

## RECREATION CONFERENCE – SESSION OUTLINE

# PUTTING THE “SUPER” BACK IN SUPERVISING

### SESSION DESCRIPTION (25 words):

Whether seasoned supervisors, or first-timers, we can all use a spark to launch our Leader-Level to “Super.” Get on the launch pad, ready for ignition.

### SESSION DESCRIPTION (45 words):

Whether we are seasoned supervisors, or fresh to the world of supervision, or anywhere in between, we could always use a little spark to launch our Leader-Level to “Super”. This session will put you on the launch pad, ready for ignition.

### SESSION DESCRIPTION (Full Text):

Whether we are seasoned supervisors, or fresh to the world of supervision, or anywhere in between, we could always use a little spark to launch our Leader-Level to “Super”. This session will put you on the launch pad, ready for ignition. By the end, attendees will be energized to go back and energize their own team for extraordinary results.

SESSION TARGET MARKET: Recreation Programmers, Agency Directors, Supervisors, Students

Speaker’s Name: Mark Honberger

Total Length: 1.25 hour session

SESSION LEARNING OBJECTIVES: Participants will:

- 1) Identify the differences between a Leader and a Manager, and how to apply them
- 2) Determine how to properly set Goals and Objectives, and what to do with them
- 3) Analyze how to properly coach and evaluate those who work for you

**SESSION NEEDS IDENTIFICATION:** Some folks are seasoned professionals, others are fresh to the world of supervision, and many others are somewhere in between. No matter where we find ourselves on that scale, we could always use a little spark to launch our Leader-Level to “Super”. This session will put you on the launch pad, ready for ignition. By the end, attendees will be energized to go back and energize their own team for extraordinary results.

**MARK’S EXPERIENCE PRESENTING EDUCATION SESSIONS:** Mark loves speaking with Park and Recreation Associations and sharing what he has learned from over 30 years as an entrepreneur in the profession. In the last 6 years, he has delivered over 50 Educational Sessions (plus several Keynote Addresses) for Recreation Conferences across the country. To see the full list of speaking engagements, with references, go to: <https://remarkablerecreationsolutions.com/client-list-speaking->. Additionally, Mark has conducted numerous Team Building sessions for parks and recreation agencies.

**MARK’S EXPERIENCE WITH THIS SUBJECT MATTER:** Throughout his 30+ years in the Parks and Recreation Profession, Mark Honberger has overseen dozens of staff, both full-time and part-time, as well as volunteers. Sometimes as many as 100 part-timers, with: lifeguards, afterschool programs, and large special events staff. Through the years, he has studied many methods and theories of supervising employees and has had the opportunity to put these methods and theories into practice to see what works and what doesn’t. He has even had the chance to develop a few of his own methods. As an agency director, at his last stop, he supervised 13 full-time employees, including: recreation staff, maintenance staff, finance staff, and office staff. Mark will bring his experiences to this session and share with attendees an overview of what it means: to be a leader and a manager, how to work with goals and objectives, and how to go about coaching and evaluating.

## SESSION OUTLINE

### Introduction of Speaker (2 Minutes)

### Introduction of Topic (10 Minutes)

- A) Attention Grabber: Bring out the importance of being great a leading your staff. Ask Audience to raise hand to share a reason why they think it is important to be super at supervising. Reward those who answer with a sweet treat.
- a. Employees don’t leave companies, they leave people
  - b. All staff sometimes need a nudge to get reach their full potential

- c. It is more cost effective to invest in the staff you have, than to go try to hire more
- d. Staff that like coming to work, are more likely to be productive at work

B) NEEDS IDENTIFICATION: Discuss the need for this topic and this session. (from above)

### Cover Learning Objectives (3 Minutes)

<b>PRESENTATION OF TOPIC SPECIFICS</b>
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### Define the difference between a Leader and a Manager (15 Minutes)

- A) After looking at the differences, we will show how to apply them
- B) AUDIENCE PARTICIPATION
- C) Analyze the “Nine Nodes of Leadership” concept
- D) Importance of establishing your own personal “Leadership Philosophy”
- E) 360 Degree Leadership
- F) What is this Servant Leadership thing?

### Properly setting Goals and Objectives (15 Minutes)

- A) What are Goals and Objectives?
- B) AUDIENCE PARTICIPATION
- C) How to set them for (and especially with) your staff
- D) What does it mean to allow your staff to strive to achieve them
- E) How to “inspect what you expect” - - Setting the Bar
- F) How to set SOP’s (Standard Operating Procedures)
- G) Communicating verbally (in person) & in writing

### Properly Coaching and Evaluating those that work for you (15 Minutes)

- A) Applying the principles of “Situational Supervision”
- B) Examine the “Continual Improvement Model”
- C) AUDIENCE PARTICIPATION
- D) Timing of evaluations
- E) Dealing with concerns, Don’t let it fester
- F) Using the “360-Degree Assessment” approach towards personal development

### The SUPER acronym



**QUESTION AND ANSWERS (15 Minutes)**