

IAAPA Attractions **EXPO**

Sink or Swim - Developing Survival Skills for new Supervisors

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8:30am

Room #S330CD



IAAPA

Sink or Swim

Survival Techniques for New Supervisors



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JAWS

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Selection



Who has the right stuff?

Choosing the right people to run your business can be a daunting task. Ideally, the perfect candidate would make themselves known to you, be available all season, and need little to no guidance or training. Since that is rarely the case, we need tools to be able to predict how these candidates will behave once in the role. Here are some options:

I remember when... - Have you ever had a gut feeling about someone, but had little concrete data to support that feeling? By writing down quick notes about your observations of this person, you will create a stockpile of data to make an informed decision. (page 3)

Leadership application—To get a job with you, potential employees must fill out an application stating their qualifications and previous experience. Why should a leadership role be any different? Ask as many or as few questions as you'd like—but make sure they are the questions that will give you the best information.

Behavioral interviewing—This technique separates the people with something to say from those who just say what you want to hear. Since the greatest indicator of future performance is past performance, ask about how they handled specific situations. Ask about a time when things didn't go the way they planned—what did they do about it?

I remember when... _____ on this date _____

name

Impressed me by...

Surprised me by...

I remember when... _____ on this date _____

name

Impressed me by...

Surprised me by...

I remember when... _____ on this date _____

name

Impressed me by...

Surprised me by...

Leadership Application

Name _____

Date _____

Thank you for expressing interest in a leadership role. Please take a few moments to answer the following questions about why you feel you are the best candidate.

1. Why do you want to be in a leadership role?
2. Describe a time when you took the lead on a project or task. What was the project, and how did you contribute to its success? (Could be at work, school, with a sports team or community organization).
3. How would you handle this daily dilemma? You have three venues to open. You have enough staff to open two at full staff (best capacity and service) or three at minimum staffing (more options for guests). What do you do and why?
4. Think about a time when you witnessed a co-worker do something that was against the rules or not up to company standards. What action did you take?
5. You have just been promoted to General Manager of the park. What do you do to improve overall guest service levels?

Content

Take 30...

1. _____
2. _____
3. _____
4. _____
5. _____



How can you fill the tool box?



Delivery

Understanding your audience

Who are you teaching this to? How will the information BEST transfer in a short amount of time?

Many of your new leaders will be in the 'Generation Why' or 'Millennial' age group (16-24). Their comfort with technology and fast paced environments can pose a challenge to those only familiar with delivering training in a classroom setting. On the other hand, they will probably respond very well to more 'out of the box' approaches, which could end up saving time and money—in the long run. It may take a little more set-up time in the beginning.



A few key points:

- Millennials crave **challenge and change**—This means you can give them some background information, then let them free to explore and learn on their own. Be flexible and ready to change gears if things aren't working.
- Millennials are **social and connected**—Let them experience things in a relaxed, fun environment with technology they are familiar with. Tap into the skills they already have.
- Millennials want to be **heard**—Sometimes young people are discounted just because they are young. Show them respect by asking their opinions and getting their input. Heck, have them help design your training programs!
- Millennials want to be **treated fairly**—They can spot injustice and will be quick to point it out. Make your rules as strict as you want, as long as they are applied evenly across the board.

Delivery



Putting it together

Now that we have our major topics, we need to arrange them in a way that makes sense for our new leaders. Remember that not everyone learns the same way. We will use the Tell, Show, Do model to appeal to different learning styles.

Tell—verbally giving directions or instructions; appeals to those who learn best by hearing information. A few possible options:

- Discussion
- Classroom
- Listening to pre-recorded media

Show—physically performing a task as the trainee watches; appeals to those who learn best by seeing things as they happen. A few possible options:

- Demonstration
- Video/PowerPoint
- Handouts

Do—allowing the trainee to perform the task on their own; appeals to those who learn best when experiencing something for themselves. A few possible options:

- Role Plays/Interactive scenarios
- Team projects
- "Homework" assignments

Delivery Methods

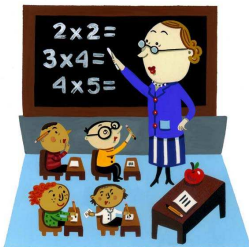
Sink or Swim



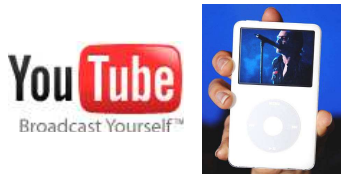
Mentoring



Classroom



Technology/Internet



Pros	Cons

Content

Action plan

Action 1:

Tell _____

Show _____

Do _____

Action 2:

Tell _____

Show _____

Do _____

Action 3:

Tell _____

Show _____

Do _____

Content

Action plan

Action 4:

Tell _____

Show _____

Do _____

Action 5:

Tell _____

Show _____

Do _____

Action 6 (over achiever):

Tell _____

Show _____

Do _____
