Training Exercise: Management Approach

**WHAT’S THE POINT?**

**New Franchisee Training will include learning the “OTA WAY” on how to Manage Kids, Staff, and Customer Service, but for the purposes of establishing a baseline or demonstrating a personal approach to these scenarios, review the questions below and think about what your approach would be. Whether you draw on past experiences or simply instinct, formulate a strategy for dealing with the questions below. Your answers will give us insight to how go about your business.**

Directions – Answer the following questions

**Management and Kids**

1. Describe how would you approach the first 5 minutes of the first day of a class?

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1. Describe the best way to give directions to a group of children?

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1. How would you split a class up into teams?

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1. Describe how you would approach a K-2 grade class vs. a 3-6 grade class?

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1. How do you keep the children’s energy level high throughout an entire class?

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1. How would you handle a child who is being disruptive to the class?

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1. Describe some methods for keeping a large group of kids active/involved?

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1. How can you incorporate creativity in an athletic program?

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**Management and Staff/Customer Relations**

1. How would you approach a phone call with a parent who was unhappy with our service?

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1. How would you approach running a staff meeting/training session?

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1. How would you handle a great Instructor who is constantly showing up late to programs?

Click here to enter text.

1. What method of communication do you feel is most effective when discussing an issue with an Instructor?

Click here to enter text.