

OTA

Operations and Administration

Section 12:

Train

- Training Review Session
- Instructor Gear Discussion

*What is outlined below addresses the Training Steps for a New Hire working School Year Programming (ASP).

**Training Steps for a New Hire working Camp programming is addressed in the OTA Summer Session Manual

NOTE: if you have not processed a background check on the new employee at this point, do it now.

- If there is a specific clearance process for a partnership, make sure you have complete directions to give to new hire (including scheduling, potential cost, location for processing)
- If the background check will be processed through the recommended platform for the OTA Franchise Network, make sure you are aware of the timelines for processing

1. Training Review Session – In Person or Virtual

- **Objective** – this discussion is to confirm receipt of all required submittals from WEB Training Part 2 and to highlight key points from training materials in WEB Training Part 2. This should include a Q&A format giving the New Hire an opportunity to ask any questions and address any concerns about the materials they have reviewed and the forms and exercises they have completed.
- **Submittal Confirmation (for School Year Training)**
 - FYI Tutorial
 - Class Procedure Answer Sheet
 - Emphasis
 - Employee Receipt
- **Highlight Training Materials – Key Points**

FYI Tutorial

- *Purpose - record of you learning something (necessary take-a-ways)*

Class Procedure Training Video Answer Sheet

- *Bullet points should contain key words or phrases*
- *Visual introduction to instructor experience*
- *How to run a class from start to finish*

EMPHASIS: Know the No's

- *These factors have a major impact on our program and success*
- *Instructors have control over EVERY single one of these scenarios*
- *Please adhere to our policies*

Program Instructor Handbook

- *Document designed to represent our goals for TECHNIQUE*
 - *How to work with kids*
- *Emphasize importance of getting the “little things” right*
- *11am Call In Policy (give example)*
- *Safety and Commands: emphasize utilizing cones and court or field lines*
- *No Active Scrimmaging from Instructors*
- *Health and Emergency Policy: emphasize Isolate-Evaluate-Communicate*
- *Timing of class segments*

- *Warm-Up: 5-7min*
 - *Skill: 5-7min*
 - *Drill: 5-7min*
 - *Games: AT LEAST 30min (40-45 should be the goal)*
- *Class Segment Emphasis*
 - *Warm-Up: doesn't have to be the same sport as the class is*
 - *Skill: don't assume kids know how to do it*
 - *Drill: length of lines example*
 - *Games: majority of the class*
- *Lead vs. Assistant Instructor: everyone must be prepared to run class*
- *Sports Spectacular Program: most popular program. Where's the curriculum?*
- *Younger vs. Older groups: There is a difference, be prepared*
- *Training Notes: REVIEW*
- *Instructor FAQ: #10 explanation*
- *Parent FAQ: #5 examples. #8 explanation*
- *Expectations of our Team / Instructor Evaluation: qualities we require*
- *Lateness Procedure: Should never happen. If it does, must follow procedure perfectly.*
- *Flaking – unacceptable to miss a class – NO EXECUSES*

Instructor Folder

**Page by Page Review*

- *Rosters and Attendance – Must have a printout (cannot do on phone)*
- *Dismissal – emphasize importance (crucial to get right every time!)*
- *Rules of the Game – bullying note*
- *Head Counts – make sure everyone working has the same number*
- *Bathroom and Water Breaks – all business, no horseplay during these breaks*
- *Discipline Procedure – emphasize “reminding” different than “disciplining”*
- *Concussion Information – Be aware of signs, communicate*
- *Employee Reporting Abuse Policy – mandated reporter status*
- *Class Procedure – ask after each step, “anything hard about that?”*
- *Emergency PDC – scenarios when implementation is required*

- *Tips and Trivia Resource – NOTE for reference*
- *Sample PDC's – resource to fall back on*
- *Incident Report – when to fill out, how to fill out, how to submit*

OTA Landmines

- *Always give an opportunity for new hire to ask questions*

Training Receipt

- *Document will be inserted into employment file and stand as a record of reviewing info*
- *Equipment return example*

- **Gear Discussion**

- You must communicate to new employees the impact “presentation” has on our customers (kids and parents) and how that relates to equipment and gear.
- Issued gear and equipment will be catalogued by management in order to track what each employee is in possession of.
- It is the employee’s responsibility to make sure equipment is cared for, inventoried, pumped up, and in good condition each class.
- Instructors must return all property when asked by management (end of sessions, end of employment, any other time management deems necessary)
- Most instructors will receive:
 - Uniform
 - Instructor Backpack
 - Instructor Folder
 - Sports Spectacular Equipment Bag

- **Game Time!**

- Final Questions
- Good Luck and a Word of Encouragement