

OTA
Operations and Administration
Section 9:
IHT System

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**“Training is an
investment in the
future of your
business.”**

The Big Picture

Just putting a “starting lineup out there to play” isn’t good enough. It matters who your players are, what they know how to do, and how they do it. Welcome to Interview, Hiring, and Training! The overall goal of a service organization such as Overtime Athletics is of course to meet the customers needs. The vehicle for doing this is a combination of the OTA Systems of Programming and the instructors employed to carry out the mission.

What do your employees represent?

- Character of your Brand
- Professionalism of your Organization
- Reflection of Managements Competence
- Front lines of Customer Service
- Health and Safety of your Customers
- Good Instruction and Fun Implementation of OTA Curriculum and Programming

All of the above is achieved by completing thoroughly and entirely the OTA IHT System for each New Hire. Liability is one of the biggest factors in making sure proper implementation of the OTA IHT System is executed every time. As a youth programming provider, we are accountable to the guidelines, rules, laws, and regulations established by government agencies, insurance carriers, and Overtime Franchise.

Prior to scheduling a new instructor for programming, you want to be sure that this new employee is comfortable running a program and you are comfortable with that person representing your brand. There is always room for an instructor to improve, but a high level of confidence and competence should be achieved from completing the IHT Program before being scheduled to work.

Prospect Responses (interested applicants)

An individual interested in joining the OTA Team may inquire about the opportunity a few different ways:

- Email / Phone Call / Inquiry through Job Posting Platform

Interested prospects who email to inquire about the position should receive a reply back discussing the program and position and logistical details to consider for being on OTA Staff, as well as directions for how to complete an application and apply for the job online through the OTA Territory Website. *See reference template emails for sample.

If a phone number is included in the inquiry the fastest and most effective way to respond is by speaking to the prospect and talking to them about the position. This conversation should also be followed up with an email directing the person to apply online.

IHT Supporting Documents and Materials

Becoming an expert on the OTA IHT System requires access and familiarity to the documents and materials referenced while learning the program. What follows is a preview of the Supporting Documents and Materials that we utilize for the IHT System. Be sure to have these available to refer to as you learn and review the system.

In-Take Documents (to be completed by New Hire):

1. Employee Top Sheet
2. W4
3. I9
4. Staff Emergency Contact
5. Instructor Agreement
6. Child Abuse and Inappropriate Contact
7. General Knowledge Training Video Answer Sheet
8. Curriculum Training Video Answer Sheet
9. HIGH FIVES Moments
10. Game Plan
11. OTA Pledge

Training Materials utilized during IHT System (all staff):

(Franchisee/Program Director should have these on hand)

1. Applicant Screening/Interview Sheet
2. Application
3. Instructor Job Description
4. Employee Handbook
5. Instructor Folder
6. OTA Landmines

Training Documents (to be completed by ASP Staff):

1. FYI Tutorial
2. Class Procedure Training Video Answer Sheet
3. Emphasis Exercise
4. Employee Receipt

Training Materials utilized during IHT System (ASP Staff):

(Franchisee/Program Director should have these on hand)

1. Rules of Engagement
2. Program Instructor Staff Handbook
3. PDC Presentation
4. Class Management Presentation
5. OTA Landmines

Training Documents (to be completed by Camp Staff):

1. Summer Camp Handbook Answer Sheet
2. Professionalism Answer Sheet
3. Technique Answer Sheet
4. Teasing and Bullying Answer Sheet
5. Harassment Answer Sheet
6. Disciplining Kids Answer Sheet
7. Health and Emergency Answer Sheet
8. Summer Training Booklet
9. OTA Game Plan and Emphasis
10. Employee Training Receipt

Training Materials utilized during IHT System (Camp Staff):

(Franchisee/Program Director should have these on hand)

1. Rules of Engagement
2. Summer Camp Handbook
3. Professionalism Presentation
4. Technique Presentation
5. Teasing and Bullying Presentation
6. Harassment Presentation
7. Disciplining Kids Presentation
8. Health and Emergency Presentation
9. Summer Camp Training Presentation
10. OTA Summer Camp Landmines

New Hire “Rookie” Meeting Documents:

1. Behavioral Exercise
2. Instructor Tips Exercise
3. Situational Responses Exercise

Instructor Employment File Checklist

This document is a hardcopy printout that will assist in monitoring the progress and completion of the IHT System for each employee. Franchisee's and Program Directors should have a binder dedicated to compiling these hardcopy Instructor Employment File Checklists to reference.

Overtime Athletics: Instructor Employment File Checklist

Employee Name: _____

- _____ Application
- _____ Interview Notes/Questions
- _____ Background Check

New Hire On-Boarding:

- _____ TOP SHEET
- _____ Staff EMERGENCY CONTACT
- _____ W4
- _____ I9
- _____ INSTRUCTOR AGREEMENT
- _____ CHILD ABUSE AND INNAPROPRIATE CONTACT
- _____ GENERAL KNOWLEDGE ANSWER SHEET
- _____ CURRICULUM ANSWER SHEET
- _____ HIGH FIVES MOMENT
- _____ GAME PLAN
- _____ CHILD PROTECTION
- _____ EMPLOYEE PLEDGE

Program Instructor Training (school year):

- _____ FYI Tutorial
- _____ CLASS PROCEDURE ANSWER SHEET
- _____ EMPAHSIS
- _____ EMPLOYEE RECEIPT

Camp Staff Training (summer session):

- _____ SUMMER CAMP HANDBOOK ANSWER SHEET
- _____ PROFESSIONALISM ANSWER SHEET
- _____ TECHNIQUE ANSWER SHEET
- _____ TEASING AND BULLYING ANSWER SHEET
- _____ HARRASSMENT ANSWER SHEET
- _____ DISCIPLINING KIDS ANSWER SHEET
- _____ HEALTH AND EMERGENCY ANSWER SHEET
- _____ SUMMER TRAINING BOOKLET
- _____ GAME PLAN AND EMPHASIS
- _____ EMPLOYEE TRAINING RECEIPT
- _____ DIRECTOR QUIZ (where applicable)

IHT System

The OTA IHT System is an outline of the on-boarding and training for New Employees. It is to be followed every time. Deviating from the IHT System, taking shortcuts/skipping steps, or rushing the process are all mistakes that will contribute to issues with staff and programming later on.

The OTA Employee Resources Section of the Company Website (Instructor Login Portal) is a central HUB for the IHT Process that New Hires and Franchisees/Program Directors will utilize throughout the Hiring and Training Program.

IHT System Outline

Interviewing – Hiring – Training

1. Screening Phone Call

2. Interview

3. Hiring Preview Appointment

4. Hiring Review and Training Preview Meeting

5. Training Review Session

✓ Gear Distribution

- Uniform**
- Instructor Backpack**
- Instructor Folder**
- Sports Spectacular Bag**

**Once Training Review Session is completed, instructor is available to work*

6. New Hire “Rookie” Meeting

IHT “Timing” Perspective

*Having an understanding for the time each of the steps in our IHT process can take is very important for not only time management, but the expectations of all participants for how long the appointments should last.

*The number of participants when it comes to Interviewing, Hiring, and Training can also dictate how long each appointment can last. Doing these steps with multiple participants is an excellent tactic to implement. (The one exception to a group format is virtual interviews. It’s a good tactic and possible to do group interviews in person, but virtually makes no sense).

*Group settings are much better for teaching the type of material OTA needs to introduce to our team of instructors and also is an important strategy when it comes to maximizing your time as a Program Director. Your time is valuable. Never lose sight of that.

1. Pre-Screening Phone Call: 5-10 MINUTES
 - This is a brief exchange. Enough time to establish the answers to our initial questions to see if this could possibly be a good employment fit for the applicant.
2. Interview: 15-30 MINUTES
 - Ultimately how long the interview takes can depend on the applicant AND number of applicants you are interviewing at one time (if using in person format). The number of questions you ask and the amount of questions you are asked can both impact the length of the interview appointment.
3. Hiring Preview Appointment: 15 Minutes
 - This phone call or virtual appointment is simply to welcome the New Hire and outline the steps and time frame expectations for completing the directions that you will be sending over in an email.
4. Hiring Review and Training Preview Meeting: 30-45 MINUTES
 - Do not let this appointment go too long. This appointment is about paperwork and an introduction to our program and organization. Questions that come up that you know will be addressed in the training review session should be held till the appropriate time.
5. Training Review Session: 1-2 HOURS
 - Making sure New Hires understand this is the length of time they need to block out to participate in the training review session is very important in order to manage expectations and schedules.
6. New Hire “Rookie” Meeting: 20-30 MINUTES
 - Don’t overdo it here. Cover the topics, address any questions, and wrap it up. Audience participation can fluctuate the timing of this conference call or virtual meeting but make an effort to keep everyone ON TASK.

*You will begin to develop a rhythm for each of these appointments in IHT. That rhythm will play a role in streamlining the length of time each meeting requires. As you get more comfortable with our systems, these meeting will fall into the time frames outlined above. In the beginning if any of these takes a little longer, that is to be expected until you become more comfortable with our systems.

The Employment File

Franchisees and Program Directors should create an “Instructor HR” folder in their email Outlook.

- As a New Hire completes an on-boarding or training step on the Employee Resources Login Platform, they will forward the completed document via email for your review and filing.
- Franchisees and Program Directors should review the document to make sure it is completed properly and correctly, then slide that email (with attachment) into the “Instructor HR” folder.
- NOTE – it’s easiest to group the “Instructor HR” folder by “from” emails so that each employee has all of their documents compiled together.
- If you ever needed a hardcopy employment file created for an employee, you would simply print out the digital documents that have been compiled.

The Shadow Session

It is always a good idea to give a New Hire a sense of the job, the work setting, the participants, etc. One way to achieve this is to schedule a New Hire to attend a “Shadow Session”. A Shadow Session is defined as a program (after school class) that the new hire can attend before completing training for the purpose of observing, rather than working the class. These are opportunities for a New Hire to witness the abilities of a veteran instructor (or possibly the Franchisee/Program Director).

Couple things to consider:

- Does the partnership allow this to take place based on clearance requirements?
- Does the New Hire get paid to attend this Shadow Session?
- Who is the veteran instructor that the new hire will be shadowing?

It’s also important to recognize that there will NOT always be an opportunity to attend a Shadow Session for all New Hire’s. simple constraints of the program schedule results in there simply not being any classes to shadow before being scheduled to work (like at the beginning of a new school year, or the first time a new franchise territory hires staff).

*What follows is a “Shadowing Checklist” that can be used as a training exercise for the New Hire:

Overtime Athletics Shadowing Session – WHAT 2 WATCH 4

Name _____ School _____ Class _____

Please answer the following questions:

- Did the Instructors arrive at the class 15 minutes early? What time?
- Did the Instructors check in at the front office?
- What is each Instructor wearing?
- Where did kids put their backpacks?
- Did the Instructor take attendance? Did they have the kids say something besides “here”?
- Did the Instructor begin class with the OTA rules?
- What warm up game did the class play?
- Were the instructions to the games/skill short and clear?
- How long did the Instructor spend teaching the skill?
- Did the Instructor blow his/her whistle LOUD or soft?
- How many times did the Instructor yell “FREEZE”?
- Did the Instructor make an effort to learn kids names?
- Did the Instructor follow the programming day card? (Warm Up, Skill, Drill, Games)
- Did the Instructor clean up the area after class was over?
- How did the Instructor create a HIGH FIVES moment with a child during class?
- Describe the dismissal procedure.