

RECREATION CONFERENCE – SESSION OUTLINE

Session Title:

BALANCING PARK MAINTENANCE WITH PARK USAGE

SESSION DESCRIPTION (25 words):

Maintenance wishes people stayed off the grass (Keep It Healthy); Recreation wants to put people on the grass (Use The Park). We must find Balance!

SESSION DESCRIPTION (Full Text):

Maintenance wants to keep people off the grass (keep it healthy), and recreation wants to put people on the grass (make use of the park). We must find Balance! Attendees will learn: To establish Common Goals; To reduce vandalism by creating “Community Gathering Places”; and To engage a “Customer Service Attitude” in both staffs, providing a more satisfying community experience.

SESSION TARGET MARKET: Recreation Programmers, Agency Directors, Maintenance Staff

Speaker’s Name: Mark Honberger

Total Length: 1.25 hour session

SESSION LEARNING OBJECTIVES: Participants will:

- 1) Identify how to balance both staff’s ideas for the park, by establishing Common Goals, and utilizing proper coordination, communication, teamwork, and accountability.
- 2) Learn how to reduce vandalism by creating facilities to be a “community gathering places,” with an advantageous “Participant Flow.”
- 3) Be ready to engage a “Customer Service Attitude” in both staffs, that provides the community with a much more satisfying experience.



SESSION NEEDS IDENTIFICATION: So often park maintenance staff and recreation programming staff are at odds in how they look at their agency’s parks and recreational facilities. Maintenance wants to keep people off the grass (to keep it healthy), and recreation wants to put people on the grass (to make use of the park). This workshop will cover how to get both sides on the same page, for the benefit of your facilities, your agency, and your community.

MARK’S EXPERIENCE PRESENTING EDUCATION SESSIONS: Throughout his 30+ years in the Parks and Recreation Profession, Mark Honberger has annually provided training presentations on a variety of recreation topics. He has provided training sessions for the California Park and Recreation Society (District Training Events & State Conferences), the Arizona Park and Recreation Association (State Conference 2017, 2018, 2020, 2021), the Nevada Park and Recreation Society (State Conference 2018, 2019), & the New Mexico Park and Recreation Association (State Conference 2019). Additionally, Mark has conducted numerous Team Building sessions for parks and recreation agencies.

MARK’S EXPERIENCE WITH THIS SUBJECT MATTER: Although he received his start on the recreation side of the house, throughout his 30+ years in the Parks and Recreation Profession, Mark Honberger has always had to work very closely with the maintenance side of the house. This was necessary in order to make sure that recreation events, and facility rentals, did not conflict with efforts to maintain those same facilities. This need to find a balance between Maintenance and Recreation was never more evident than when he became an agency director, where he had to oversee a contentious relationship between both sides of the house. Mark will bring his experience to this session and share the methods he found to bring both sides together, working for the same goal.

SESSION OUTLINE

Introduction of Speaker (2 Minutes)

Introduction of Topic (10 Minutes)

- A) Attention Grabber: Bring out the importance having your maintenance staff, and your recreation staff, be on the same team and working together. Ask Audience to raise hand to share a reason why they think it is important to be have a Maintenance/Recreation Balance. Reward those who answer with a sweet treat.
 - a. Our agency is more productive when we work together.
 - b. We can be more efficient and utilize less expenditures by working together.
 - c. The community will have a more rewarding experience in our facilities as a result
 - d. Vandalism can be reduced by creating “community gathering places”

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

Cover Learning Objectives (3 Minutes)

PRESENTATION OF TOPIC SPECIFICS
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Identify how to BALANCE both staff's ideas for the park (15 Min)

(LEARNING OBJECTIVE #1)

- A) What does Balance look like
- B) What is Perspective (putting yourself in their shoes)
- C) Getting on the same page
- D) Common Goals (Big Picture balanced with The Details)
- E) Proper coordination, communication, teamwork, and accountability
 - a. Biggest problem is lack of communication
 - b. We all have a common goal
 - c. Meet regularly (perhaps at a park instead of at a table)
 - d. Find occasions to Do things together
 - e. Perhaps offer a day-in the life of
 - f. Show how the maintenance job impacts the goal
 - g. Show how the programmer job impacts the goal

Creating Parks to be "Community Gathering Places" (15 Min)

(LEARNING OBJECTIVE #2)

- A) What does being a "Community Gathering Place" mean
- B) Why is it important
- C) AUDIENCE PARTICIPATION
- D) How this will Reduce Vandalism
- E) how to create an advantageous "Participant Flow" through the park
- F) how to create "Multi-Use" Facilities

Engaging a "Customer Service Attitude" in both staffs (15 Minutes)

(LEARNING OBJECTIVE #3)

- A) What is a "Customer Service Attitude" Really?
 - a. Bad engagement gets told to 22 people on average, Good is expected
- B) Ways to engage the community citizens that come to your park
- C) How to get your job done, if you must spend time talking with citizens
- D) Is the "customer always right"? What if they are wrong?
- E) The value of your community's citizens, to your park, to your agency, to your community

QUESTION AND ANSWERS (15 Minutes)

