

Developing vs. Training Staff

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Training Your Staff

- Employment policies & procedures
- Safety Certifications
- Red Cross First Aid / CPR
- KAT Workshops and PDP
- Staff Meetings / In-Service Training
- Congresses / Conferences

Developing Your Staff

- What does Professional Development mean?
- How do we make sure that professional growth and development positively influence outcomes for your business?

Challenges to Professional Development

- Staff Quality
- Staff Availability
- Fragmentation
- Resources
- Competition

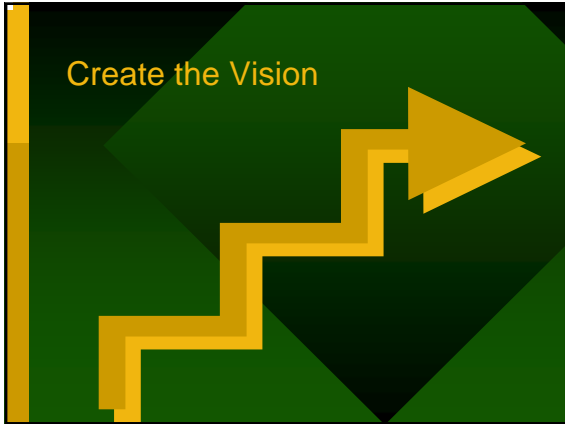
What do you expect of your employees?

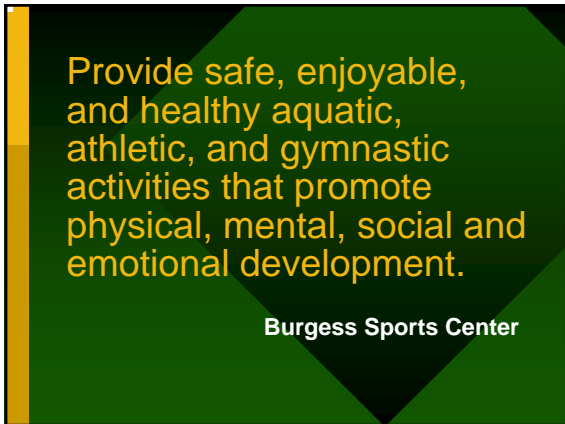
- Show up
- Take attendance
- Don't let anyone get hurt
- Lock the doors when they leave

What your staff expects of you

- Recognition
- Opportunities
- Tools
- Communication









Performance Plans

- Conduct **SMART** goal training
 - Specific
 - Measurable
 - Action-oriented
 - Results-based
 - Time-phased



Pulling Together

- Motivation Through Inspiration
 - Be more than a supervisor, be a leader
 - Don't just do something, stand there
 - 360° Feedback

Pillars of Leadership

To lead people, walk beside them ...

As for the best leaders, the people do not notice their existence.

When the best leader's work is done the people say,

"We did it ourselves!"

Lao-tsu

Leadership

Leadership is the ability to use PERSONAL POWER to get people to do things they might not ordinarily do. Followers may not have the motivation, inclination, vision, potency or capacity required to achieve a desired goal. A leader combines knowledge, skills and energy to propel followers toward a commonly accepted vision. Leadership is not about heroic activities of mythical dimensions. Leadership is about doing whatever you can do from whatever position you occupy in your organization to make your organization and the people around you better.

Leadership

- Leadership is the place where personal beliefs and values meet organizational challenges.
- Leadership is not an act -- it is a value -- a way of life -- a way of conducting oneself.
- Leadership is discovered and released -- not taught!

Leadership

- The essence of Leadership is focusing participants' temporal, intellectual and emotional resources toward accomplishing a clearly articulated and understood performance challenge.
- Leadership is the outcome of a relationship in which the individual influences with respect and dignity by discerning, acting and maintaining clear positions--which are founded on well thought-out principles, beliefs and available information - in the midst to do otherwise.