2 Areas of Focus that are critical to swimming success:
  - 1. Body Position/Streamline
  - 2. Kick

TIPS FOR SWIM INSTRUCTORS

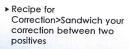




#### TIPS FOR SWIM INSTRUCTORS

- ▶ PUSH the student out of their comfort level a little bit every lesson.
- ▶ Focus on verbally acknowledging the positive that you want your swimmers to repeat. Ex: "I love the way the Johnny is doing his streamline! Nice and flat on the water with his head down!"





► Keep focused on the skill that you are working on. It's not fair to be critical of skills that the student is not working on at that moment.



#### TIPS FOR SWIM INSTRUCTORS

Repetition, repetition, repetition in class – promotes security, trust, a platform for learning and success, a platform for success during every lesson and an opportunity to practice





# TIPS FOR SWIM INSTRUCTORS

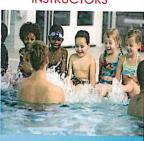
Get excited when they overcome a fear or are able to perform a new skill! They need to see it on your face, hear it in your voice and be given a high five!



#### ▶ Reward your students....

► Ex: Five minutes free time at end of lesson if goals for lesson are accomplished. That is THEIR time to do what they want to do. Don't fill up their time with things that you or their parent wants them to perform or work on.

## TIPS FOR SWIM INSTRUCTORS



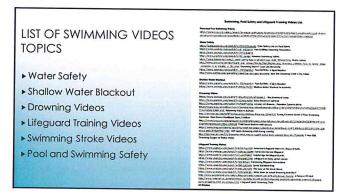
#### TIPS FOR SWIM INSTRUCTORS

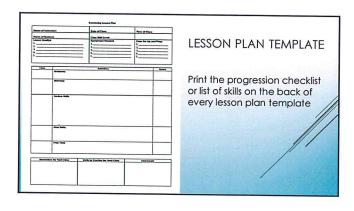
Make sure to share the swimmers successes with his/her parents IN THE SWIMMERS PRESENCE.

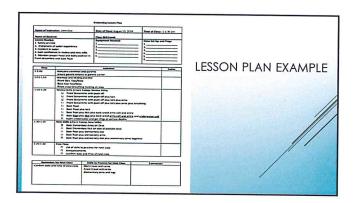


# SWIMMING INSTRUCTOR TOOL KIT INGREDIENTS

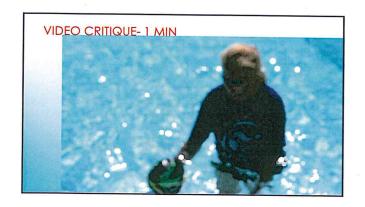
- ▶ Skill Progression Checklist
- ▶ List of Swimming and Instructor Videos
- ▶ Lesson Plan template
- ► For Advanced/Competitive Swimmers>Coaches Window Patent Pending

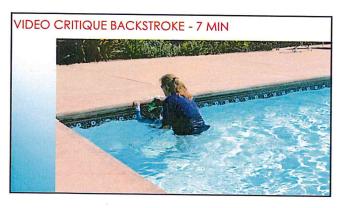


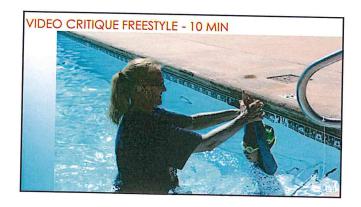




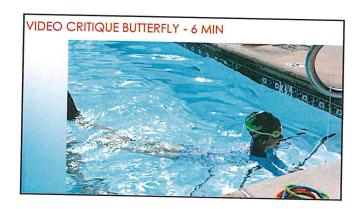
# APPS AND OPPORTUNITIES First Touch App for communications http://www.firsttouchteam.com/#secondPage Coaches Eye app \$5, videotape and analyze Ipad Airplay to TV using Apple TV Go Pro - underwater video Offer high level private lessons taught by local swim coach OR a retired swim coach. \*\*Note: not all swim coaches know how to teach good stroke technique so choose wisely. Offer SWIM CLINICS to teach technique to large groups. (Age 7 and older). Need is very high and parents are looking for these opportunities











#### 15 MINUTE ACTIVITY

- ▶ Make it Take It Tool Kit-share ideas within small groups
- ► Make a list of the ideas that come out of your discussion and add them to your own tool kit
- ▶ Share some of your ideas in the large group

