

Aquatics Academy: WSI/LG Leadership



CONNECTICUT
RECREATION & PARKS
ASSOCIATION

Wednesday, May 24, 2017
Elmwood Community Center
1106 New Britain Ave
West Hartford, CT 06110



American
Red Cross

Aquatics Academy: WSI/LG Leadership is a pre-season training opportunity for your aquatics team (Lifeguards, WSI, Supervisors). Participants will develop and build critical skills needed to help them achieve success and bring your aquatics department to the next level. All participants will leave with a certificate of completion.

Fee: \$10/person
Snacks/refreshments provided

Schedule

5:30 pm: Registration

6:00 - 9:00 pm:

Welcome Remarks

Breakout Sessions:

The Secrets of Customer Service

WSI Instructor Progressions

Learning on the Job: New Supervisor Tips

The Successful Lifeguard

Town/Org: _____ Contact : _____

Phone: _____ Email: _____

Address: _____

City: _____ State: _____ Zip: _____

Fee is \$10 per person. If registering more than 10 participants, please use additional forms.

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Payment Information:

Credit Card #: _____ Exp Date: _____ CVV: _____

Name (as it appears on the card): _____

Billing Address: _____ Zip Code: _____

Send Invoice PO# _____

Check Enclosed

(Payable to: CRPA, 135 Day St., 2nd Floor, 2H
Newington, CT 06111)

All payments must be received by 5/17/17. There will be no refunds for cancellations after this date.
Registrants that do not show without cancelling prior to this date will be billed the full amount.

Please contact CRPA with any questions: 860-721-0384 | info@crpa.com | www.crpa.com

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Check-in: 5:30pm | Sessions 6:00 - 9:00 pm

Welcome Remarks

Introductions from the CRPA Aquatics Section Co-Chairs Joshua Medeiros, Director of Parks and Recreation, Town of Canton and Jaime Krajewski, Facility Supervisor, Town of West Hartford.

Breakout Sessions

The Secrets of Great Customer Service: *Kristine Vincent, Assistant Director, Town of East Hartford*
Great customer service is taking that extra step to help without being asked! Lifeguards are customer service representatives...especially if you work in an area like a public pool! Patrons often ask you for directions, program recommendations, or a myriad of other things. A lifeguard must learn to balance short interactions with guests while at the same time performing his or her primary duty of patron surveillance. It's the job of the lifeguard to remain both polite and helpful while staying alert...learn how to balance both!

WSI Instructor Progressions: *Bailey Dailey, Recreation Supervisor, Winding Trails*
Are you a new Water Safety Instructor, or looking for some great tips for your lessons? Join us for a session on WSI progression. Not only from level to level but on progressing your class within a session. Learn tips and tricks about teaching all types of learners, and working with parents for a successful lesson.

Learning on the Job: New Supervisor Tips: *Pat Quinlan, Recreation Supervisor, Town of Monroe*
Are you a new supervisor or would like to be a supervisor in the future? This session will review topics including on-the-job learning, what to expect; roles and responsibilities and how to manage them, and grappling with the transition from co-worker/friend to supervisor.

The Successful Lifeguard: *Stephanie Huber, Recreation Supervisor, Town of Mansfield*
In this session, we will delve into what makes a great lifeguard or head lifeguard. From staying current with your training to being an all-star team member, we will cover tips and insights that will help you lead your team by example and provide a safe and fun environment for your patrons and guests. We will also talk about some support your team leaders should give you to help ensure you can be the best lifeguard you can be!