

**OTA**  
**Operations and Administration**  
**Section 14:**  
**Cont. Training Program**

- Purpose and Options
- Shadow Sessions
- Team Building
- Staff Appreciation Events
- Staff Meetings
- Additional Log In Training
  - Training PowerPoint Series
  - Training Quizzes
  - Training Exercises

## **Continuous Training - Purpose**

Practice makes perfect. “The Power of Repetition” – repetition is not punishment. Repetition is the oldest and most effective form of learning on the planet, and that will never change. Overtime Athletics applies this strategy to staff development and workforce improvement. Everybody can get better, and it is managements responsibility to apply gentle, steady pressure in that pursuit.

The purpose of ALL OTA Training is to position our team to succeed. We want to achieve our stated goals and to meet (and exceed) customer expectations. This pursuit requires regular attention and what we refer to as “continuous training”. With all our recommended methods for continuous training, keep a few things in mind:

1. Is the training necessary?
2. Is the training effective?
3. Is the training fair to our employees?

Be sure that you have affirmative answers for all three questions before requiring members of our staff to participate in continuous training. Recognize that different employees have different needs AND are also at different stages of their employment. Continuous training for a Veteran instructor may look very different than continuous training for a New coach. Continuous training may look very different for higher skilled instructors versus weaker members of the team. Customization should often be a guiding principle in your continuous training strategies. Be sure that whatever training you are requiring of your employees has value to it. Going through the motions for the sake of going through the motions isn’t just a waste of time but can often go a step further and garner a negative reaction from the participants (employees) as it relates to their impressions of management and the job.

Who, What, When, How, How Often, Why – as it relates to continuous training – are all at the discretion of Franchisees and Program Directors. Developing a rhythm and expectation from your staff that continuous training is a normal and expected aspect of being a part of Overtime Athletics is always recommended.

## **Continuous Training – Options**

The options available to Franchisees and Program Directors to provide continuous training to their staffs provide the flexibility to recognize the customization that might be necessary for any given topic or any given time during the programming year, as well as suggestions for how to provide continuous training for all staff at the same time.

1. Shadow Sessions
  - These are opportunities for new staff and/or veteran staff to observe a class, program, or camp – without directly working the program
  - Staff could shadow another instructor OR a recommended strategy is for staff to shadow Franchisees and Program Directors. This ensures that what staff is witnessing is being executed by the book.

## 2. Team Building

- Refers to organized opportunities for staff to come together to get to know each other, participate in a challenge, game, or problem solving.
- Team building can also be a great opportunity for staff to come together to share their OTA Experiences (tricks of the trade and challenges).

## 3. Staff Appreciation Events

- Saying “thank you” is always a good idea. Bringing your team together for some continuous training that demonstrates appreciation at the same time, goes a long way.
- Staff Holiday Event, End of Year Cookout, School Year Coffee Meetings, Summer Camp Staff Lunches.

## 4. Staff Meetings

- Can be customized in several different ways regarding who should attend: ALL Staff Meetings, Veteran Instructor Meetings, New Coaches Meetings, Special Programming Staff Meetings, etc.
- Being prepared with an agenda as well as all supplies (handouts, drinks, visual aids, etc.) demonstrates professionalism and respect for your employees.
- Energy and audience participation are key ingredients to successful staff meetings.
- Template Meeting Agendas are located in the HUB Reference Section.

## 5. Log In Training (Training PowerPoints/Training Quizzes/Training Exercises)

- Located in our Employee Resources Instructor Log In Portal are continuous training tools divided up into three categories: PowerPoints, Quizzes, Exercises
- These can be located by clicking on the CONTINUOUS INSTRUCTOR TRAINING TAB
- Management can direct employees to this site in order to participate, complete, and submit continuous training exercises.
- These exercises could also be done in person as hardcopy handouts.
- Table of Contents for Log In Training Tools is outlined below:

- Training PowerPoint Topics:
  - Communicating With Parents
  - Disciplining Kids
  - Dismissal
  - Health and Emergency
  - Small Class Solutions
  
- Training Quizzes Topics:
  - Attendance
  - Dismissal
  - Equipment and Gear
  - HIGH FIVES Moments
  - Instructor General Knowledge 1
  - Instructor General Knowledge 2
  - Professionalism
  - Programming Day Cards
  - Rules and Discipline
  - Tricks of the Trade
  - Working With Kids
  
- Training Exercises Topics:
  - Behavioral
  - Creativity
  - Game Variations
  - HIGH FIVES
  - Instructor Job Description
  - Older vs Younger
  - Parent Q&A
  - Poor Performance
  - Rainy Day
  - Situational Responses