

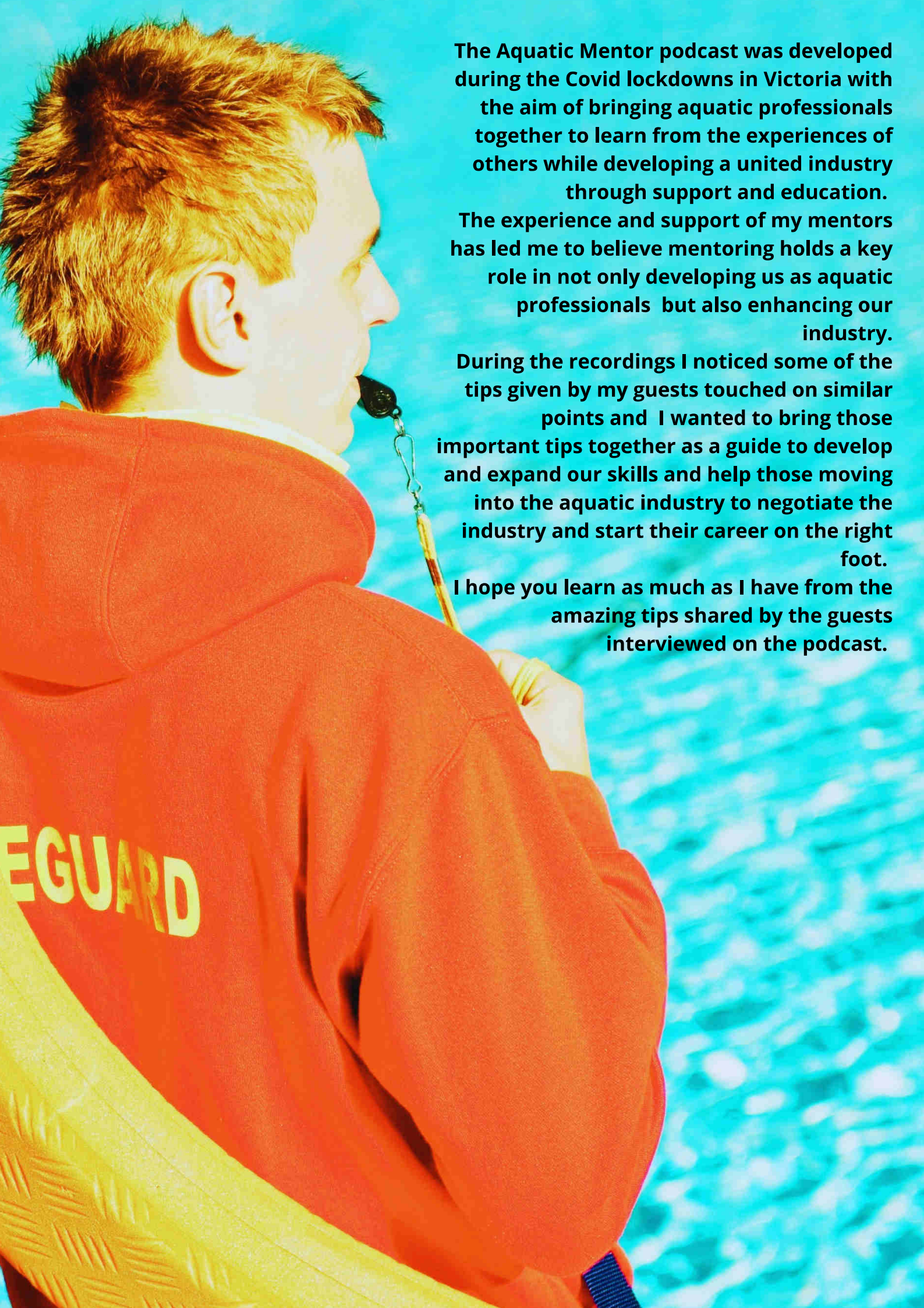
# **Season 1**

# **Top 10 Tips for Aquatic Professionals**

**2021 ASCTA Swim  
Australia  
Innovation Award  
Winner**



**AQUATIC  
MENTORS**



**The Aquatic Mentor podcast was developed during the Covid lockdowns in Victoria with the aim of bringing aquatic professionals together to learn from the experiences of others while developing a united industry through support and education.**

**The experience and support of my mentors has led me to believe mentoring holds a key role in not only developing us as aquatic professionals but also enhancing our industry.**

**During the recordings I noticed some of the tips given by my guests touched on similar points and I wanted to bring those important tips together as a guide to develop and expand our skills and help those moving into the aquatic industry to negotiate the industry and start their career on the right foot.**

**I hope you learn as much as I have from the amazing tips shared by the guests interviewed on the podcast.**

# Never Stop Learning

Once we complete our training in our chosen aquatics field is that the end of your training? No, its not.

In the aquatic industry we must keep up to date with a lot of new information and procedures. We are lucky to have many great opportunities to learn and develop new skills in our own industry and we can also take advantage of cross industry training to enhance our services. By keeping your mind fresh and open to new opportunities of learning we can continue to develop the aquatic industry and produce a better product.

We can learn from our past and use that knowledge to invest in our future, when we invest in our future we are moving forward, building a vibrant career.

Learning on the job is a big part of the aquatic industry. We can't know everything straight away, we need the experiences to learn from. This is emphasized in industry training courses when it's expected that new aquatic professionals will complete shadow hours with qualified professionals.

So, how do you learn best? Have you ever sat in courses or conferences and zoned out because the information wasn't relevant, or the presenter wasn't engaging? I know I sure have. We need to know how we learn best and where possible choose learning opportunities which cater for our preferred learning style.

Humans have 4 main learning styles which help us absorb and retain information. These include:

Visual - retaining information through sight. Eg. pictures, colours



Auditory - retaining information through hearing. Eg. Instructions, songs



Kinesthetic - retaining information through touch. Eg. Feel, play



Auditory Digital - retaining information through facts and figures. Eg. Details, specifics



**The more that you read, the more things you will know. The more that you learn the more place's you'll go - Dr Seuss**





## Promote The Industry

**There is so much we can do as individuals to promote the aquatic industry in Australia. We can begin by making aquatics appealing. How do you interact with your swimmers and families? Do you share the best bits of your job? Do you tell your friends about your role? Do you encourage people you know to get involved in the industry?**

**We can make our industry attainable to others.**

**Take the time to educate families involved with your swim school about swimming and water safety. Share how learning to swim grows the confidence of children in not only their aquatic abilities but also in life outside of the water.**

**Having water safety skills helps our clients be safer while participating in other aquatic activities. Do you take part in other aquatic activities where you can share the water safety information? Are there other aquatic clubs around your facility with which your staff can share the water safety message?**

**Our industry is focused around helping the public develop a love for the water and what better way to promote the industry then your facilities swimmers enjoying the activities and telling all their friends? Word of mouth can make a big difference to our business and although we are not going to keep everyone happy, we can do our bit to engage the clients we have and help them become the spokes people for the industry.**

**A group becomes a team when each member is sure enough of themselves and their contribution to praise the skills of others - Norman Shidle**

# Be Patient

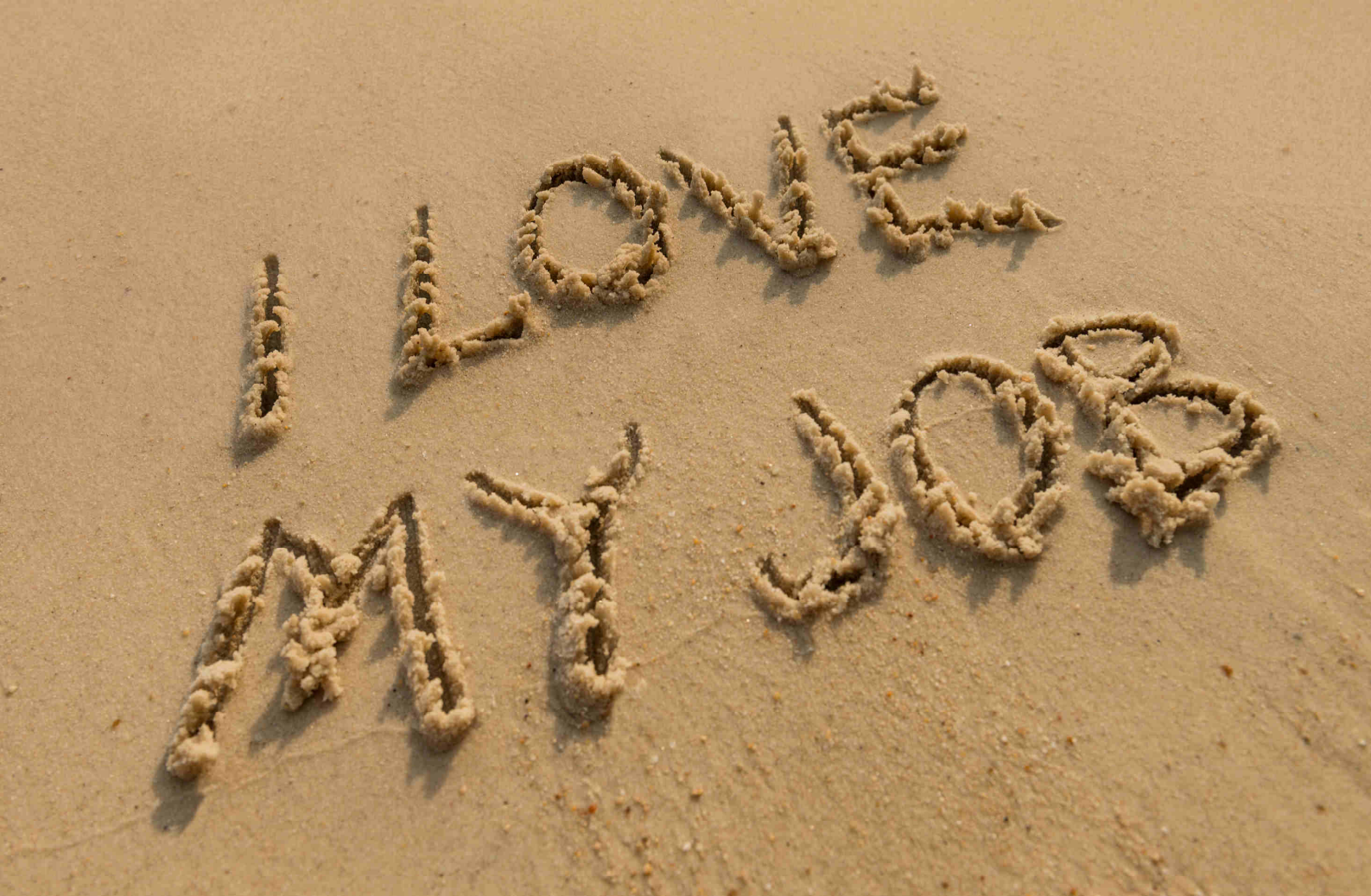
**Your swimmers and colleagues deserve your patience. Swimming skills are not skills you can rush so take the time to help them advance a little more each week. By rushing and pushing a swimmer we can scare them away so take the time to engage with them and share your passion for the industry. Remove the pressure from the environment and praise the hard work and effort a swimmer or colleague puts in before praising the outcome.**

**When coming into the aquatic industry you are not expected to know everything straight away and by rushing you may miss the most important lessons. Be patient and grow your knowledge and skills over time and use all the resources available to you. We all get sweeter with age!**

**This is lesson I have had to learn many times throughout my career.**

**Our patience will achieve more than our force - Edmund Burke**





## Love Your Job

**We are lucky in the aquatic industry that we work in an extremely rewarding environment. We get to share the highlights of our swimmers and colleagues whether they are small or large achievements and see the difference it makes to their confidence.**

**To spend so much time around the water you need to enjoy your work and if you love your work, you will share your passion with those that you interact with. As the saying goes, if you love your job your never work a day in our life!**

**Enjoy the little wins that move you forward on your journey and celebrate the successes and the stepping stones you overcome to get there.**

**Again, word of mouth play a big role in building an amazing industry and encouraging more clients and staff so share your love for the industry and your work. The more people we tell, the more people we encourage to jump in the water with us.**

**The only way to do great work is to love what you do - Steve Jobs**

# Give Back to the Industry

There are so many wise souls in our industry and with the current shortages of staff we need to make it easier for our current staff to give back to new staff members.

How can you give back to others in the industry and help the next generation? Let us start with mentoring. Several facilities have mentoring programs set up where their staff can mentor and guide another staff member. This is a great service to offer as your staff will be able to make connections with each other and have someone to share the highs and lows of the job with. Caution needs to be taken that the right pairing is made and both mentor and mentee are happy with the match.

Another simple way to give back is to lend a helping hand when ever you can. It may be setting up another swim teachers' equipment before their shift or jumping behind the front desk to help the front of office staff during a busy time. Every little bit helps.

By setting a good example we can be role models for not only other staff and swimmers but also the parents using your facility. We know people learn through observation so stand up and show them how to be the best person they can.

Pay it forward has become a big phenomenon for all the right reasons, and we can pay the kindness forward as well. If someone helps you or shares a kind gesture pay it forward to someone else and remind them to continue the cycle by paying it forward to someone else.

During the natural disasters and epidemic, we have endured across Australia in recent years we have seen many people in the industry take on new roles by necessity or by choice. These people have used their aquatic training to help others in the industry and their local communities. Whether it be fighting fires on the front lines of bushfires, opening and operating aid centres where the community residents could come for shelter and protection or figuring out new ways to support the industry during a country wide lockdown these staff made a big difference in the lives of many.

We need to remember that everyone in the aquatic industry is important. We all have our role to play, and that role keeps the cogs turning and our industry growing.

**It is literally true that you can succeed best and quickest by helping other to succeed - Napoleon Hill**





## Have Fun

**We can all have fun in our roles and the most important part of having fun is to share it with the swimmers. Bring magic to their day and make them smile and laugh.**

**Swim teachers can spread the joy directly to the swimmers by making lessons engaging and fun and if you are not a swim teacher you can still share the fun. A simple smile makes a big difference in someone's day. You can also make a customer experience in your facility fun and relaxed. Offering a relaxed atmosphere makes the experience of using your facility more enjoyable for your clients.**

**Is your facility looking sterile? Could you introduce some colour using pictures, stickers, or signs? I love visiting facilities who have pictures on their walls and it's a great way to display your class levels or latest information about the facility.**

**You don't stop having fun when you get old. You get old when you stop having fun - Ritu Ghatourey**



# Network

Networking is a must do for everyone. It may not be your cup of tea but it is a necessity if you want to extend your knowledge. Take the time to build relationships and connections with your network. The people in your network will be able to link you with potential clients or new roles of employment. They may also become close friends like several of my mentors have.

Attend industry conferences and PD days where you can connect with new people and introduce who you are and what you do. Remember to ask them who they are and what they do and show interest. Attending in person events may be costly for you so remember to factor it into your yearly budget and look for grants or scholarships offered by the industry or other resources to help you cover the costs.

Joining groups on social media is also a great way to share and gain knowledge. These groups can help you connect with people across the world. Connecting and sharing ideas with those in other countries is a great way to build a more supportive and productive industry worldwide. Share your experiences and ask others to share theirs. The Aquatic Mentor Podcast is a prime example of this, and I have personally learnt a huge amount from interviewing my guests.

Connect with people from other services which can help you and your work like physio, personal trainers, health food/product suppliers. As a business you can recommend these external services to your clients. It is a great idea to work with these service providers and arrange deals for your clients and keep in mind how you can help them generate more business.

Networks have a great way of confirming if you are on the right track and they become your biggest supporters. I know when I share my ideas with my network, they give me amazing feedback. Making your network as diverse as possible helps this by helping you see the impact of your ideas from several different points of view.

**Networking is not just about collecting contacts. Networking is about planting relations - Mishaat**





## Get to Know Your Swimmers

**Take the time to find what makes your swimmers tick. What are their goals and why are they at your facility? Can you help them achieve their goals?**

**Develop a relationship with your swimmers and clients and help them have the best experience while they are at your facility. Share and celebrate their successes and support them through the low times.**

**Simple efforts like remembering a special event coming up in their lives or a comment they shared from the week before. When they come back from holiday ask them how it was and if they have any photos. Offer them a special deal for their birthday or for a certain number of visits. Make their experience personal and help them to feel like you are there to serve them and they are your number 1 client.**

**Know what they enjoy, promote their strengths, and give them the best experience they can have while at your facility. The more they enjoy their experience at your facility the more likely they are to share the news with their friends and become a regular visitor to your facility.**

**People are like Oreos. The good stuff is on the inside - Unknown**

# Find Your Niche

**Do you have a special interest in your industry?**

**Spend the time to research your niche or special interest in the industry.**

**How can you build your niche into your current job more often?**

**Working on a topic or task that excites, will make your day more enjoyable.**

**Does your facility offer a niche service or is there a niche you can tap into?**

**Is there a service your local community needs which you can align with?**

**Expand your services to offer a niche service which is not offered locally by another provider. Tap into other local businesses to create products which cater for your clients' specific needs.**

**The Alpha Swim School in outback Queensland does this well by connecting with local government and businesses to gain funding for a free 8-week Summer only swimming program where they include training programs for CPR and First Aid. This amazing program not only helps the community stay safe around the water but trains them how to deal with emergencies in everyday life. It is also a great time for the local families to connect with each other and it became a valuable service for those farming families dealing with drought and isolation.**

**You are confined only by the walls you build yourself - find your passion,  
follow your niche - Nicholas Flanders**





## Aquatics is Evolving

**As in all industries technology is now playing a big role. As technology evolves so does aquatics. There is always something new around the corner and as an industry we need to be taking advantage of these technological advances.**

**New ideas, new equipment, and new techniques arrive every year, but a common theme came up during interviews that not all new ideas are new. Just because they seem new others may have followed the same theory before. Take the time to research this new idea and connect with those in your networks for their thoughts.**

**Do you have an idea which could enhance your job or the aquatics industry in general? Take the plunge and give it a go. See what you can put together and even run a small experiment to test your idea or product. Remember to always keep your participants safe. During the lockdown, several new technologies were introduced to better our world and they continue to make a difference now. How can you adapt these technologies into the everyday running of your facility and how can they benefit your clients and business? When trying new technologies remember to make sure your clients and staff are always safe whether it be physically, mentally, or electronically.**

**Changing behaviours begins with evolving beliefs - Monica Lewinsky**

**These amazing top 10 tips were brought together from the experience's and journey's our guest shared in the aquatic industry. All of our guests share a love for the industry and a passion to make it better.**

**Our season 1 guests include:**

**Episode 1 - Lisa Rolls**

**Episode 2 & 3 - Jacqueline Wong**

**Episode 4 - Sally McKittrick**

**Episode 5 - Brendon Ward**

**Episode 6 - Gary Toner**

**Episode 7 - Haydn Belshaw**

**Episode 8 - Julie-ann James**

**Episode 9 - Simon Watkins**

**Episode 10 - Sam Kane**

**Episode 11 - Eric Du**

**Episode 12 - Carol Fox**

**Episode 13 - Kristy Manton**

**Episode 14 - Michael de Souza**

**Episode 15 - Tori de Almedia**

**Episode 16 - Danielle Taylor**

**Episode 17 - Taya Phillips and Kathy Parton**

**Episode 18 - Kelly Perkins**

**Episode 19 - Emma Lawrence**

**Episode 20 - Amanda Maher**

**Episode 21 - Ross Gage**

**Episode 22 - Jason Hellwig**

**Episode 23 - Fiona Stewart**

**Episode 24 - Joanne Love**

**Episode 25 - Debby Tattolli**

**Episode 26 - Rohan Taylor**

**Episode 27 - Lane Harrison**

**Episode 28 - Ian Pope**

**Episode 29 - Peter Tonkin**

**Episode 30 - Tanya Allan**

**Episode 31 - Paul Fernee**

**Episode 32 - Nancy and Tony Shaw**

**Thank you to our wonderful podcast guests!**





**The Aquatic Mentors podcast is moving into it's second season this Winter and we would love to share your journey in aquatics.**

**Contact Katrina van Eyk -  
regionalswimclinics@outlook.com to arrange an  
interview.**

**For more information on the podcast and Katrina's  
training programs visit our website's:**

**[www.aquaticmentors.com.au](http://www.aquaticmentors.com.au)  
[www.regionalswimclinics.com.au](http://www.regionalswimclinics.com.au)**

**Check out our Facebook and LinkedIn pages for more  
helpful tips.**



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