

Decoding Guest Behavior Interactive Online Clinic Outline

Discipline: Adaptive

Duration: 2.5 Hours Session for 3 CEU's. Attendees must be present and display active participation to receive credit for the session.

Setting: Online

Course Description:

Guests of all ages have needs that may be communicated through their behavior. This interactive online session serves as a base for any instructor seeking information on understanding and addressing guest and instructor behavior in snowsports lessons. The clinic offers insights and tools that can make some of the most challenging lessons the most uplifting lessons. This course is helpful for any sports instructor and especially those preparing for Adaptive lessons and/or Adaptive certification.

Prerequisites Courses:

- None, however teaching experience is helpful.

Knowledge and Experience Expectations:

- Bring examples of challenging behaviors that have occurred in your lessons.

Course Objectives:

By the end of this clinic, successful participants will be able to:

- Recognize the needs your guests may be communicating through their behavior
- Decode guests' behavior using the ABC model
- Implement strategies to address guests' needs and create an optimal learning environment

Potential Learning Outcomes:

- Whole group discussion
- Sharing experiences with behavior challenges by guests
- Application of behavior model to challenge examples
- Small group discussion and solution creation activities

Materials Needed:

- Access to Zoom online platform

- Computer
- Many mobile devices do not allow for full participation in online meetings. It is strongly recommended that you use a computer with working video, speaker, and microphone capabilities to connect to the meeting via the internet. If your computer does not have speaker and microphone capabilities, you may use a phone for the audio portion of the webinar.