

Dealing with the Ugly Issues In Aquatics OR Why didn't I call out sick today?



Introduction

*All of us have had to deal with ugly situations in our professional lives. You know what we mean. Situations that are embarrassing, situations that have no winners, potentially volatile situations; tough issues that you prefer someone else deal with.

***Some presentation slides may embarrass or offend but it is not intentional; these occur in aquatic environments...**

***AND COULD HAPPEN TO YOU!**

Purpose and Outcome

*The purpose of this presentation is to give you some tools to assist you to properly deal with these ugly issues and receive positive results.

*You will be able to identify at least 10 ugly aquatic issues that have really occurred.
*You will learn to recognize the difference between listening and hearing.
*You will learn the steps necessary to diffuse a situation and receive positive results.

BEFORE IT GETS DIFFICULT



PREVENTION

*Prepare your organization to deal with difficult situations by:

Staff selection

*Recruitment-Align recruitment activities to attract candidates with the characteristics you are looking for.

*Testing/Interviewing-Ensure your candidates have the knowledge and skills to be successful in your organization.

*“Rule of 20”-Ask yourself “If I had twenty employees exactly like this one, would I be successful”?



CUSTOMER SERVICE TRAINING

- *Greet Your Customers
- *Accessibility
- *Respond in a timely manner
- *Actively Listen
- *Treat your customers with Respect
- *Never Argue
- *Honor Commitments
- *Admit to mistakes



Vision, Mission Values into Operation

Transfer your agency Vision, Mission and Values into your Aquatic operation

City of Largo Recreation, Parks and Arts

Our Vision - To be the number one reason people want to live, work and play in Largo.

Our Mission - To strengthen the community by creating memorable experiences through education, recreation, parks and arts.

Our Values -

Passion - Approaching work with excitement, devotion and enthusiasm. Creating a sense of fun and celebration in all that we do.

Professionalism - Conducting ourselves according to the highest standards of performance and service. Demonstrating mastery of the skills and tools of recreation, parks and the cultural arts. Consistently exceeding expectations.

Creativity - thinking beyond current practice. Staying at the leading edge of trends. Creating innovative and original approaches, programs and products.

Teamwork - Working together by using the strengths of our divisions collectively to deliver outstanding service, programs and facilities. Supporting each other both within the department and across city departments.

COMMUNICATION Environmental

- *Create an Atmosphere
- *Welcoming
- *Safe and Organized
- *Professional
- *Proper Signage



COMMUNICATION Staff

- * All staff must be able to communicate effectively with customers and be able to explain the purpose of rules and policies.
- *Staff must understand their responsibilities and:
 - * Ensure all customers are treated fairly and consistently!
 - * Ensure all rules are enforced fairly and consistently!

COMMUNICATION

Policies in Writing

- *Whenever possible, ensure policies that are often misunderstood or willfully ignored are in writing with a place for the customer to initial. (Contracts, rental agreements, etc.)
- *Further, ensure staff understand they are expected to explain these policies to customers.
- *Make sure these policies “stand out” in bold print or have staff highlight the policy before it is initialed. (None of us like fine print)!
- *These suggestions will not necessarily prevent an ugly issue, but it will put your organization in a better position to resolve one.

CONFLICT RESOLUTION

Turning an Ugly Duckling into a Swan



Approaching Ugly Issues

Staff must address difficult situations as soon as they become aware of them

- *Always speak in a calm voice.
- *Be prepared to explain the rule or policy that you are there to enforce.
- *Pay attention to your body language (convey confidence and authority).
- *Look like a Professional
- *Behavior Modeling-Smile, greet guests and welcome them; try to create an experience
- *Remember, guests spend money to attend a facility program or event. They have expectations no matter how little the sum is and we must exceed those expectations.
- *Consider bringing support staff or having support staff monitor the encounter if you feel it could become volatile.
- *Consider alerting Law Enforcement if applicable

When Ugliness Approaches you CUSTOMER COMPLAINTS

- *Adopt a “neutral” mindset (Do not immediately defend or explain)
- *Engage in Active Listening-Maintain eye contact, nod, repeat complaint for clarification
- *Ensure you Understand the Issue
- *Be Empathetic
- *Seek Resolution, look for the “Win- Win”

Even Ugliness has it's limitations

- *There are times when a customer refuses to act constructively and an alternative cannot be reached.
- *Know in advance what you will tolerate.
- *When those limits have been reached, it is time to end the interaction.
- *It is time to refer "up the chain of command"
- *Remember to document the incident and inform up the chain of command.

Inappropriate or Lack of Swimming Attire



Intoxicated Patrons



Inappropriate Public Discipline



Obscene/Profane Tattoos



Water Wings, Noodles, Alcohol, Food, etc., etc.,



Breast Feeding



Florida Statute: Public Health Chapter 383.015

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The breastfeeding of a baby is an important and basic act of nurture which must be encouraged in the interests of maternal and child health and family value, and in furtherance of this goal:

- (1) A mother may breastfeed her baby in any location, public or private, where the mother is otherwise authorized to be, irrespective of whether the nipple of the mother's breast is uncovered during or incidental to the breastfeeding.
- (2) A facility lawfully providing maternity services or newborn infant care may use the designation "baby-friendly" if it establishes a breastfeeding policy in accordance with Statute 383.016.

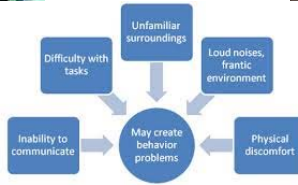
Refund Policy



Cultural Differences



Misunderstanding those who move, learn, communicate or behave differently



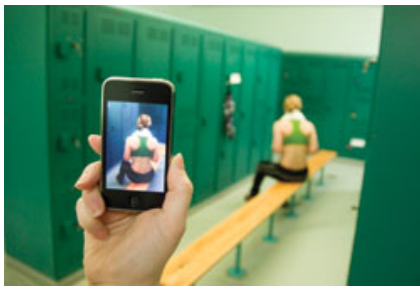
Fecal Issues



Staff Romances



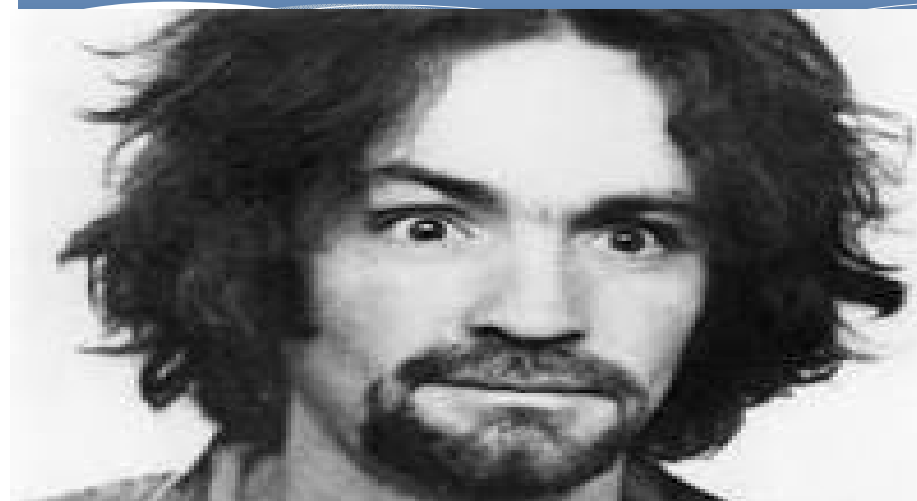
Phone Cameras in Public Places



The “Flirt”



Creepy “staring” guy



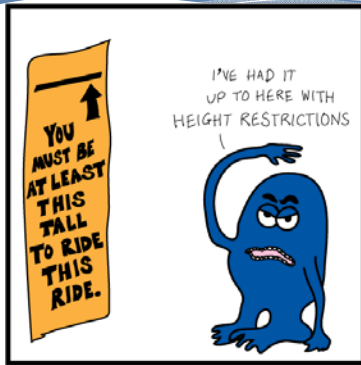
Inappropriate Public Displays of Affection



“Threatening” Situations



Unpopular Safety Restrictions



The "Entitled" Patron



We Appreciate Your Participation

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