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| **Pool Staff Training 2022**  **Workshop Title: Meet and Greet**  Date: Thursday, May 12, 2022  Time: 4:45 PM  Instructor: Monica Tierney, Cat Adams, Assistant Mangers  Learning Objective:   * Meet management staff * Provide itinerary for upcoming days   Estimated Time:   * 15 minutes   Materials Needed:   * Computer for Zoom meeting   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Workshop Title: Dealing with Difficult People**  Date: Thursday, May 12, 2022  Time: 5:00 PM  Instructor: Delaware Valley Trust Instructor Rick Clifton  Zoom Link: <https://lmt-org.zoom.us/j/82398166110?pwd=NE9NbW9rTHdablNaK3F5MVM1T0E2Zz09>  Learning Objectives:   * Understand diversity of people and their behavior * Learn how our perception impacts dealing with a difficult person * Learn some tips and techniques for dealing with people who are difficult or different   Estimated Time:   * 1 hour   Materials Needed:   * Computer for PowerPoint presentation * PowerPoint presentation   Methods of Instruction:   * Lecture * Discussion   Instructor will cover all PowerPoint slides, lead discussion and answer questions.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Workshop Title: Aquatic Facility Sanitation and Disinfection**  Date: Thursday, May 12, 2022  Time: 6:00 PM  Instructor: Peter Erndwein from Delaware Valley Trust  Zoom Link: <https://lmt-org.zoom.us/j/82398166110?pwd=NE9NbW9rTHdablNaK3F5MVM1T0E2Zz09>  Learning Objectives:   * Review proper facility cleaning and disinfection techniques.   Estimated Lesson Time:   * 1 hour   Materials Needed:   * Computer for zoom meeting and PowerPoint presentation * PowerPoint presentation   Methods of Instruction:   * Lecture * Discussion * Quiz   Instructor will cover all PowerPoint slides, lead discussion and answer questions. | | | |
| **Workshop Title: Re-Group**  Date: Friday, May 13, 2022  Time: 4:45 PM  Instructor: Monica Tierney, Cat Adams, Assistant Managers  Zoom Link: <https://lmt-org.zoom.us/j/84022446091?pwd=OE5KR3VlcGdmQTZodHZ5R25PcHQxdz09>  Learning Objective:   * Welcome Staff Back * Provide itinerary for upcoming days   Estimated Time:   * 15 minutes   Materials Needed:   * Computer for Zoom meeting   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Workshop Title: Respect and Harassment Awareness Training for Employees**  Date: Friday, May 13, 2022  Time: 5:00 – 6:00 PM  Instructor: Delaware Valley Trust Instructor Rick Clifton  Zoom Link: <https://lmt-org.zoom.us/j/84022446091?pwd=OE5KR3VlcGdmQTZodHZ5R25PcHQxdz09>  Learning Objectives:   * Identify It * Stop It * Prevent It   Estimated Lesson Time:   * 1 hour   Materials Needed:   * Computer for zoom meeting * PowerPoint presentation   Methods of Instruction:   * Lecture * Discussion   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  10 Minute Break | | | |
| Breakout Group  **Workshop Title: Job Specific Training - Maintenance**  Date: Friday, May 14, 2021  Time: 6:15 PM  Instructor: Juliana Burke  Zoom Link: Changes to <https://lmt-org.zoom.us/j/89944668169?pwd=bnFrcFRienFmTCtISllUYnVCakNpQT09>  Learning Objectives:   * Importance of Keeping a Clean Facility * Wear PPE * Completing Maintenance Logs   Estimated Time:   * 1 hour   Materials Needed:   * Computer * Maintenance Information from SOP * Check lists   Methods of Instruction:   * Lecture   End of training:   * Remind staff of Saturday training * Dismiss Staff | Breakout Group  **Workshop Title: Job Specific Training – Gate Attendants**  Date: Friday, May 14, 2021  Time: 6:15 PM  Instructor: Lydia Miller  Zoom Link: Remains the same  Learning Objectives:   * Review role of Gate Attendant * Review Member Policies * Review Check in Procedures * Members who scan red need to be looked up by manager or duty * Importance of knowing about pool schedule, lessons, events, membership   Estimated Time:   * 1 hour   Materials Needed:   * Computer * Gate Attendant Information from SOP   Methods of Instruction:   * Lecture   End of training:   * Remind staff of Saturday training * Dismiss Staff | |  |
| **Workshop Title: HR Onboarding and Policy Review**  Date: Saturday, May 14, 2002  Time: 9:00 AM  Location: Community Center  Instructor: Pool Manger, Lynn Todd  Learning Objectives:   * Staff should be clear on onboarding process including HR policies and procedures. * Discuss HR onboarding * Incomplete paperwork/clearances * Hydro App * Clocking in and out * Uniforms * Pay cycle * Workplace safety/conduct * Code of Conduct * Expectations * Communication Chain * Sexual Harassment Policy * Social Media Policy   Materials Needed:   * Employee Handbook * Social Media Policy * Sexual Harassment Policy   Estimated Lesson Time:   * 1.5 hours   Method of Instruction:   * Lecture   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Workshop Title: Customer Service**  Date: Saturday, May 14, 2022  Time: 10:30 AM  Instructor: Monica Tierney  Learning Objectives:   * Importance of greeting members with a friendly smile and hello * Be vigilant and read customer situations * Approach patrons in need of assistance * Be available to patrons * Importance of listening, good listening techniques   Estimated Time:   * 30 minutes   Materials Needed:   * Computer   Methods of Instruction:   * Lecture   Scenario  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Workshop Title: Team Building**  Date: Saturday, May 14, 2022  Time: 11:00 AM  Instructor: Monica Tierney/Cat Adams  Estimated Time:   * 1 Hour   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  12:00 – 12:30 Lunch Break  Pizza, Water, Cookies  12:30 – 1:00 Split Great Room/Reorganize Chairs  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| **Workshop: CPR/AED/First Aid Training**  Date: Saturday, May 14, 2022  Time: 1:00 PM  Location: Community Center  Instructors: From Cardiac Care  Participants: Maintenance and Gate Attendants  Learning Objectives:   * Staff will be CPR/AED/First Aid Certified   Estimated Time:   * 3 hours   Materials Needed:   * Provided by Instructor   Method of Instruction:   * Hands on | | **Workshop Title: Job Specific Training – Lifeguards**  Date: Saturday, May 14, 2022  Time: 1:00 PM Location: Community Center  Instructor: Cat Adams, Assistant Manager  Make-up Date: Saturday, May 21st 10:00 – 12:00  Learning Objectives:   * Understand LMT Lifeguard duties * Understand the importance of pre- and In-service training * Understand the pool rules and how to enforce them. * Understand the Rotation/Break Schedule   Estimated Time:   * 2-3 hours   Materials Needed:   * Computer * Videos   Methods of Instruction:   * Lecture   End of training:   * Remind staff of Pre-Service Training * Dismiss Staff | |
| **Additional Training**  **Workshop Title: Pre-Service Training/Skills Check for Aquatic Staff**  Date: Saturday, May 21 & Sunday, May 22  Time: 12:00 – 4:00 PM  Instructor: Pool Manager Make-up Date: Friday, May 20  Learning Objectives:   * Skills Assessment * Learn positions, rotations, whistle signals * Run Drills * Practice   Method of Instruction:   * Hands on | | **Additional Training**  **Workshop Title: Gate Attendant POS Training**  Date: Saturday, May 21  Time: 10:00 AM – 12:00 PM  Instructor:  Learning Objectives:   * Ability to check members in and out of the complex * Run POS * Answer Questions about Membership   Estimated Time:   * 2 hours   Materials Needed:   * Laptop * Cash register * Scanner * Receipt printer * Pool related information   Method of Instruction:   * Hands on | |