

Conference Schedule
*Schedule subject to change.

** Sessions will take place in the Haynes Hall*

Monday, September 30

8:30 AM–9:00 AM Registration & Continental Breakfast

Building Accountability in Your Gen Z Team | [Kirsten Barnes](#)

In a perfect world, we would have more qualified applicants than openings, we would deny time off requests if we needed coverage, and we would never have a conversation with a Lifeguard's parent! In many places, a shortage of qualified guards coupled with the unique work ethic of Gen Z has challenged the way many Aquatics professionals recruit, train, and manage their guards. Join me as we discuss how to successfully navigate this new workforce.

9:00 AM–10:30 AM

At the end of this session, participants will be able to:

- Differentiate Gen Z and understand the key influences / attributes of this generation and how to manage Gen Z accountability in the workplace.
- Identify opportunities to make changes to standing policies or guidelines that can appeal to Gen Z while maintaining a focus on safety.
- Identify at least three (3) practical things you can immediately implement to improve performance and team member experience.

10:30 AM–10:45 AM

Break/Networking

Supercharge Your Team: 50 Ways to Show Them Love | [Kirsten Barnes](#)

Recent studies show that our teams WANT to be appreciated, and appreciation and recognition are major drivers of job satisfaction and happiness. And we all know that happy team members make happy customers! In this fast-paced session, discuss how to engage your team in your culture, identify low-cost and no-cost "perks" you can use for your team, and walk away with a laundry list of fun and memorable ways to say "thank you"!

10:45 AM-12:30 PM

At the end of this session, participant will be able to:

- Understand why employee recognition is imperative to creating a successful business.
- Discuss ways to keep your employees engaged in your business and low-or no-cost perks.
- Define at least 25 easy and memorable ways to say "thank you" to your team.

12:30 PM–1:30 PM

Lunch (provided) & Networking

Thriving Through Failure | [Kirsten Barnes](#)

The road to greatness can be bumpy, and how we respond is critical to our outlook and even our future success! Using stories of corporate failure, the mistakes of your peers, and even my own personal "oops" moments, understand how facing your failures and creating an environment where your team can learn and grow from theirs will make your business stronger! Discuss common pitfalls, share your own stories, and laugh a little along the way!

1:30 PM–2:45 PM

At the end of this session, participants will be able to:

- Identify common reasons professionals make mistakes and how those mistakes can have a long lasting impact on your programs and career.
- Discuss how to rebound in the aftermath of your own professional misstep and how to apply lessons learned.
- Understand how to coach your team through their professional failures

2:45 PM–3:00 PM

Networking/Break

3:00 PM–4:15 PM

American Red Cross Updates & Network Meeting

4:15 PM

Adjourn

Tuesday, October 1

8:30 AM–9:00 AM Registration

Supervising in the New Era | [Cory Hilderbrand](#)

This session will focus on leading our next generation of workers. We'll explore some of the contributing factors to shifts in work performance, work/life balance, and personal behaviors. Additionally, we'll discuss ways to get the most out of your team through better communication, training, staff recognition, and team building. This session will also explore using some of the leadership lessons of the television hit show, Ted Lasso.

10:30 AM–10:45 AM

Networking/Break

HR Lessons from an Aquatics Professional | [Cory Hildebrand](#)

During this session, participants will be led through an active discussion of HR issues specific to Aquatics. We'll explore some past lessons learned dealing with staff issues ranging from dating, harassment, insubordination, and complaints.

12:30 PM–1:30 PM

Lunch (provided) & Networking

100 Maintenance Tips in 60 minutes | [Chris Klotz](#)

The plan for this presentation is to go through 100 quick but useful maintenance tips that are typically outside the scope of an AFO or CPO course and also answer questions from the attendees.

1:30 PM–2:45 PM

Learning Objectives:

- Learn a few maintenance tips that are good to know but are also less common knowledge
- Get any questions about pool maintenance answered by the presenter or via a discussion with the attendees

2:45 PM–3:00 PM

Networking/Break

Aquatic ID: A Recognizable Water Safety Certification Standard for Pool and Open Water Safety | Hybrid (In-water optional; bring your swimsuit),| [Kevin McCarthy](#)

There are countless styles and brands of swim lessons, water safety standards, and lifeguard certifications. Come and learn about "Aquatic-ID", the standard that is clear, concise, and practical for students, parents, coaches, facilities, and administrators. What is your Aquatic ID? Come and see for yourself!

3:00 PM–4:15 PM

Learning Objectives (if it's eligible for CEUs)

The 3 measures of Aquatic-ID (The R.E.D. Standards of Measure):

- Response – Curriculum of Water Science & Safety plus online testing at each of 5 levels of performance
- Endurance – Official Timed Aquatic Endurance Standard in Overhead Water at each of 5 Levels of Performance
- Distance – Official Measured Distance Standard of Travel in Overhead Water at each of the 5 Levels of Performance

4:15 PM

Adjourn