

Presenter:

Juliene R. Hefter, MSOLQ, CPRP
Founder – Safety First Aquatics, LLC

Session Title: “Staff Training Made Fun”

Description: Staff training is an essential part of the safe and effective management of aquatic facilities. As managers it is extremely important that staff training take place, however, providing the necessary training to staff members can be a difficult task. As busy as our aquatic staff are, we must stress the importance of continued staff training and make it an enjoyable learning experience. This session will cover ways to incorporate some fun and excitement into your aquatic staff training that will ensure that they want to attend and will learn and practice the skills necessary to notice, react, and assist in emergency situations. We will also cover ways to motivate and recognize your staff.

Learning Outcomes: Participants will:

1. Learn proven techniques of how to effectively offer fun training sessions for their staff.
2. Learn what training activities will enhance the learning experience of their aquatic staff and make them actually want to attend training sessions.
3. Learn specific motivational activities and how to implement staff recognition programs that will encourage their staff to perform to the best of their abilities.

Clientele to be Served: This session is suitable for the following:

- Aquatic Supervisors
- Aquatic Directors

Instructor Credentials:

Juliene Hefter is the founder of Safety First Aquatics, LLC and is Deputy Director for the Wisconsin Park & Recreation Association. She is the first person to hold this new position with one of the premiere Park and Recreation Associations in the nation. Currently, she is responsible for membership development and recruitment, coordinating educational development, development of marketing initiatives including the design and maintenance of the Association website, negotiating and implementing contracts and agreements, and generating revenue and corporate sponsorships.

Juliene Hefter received her Bachelor of Science in Recreational Leadership from the University of Wisconsin, La Crosse and holds a Master of Science in Organizational

Leadership and Quality from Marian College. She has a long and illustrious career in aquatics and park and recreation administration, and has been the Manager of Recreation Services for the City of West Bend, Park and Recreation Director for the City of Horicon, Supervisor of Recreation & Aquatics Director for the Fond du Lac School District, and the Park and Recreation Director for the Village of Germantown.

She has served in a number of leadership positions with both state and national organizations, including being the Chairperson for the National Recreation and Park Association's 2005 National Aquatic Conference, Member and Chairperson of the Aquatic Facility Operators Board of Directors, 2006 Chairperson of the National Aquatic Management School, 2007 President of the National Aquatic Council, Chairperson of the Wisconsin Park & Recreation Association's Recreation Section, Chairperson of the Southeast Park and Recreation Council, and Vice-Chairperson of the Washington County Park and Open Space Technical Advisory Committee.

Her distinguished career includes being the recipient of the Wisconsin Park & Recreation Association's Professional Award of Merit, the Recreation Professional of the Year, Aquatic Professional of the Year, and the recipient of the Public Policy Innovation Award. Most recently she was named to the "Power 25" by Aquatics International for 2007.

She is a renowned speaker and author on a variety of management and administrative topics, including A Hands On Approach to Corporate Sponsorships, Sexual Harassment Training for Part-Time and Seasonal Staff, Public Perception of Lifeguards, Risk Management, Staffing, and Staff Manual Development for Aquatic Facilities, Marketing and Promotions, and Team Building and Special Events. Juliene is also an Instructor for the National Aquatic Facility Operator Certification Course.

Length of Session: 1 ¼ hours – 1 ½ hours