

Am I an Effective Parks and Recreation Professional

2023 Ohio Parks and Recreation
Annual Conference

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Session Objectives

- Review and internalize personal effectiveness in the workplace as it relates to individuals
- Develop plan to maintain effectiveness for goal obtainment
- Implement various techniques to enable effectiveness



Let's Get Started!!!!

What does it mean to be professional?



Let's Get Started!!!!

Is being a professional different from being an effective parks and recreation professional?



Let's Get Started!!!!

*Why are you being challenged
to becoming more effective?*



Personal Effectiveness Defined

Making the most of all personal resources at our disposal- talents, energy, and time relative to what is most important .

Agree or disagree?



Effective Professional Defined

Effective parks and recreation professional (defined)- *an individual who understands and is committed to their community, who works to develop the organization, while balancing their development and needs.*



Agree or disagree?

Effective Professional Defined

Goals of Personal Effectiveness

- Community meeting its potential
- Work/task completed
- Creating a sphere of influence
- Professional growth
- Career advancement



Effective Professional Defined

Challenges to Personal Effectiveness

- Self discipline
- Will power
- Procrastination
- Time management
- Strategic mindset



Community

To be effective you need to
understand your community

Agree or disagree?



Community

How do you go about understanding your community?



Community

Formal Understanding

- SWOT
- Program Needs Assessment
- Master Plan
- Site Plan
- Strategic Plan



What is more valuable than the formal understanding?

Community

Are there other ways of getting to know your community?



How do we go about getting to know our community informally?

Community

Visibility

- Community programs and events
- Attend Community/HOA/POA meetings
- Live in the community you work
- Attend HS games
- Other?



What is the number one way to be visible

Community

Be a park or recreation
center user



Community

Accessibility

- Text Messages
- Phone calls
- Emails
- Facebook groups
- Social Media
- Take the meeting



Key issue- response time and boundary setting

Community

*We do not want
residents/customers to feel
like this*



Community

Intentionality- 100 cups of coffee

- Informal setting
- Meet with community leaders (School district, non profits, leagues, faith leaders, advocates/ antagonist
- Get to know their challenges, ideas and opportunities



Community

When we do the formal and informal understanding what is the outcome?



Community

- Understand the community/need
- Recognized as “a/the” leader
- Gain trust
- Connect the dots
- Build relationships-
 - Long term
 - Sometimes you will need to say no



Organization

How does “develop the organization” translate to personal effectiveness?



Organization

Staff development affords the "leader" the ability to focus on larger/strategic issues?

Agree or disagree?



Organization

The most strategic way to increase **PERSONAL** effectiveness is to improve **EMPLOYEE** effectiveness



Organization

Employee development areas/needs

- Resident/customer focused
- Problem solving
- Critical Thinking
- Team Focused
- Accountable
- Flexible
- Creative
- Sense of urgency



How to we understand where we are?

Organization

Understand where you are and where you want to go with your staff

Position	Director					Sr. Manager					Village Supervisor					Specialist					Monitor				
	1= Not applicable, 2- Beginner, 3-Intermediate, 4-Advanced, 5= Expert																								
Competency Area	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Leadership																									
Direction Setting																									
Effective Communication																									
Role Modeling																									
Team Building																									
Conflict Management																									
Customer Service Skills																									
Customer Orientation																									
Problem Solving																									
Active Listening																									
Empathy																									
Technical Skills																									
Ability to read a plan																									
Understanding of Covenants																									
Understanding of Standards																									
Understanding of Neighborhood Criteria																									
Understanding of Violation Process																									
Effective meeting management																									
Communication																									
Customer Communication																									
Technical Writing																									
Verbal																									
In Person Presentation																									
Behavioral Skills																									
Time Management																									
Leadership of Others																									
Ability to Train Others																									
Decision Making																									
Ability to Multi Task																									
Computer Skills																									
Excel																									
Power Point																									
Word																									
Outlook																									
Analytical Skills																									
Political Acumen																									
Strategic Analysis																									
Continuous Improvement																									

Organization

Employee development areas/needs

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- Accountable
- Flexible
- Creative
- Sense of urgency



How to we understand where we are?

Organization

To do this we need to provide hands on relevant “practice” in the working environment?

How do we do this?



Organization

- Invite to significant meetings
- Invite to present (Board/Council)
- Stretch assignments
- Cross Train
- Job Shadow
- Delegate
- Mentor
- Other



Hint: Allow/expect failure

Organization

Failure is part of the development process for the staff member and you as the individual to become effective



Organization

When we increase the effectiveness of our staff
what is the outcome????



Organization


- Agency commitment
- Retention of staff
- Feeling of importance
- Higher service levels
- Not in the weeds
- Ability of have time
- ????



Remember- retention is not all about salary

Organization

Remember.....



It takes time to save time.

Joseph Hooton Taylor, Jr.

Individual

As an individual – how can we improve our personal effectiveness?



Individual

Tactical (short term)

- Constant evaluation and evolution (*self* and program)
- Exposure self to new methods/approaches
- Read/monitor the profession
- Monitor the community
- Active listening



Individual

Strategic (long term/personal culture)

- Positive mental attitude
- Sense of urgency
- High Expectations
- Focus and Commitment
- Problem solving is nonlinear
- Identify win-win solutions



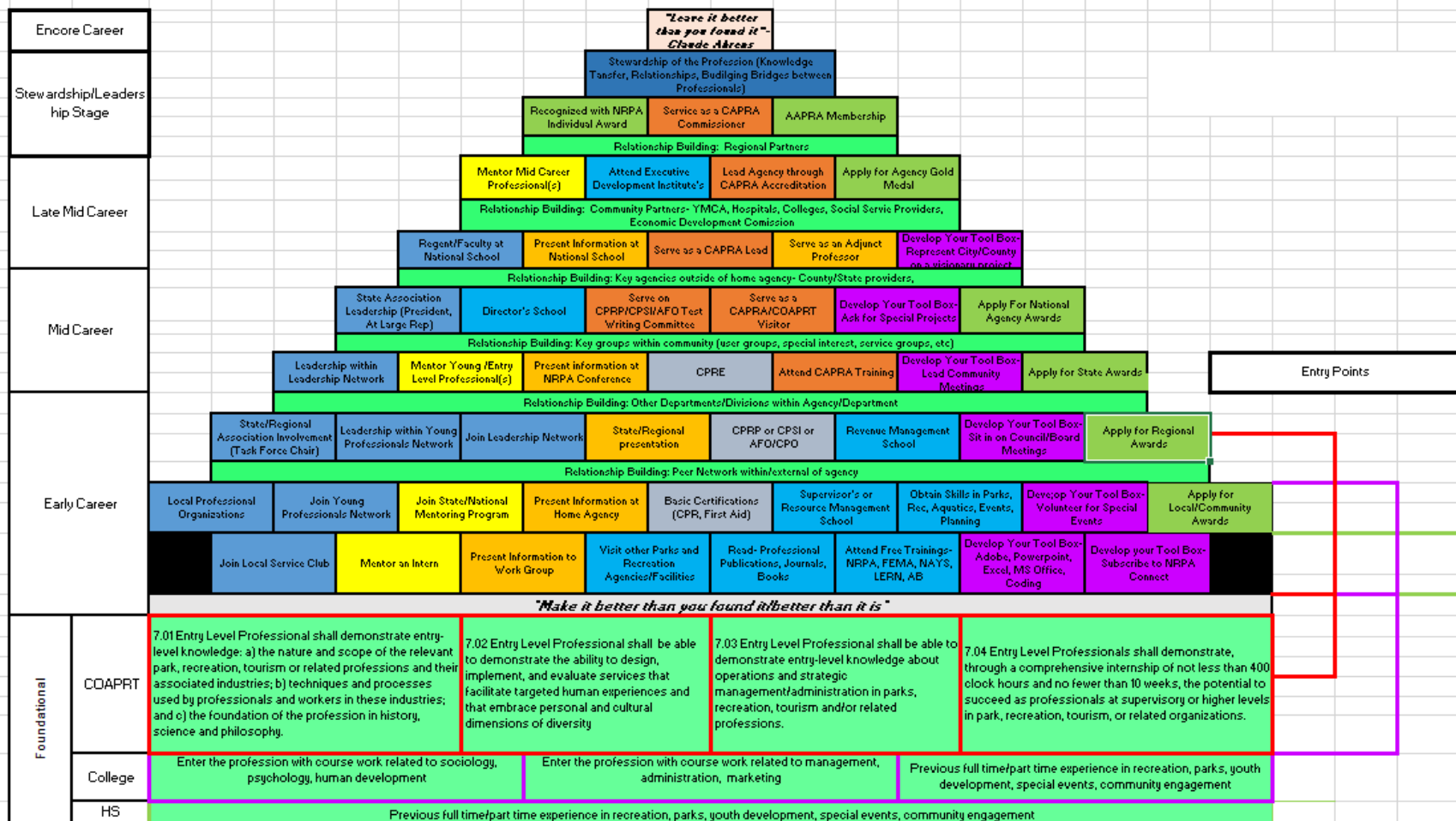
Individual

What is the most effective way to improve your professional effectiveness?



Professional Development Road Map

Purpose or Road Map: Provide an illustration to assist Parks and Recreation Professionals in their growth and development



Individual

Continuous Improvement

- Awards
- Instruction
- Certifications
- Association Leadership

Continuous Improvement

- Mentoring
- Education
- Certifications/
Accreditation
- Develop Tool Box

Road map is rooted in Relationship Building

Balancing Everything

So Chris.....this is a heavy lift.

What are some tips and tricks people have used to "balance everything"



Balancing Everything

Multi tasking is a myth

“Neurologically impossible to pay attention to two cognitively demanding things at once” (Hallowell, Driven to Distraction at Work: How to focus and be more proactive)



Balancing Everything

- *Start the day with easy tasks*
- *Manage distractions-
Email/text/Facebook/teams
notifications*
- *Delete emails*
- *Close door*
- *Other?*



Balancing Everything

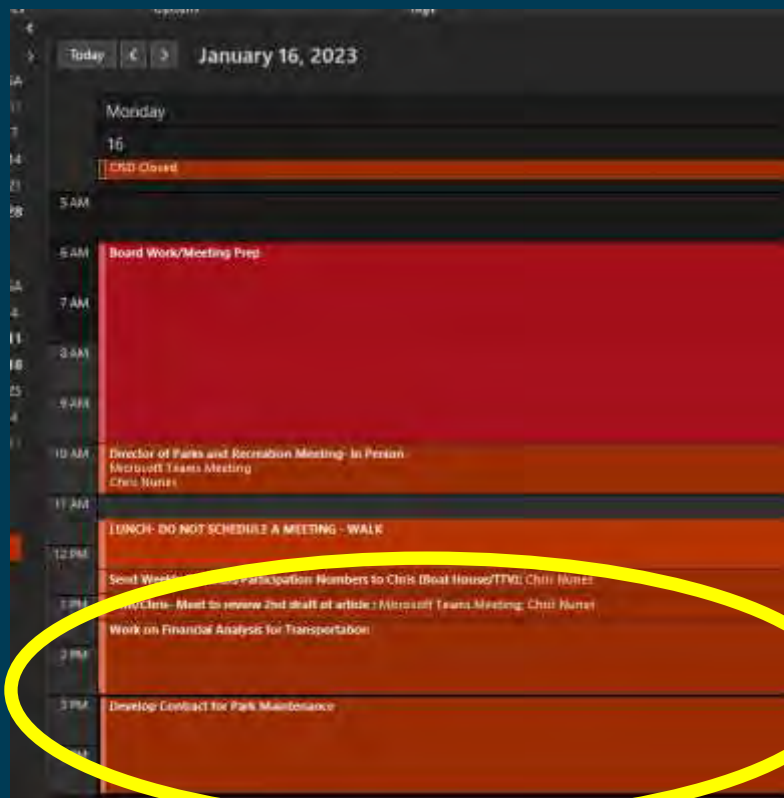
"Bunch" scut work

- *PO' review*
- *Invoices*
- *Time cards*
- *Contract review*
- *Other?*



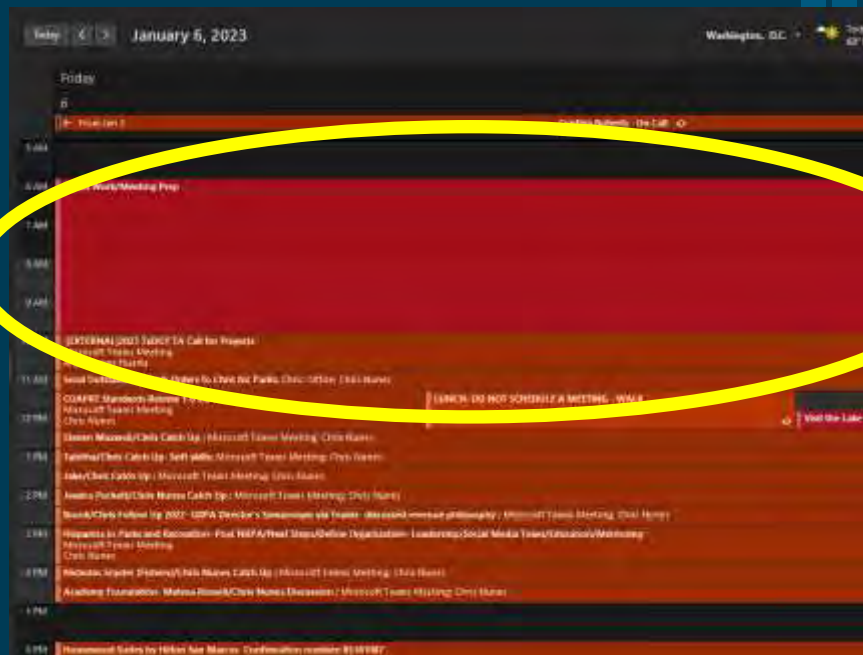
Balancing Everything

Schedule time to “work”



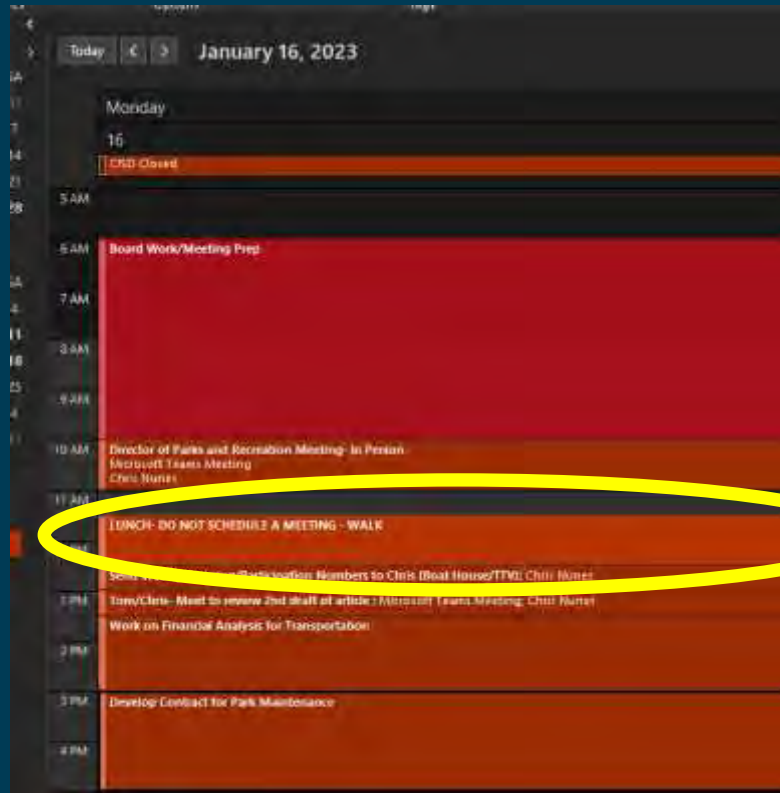
Balancing Everything

Schedule no meeting times



Balancing Everything

Schedule time for lunch









Project plan

Demo environment

[Main table](#) [Dashboards](#) [Views](#) [Integrations](#) [Automations](#) [Invite](#) [Notifications](#)

January planning

Item	Owner	Status	Deadline	Priority	Timeline
[Example] Redesign landing page	 	Done	 Nov 30, 2022	High	Nov 24, '22 - Dec 5, '22
[Example] Prep new event sign		Stuck	 Jan 29	Medium	Nov 26, '22 - Dec 11, '22
Write task here					
+ Add Item					

Start by adding an item

Next steps

Item	Owner	Status	Deadline	Priority	Timeline
------	-------	--------	----------	----------	----------

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Get Started →

Balancing Everything

Schedule time for lunch



Balancing Everything

*Prioritize on a weekly,
daily, hourly basis*



Balancing Everything

The 4 Ds of Time Management

Category	Action	Examples
Do	Work on tasks that only take a few minutes to complete. Quickly accomplishing a series of smaller tasks builds momentum for working on larger projects.	<ul style="list-style-type: none">• Answering an email• Returning a phone call• Printing a report
Defer (Delay)	Temporarily pause a task that doesn't need to be handled right away, and schedule when you have the availability.	<ul style="list-style-type: none">• New request from a colleague• New project idea
Delegate	Reassign an essential task to someone else.	<ul style="list-style-type: none">• Weigh tasks that benefit from your specific expertise vs. those tasks that deliver the same outcome regardless of who is doing it
Delete (Drop)	Remove unnecessary tasks from your schedule and move on.	<ul style="list-style-type: none">• Unproductive meetings• Unnecessary email

Balancing Everything

What do these tips/tricks allow

- Manage unforeseen issues (Board, resident staff)
- Think strategically/long term
- Impact your community
- Time for yourself/family/work life balance



Homework

What are you going to do to become more personally effective??



Final Thought

*At the end of the day
it is about juggling
1000 plates and
making sure you
drop as few as
possible*



Thank you!!!!

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