

## **Swim Australia 2009, ABC's workshop (1/2 day), Sofitel, Broadbeach**

### **Writing Effective Performance Standards for Your Staff**

#### **What did you find most helpful?**

- Very clear. Everything was very helpful & interesting
- The explanation of what is expected & how to do it
- The discussion within group & within the broader room
- The process of performance management & how to apply it to our Swim School
- The information was provided in a logical & easy to understand framework so not too threatening for those new to this type of approach. Good to be able to connect with centres & exchange information
- Concepts covered reinforce current practices but also assisted in streamlining these into the future.
- As a new manager of a Swim School I found this workshop made me think about processes that need to be put in place & assessment of all positions.
- Process to help determine actual performance criteria – how to be objective & specific (smart)
- I found that putting all the ideas on paper to organise and out into context very helpful
- Breaking down & defining the core competencies of what is expected. Defining the difficult things like professionalism
- Breaking off the task into stages & steps. Providing a framework & process to follow
- Hearing other Swim Schools ideas & approach to their problems
- Communication with others in the industry. The vocabulary to use eg KPI's
- PowerPoint slide handouts, working in small groups, networking
- Learning how to develop a better way
- The definition of KPI & making it easier to score. Drill down to Y/N
- It helped reinforce the need to formalise position & responsibilities
- It helped to explain & set out the right way to set up Job description & working instructions.
- Having printed matter as well as overhead to work from. Very practical & great to combine thoughts
- Simplifying the process. Found a starting point

- Development of key areas. The breakdown was so important as make us understand what's involved
- Planning, structures to maintain & positive & efficient work environment
- Reinforcing that standards, position contracts need to be written & quantifiable
- Learning how to teach staff to take ownership of the job
- Engaging personality, well thought out presentation, step by step, thought processing, making it easier to understand
- Most of the course but in particular the suggestion of a deck supervisor for giving & receiving feedback
- The staff evaluation system / documentation of all the relevant positions & performance indicators something to give more thought to & put into place when time permits
- A process that we could actually take away & work with in the future. We feel that we are on the way to getting our procedures in place.

### **Testimonials**

“Great Workshop, I liked the group discussions & learning how other Swim Schools do things.” Catherine Milford, UQ Swim School QLD

“We were also given inspiration & the motivation to implement other procedures & policies into our Swim School. Thank you.”

“In today's corporate world there is a real need to have in place best practices – this workshop provides valuable guidelines to assist in management”. Bruce Forbes, Barker College NSW

“Again, Janine has made us think but it is all valuable to grow & improve our business”. Sue Pryor, Sue Pryor Swimming SA

“A great learning experience enabling you to take your large list of brainstormed ideas & creating a defined & measureable job description. Thanks Janine!” Ainsley Hardie, Fairholme Swim School QLD

“Great hearing from all angles of the Swim School – from owners to teachers to administrators to coaches to supervisors”. Lesley Warneke Hampton Swim School QLD

“Once again Janine's presentation help us get back on track with formalising all aspects of our business”. Alan Bentley Fitness World Swimming NSW

“Very helpful info on a topic that seems to grow large the longer you put it off”. Robyn Satorre Orbit Swim School VIC

“Thank You for the presentation very enjoyable”. Jodi Holdstock, Hampton Swim School QLD

“I found Janine very knowledgeable & what she passed on to us made sense. It opened up so many areas for us to think about to make the Swim School reach another level of excellence”. Kerrie Crowley Beaver Swim School VIC

“Janine Ramsey’s workshop got the brain ticking & really motivated me to explore different techniques & methods to achieve more & be more effective”. Kerryl Harris, Beaver Swim School VIC

“This was fantastic the most useable workshop we have been to this week. It will make putting our documents into place so much better”. Sue Hutchinson, CHOP Swim School NSW

Liz Percival, Australian Crawl SS, QLD. “I LOVE JANINE. I know that doesn’t provide you with much but it needed to be said 😊. This is the second workshop that I have done with Janine and I put in many wonderful things that are still successfully going a year later due to her workshop last year. I find her extremely approachable and friendly and very easy to get along with. There are no wrong questions with Janine which is fabulous.

This year was just as great, and she appreciated all learning styles in the room and let everyone work at their own pace. I personally find it easier to get my head around something first and then join in a group discussion before again going off to reshuffle those ideas in my head, before finalising with a group. Janine completely respected this and didn’t penalise me for not doing what others were doing. She shows incredible understanding and professionalism, all in a personal context.

For next year I would like to have a session for all those that attended this year to see where they’re up to, who successfully implemented tools from the workshop, and help for those who fell off the wagon. If that’s not possible, just bring back Janine”