

ABC'S OF COACHING STAFF WORKSHOP (1/2 day) MAY 2008 ASCTA Convention, Broadbeach, Australia

SUMMARY of PARTICIPANT FEEDBACK

What did you find most helpful?

Description of personality types – how each type is perceived by others and how to talk to them. **Sue Pryor – Adelaide**

Comparing teacher and class of children to Manager and team of staff. **Sue – Canberra**

Realising that the strategies that work with children will apply to adults/staff. **Fran – Canberra**

Janine's easy way of teaching us and sharing ideas. Ideas and direction for improving coaching sessions. **Viki Shelves – Perth**

Defining the process for coaching and the confidence on how to approach a staff member to assist them in the coaching process. **Megan Cooper – Brisbane**

Having a better understanding of coaching and more approachable ways of handling situations and using effective ways. **Leah Paxton – Brisbane**

Getting a better understanding of the different types of people and how to respond to them. **Catherine Waterhouse – Brisbane**

Learning how to communicate better with staff to get them working better together and with management. **Amanda Rickards – Brisbane**

Role plays, personal styles, booklet. **Angela Rothwell – Sydney**

Interactiveness. Sharing ideas to find the 'light bulb' moment.
Simone Garrett – Wodonga

The comfortable group environment that allowed everyone to participate at their own level in a relaxed and filled room. All the information was relevant and I could relate to. **Liz Percival, Australian Crawl – Brisbane**

Highlighted my focus was only in one direction when it would be more successful if it was multiple. **Dean Jones – Sydney**

Analysing the different personality makeups of people and how to best “coach” them. **John Sortwell – Sydney**

Highlighted areas we need to work with our staff, to improve their performance and our relationship. **Hibiscus Swimming Academy, Mt Gravatt – Brisbane**

The information on analysing performance motivation. **Kellie Colvin – Melbourne**

The layout of room with water on table. Using time effectively. Intervals – Janine Ramsey breaks up lesson. Keeps everybody interested. **Unable to read signature**

Topics presented and way it was delivered. **unsigned.**

It helped cement the procedures we have in place are the right cues. And can improve. **unsigned**

What would you like to see included in future Workshops?

Most comprehensive – thank you. **Sue and Fran- Canberra**

Janine is a fantastic presenter who addresses all components of the topic she is presenting; therefore I believe there is not anything she needs to include. **Megan Cooper – Brisbane**

More on interpersonal skills. **Catherine Waterhouse – Brisbane**

It was a lot of information in a short amount of time. Maybe a longer session. **Amanda Rickards – Brisbane**

More time to hear from others and how they handle issues – case studies. **Liz Percival, Australian Crawl – Brisbane**

Open forum discussion on issues regarding the topic facing the managers/owners and how people have dealt with these issues. **John Sortwell – Sydney**

Team building. **Hibiscus Swimming Academy, Upper Mt Gravatt – Brisbane**

A little more on “understanding personal styles”. **Kellie Colvin – Melbourne**

TESTIMONIALS

Most valuable to find out what types of personalities I need to employ and then how to talk to them to best get results – I now know I need an analytical driver but I have to find out how to talk to them. **Sue Pryor – Adelaide**

Strategies to help staff be their best. **Sue and Fran – Canberra**

Janine presents in an easy manner creating an active audience, willing to share their thoughts and experiences. **Viki Shelves – Perth**

Motivating and encouraging. **Megan Cooper – Brisbane**

Great presenter, interesting topic. **Catherine Waterhouse – Brisbane**

Janine is truly down to earth and realistic in her presenting. She has a lot of personal experience behind her which allows for your own 'light bulb' moments. **Simone Garrett – Wodonga**

Janine is fantastic! She provided me with skills that I feel I could implement on pool deck, and an invaluable workbook that I can constantly refer back to. **Liz Percival, Australian Crawl – Brisbane**

Learned how to become a better coach by being coached throughout the lecture and participating in workshop. **Dean Jones – Sydney**

Very informative and professional. Equips me with tools and ideas to try out in my swim school. **John Sortwell – Sydney**

I found this workshop to be very resourceful and will be taking on board a lot of information and great new ideas. **Hibiscus Swimming Academy, Mt Gravatt – Brisbane**

Janine knows what we want to hear – she is very positive and enthusiastic towards all attending. **Kellie Colvin – Melbourne**