



Supporting CommUnity

Customized Training for your Organization

Lori A. Hoffner
Supporting Community, Inc.

Speaker • Trainer • Consultant
Lori@SupportingCommunity.com
720-353-2863
www.SupportingCommUnity.com

Is it time to reenergize your organization, staff and programs? Want to get all staff connected and take them to the next level? Lori is who you need! Lori has the tools and experience to help elevate your organization and motivate your employees to be the best that they can be as well as helping you create a positive and cohesive internal atmosphere. Lori wants to share that knowledge with you!

Here's what Lori will bring for you:

- Customized Programs – Lori's programs can be customized to address your specific needs.
- Flexibility – Lori's programs can be adjusted in length to fit your needs.
- Creativity – Lori's fun, interactive programs will, inspire and motivate everyone in your audience and help them remember "why they do what they do!"

Lori's programs can be presented in a 3-4 hour workshop format or shortened to fit in a 1.25 hour time slot. They are appropriate for in-house staff training or public programs where you invite attendees to pay a registration. Below is a list of keynote address as well as programs:

Keynotes

“The Johnny Apple-seeds of Our Time;” Planting the Seeds of Support

We all plant seeds; seeds of creativity, inspiration, leadership and support. Sometimes we receive the perfect conditions for our seeds to grow, other times there is just too much fertilizer, and things burn up. Whether or not we get to stick around and enjoy the ‘fruit’ of our labor or move on to sow seeds elsewhere, it’s important that our work is recognized. Join Lori in this humorous and insightful approach as we look at the reasons we “do what we do” and how to sow the seeds of support through our stories of success.

(Keynote or Workshop)

“Recovery after Columbine”; a Community Response

“This is a marathon, not a sprint.” Any community that has faced a traumatic event, be it natural disaster or man-made, understands that phrase. Following the tragic shootings at Columbine High School, not only did we quickly learn the meaning of that phrase, it was also important for every person, agency, faith organization and community entities to recognize their strengths and share those in order for healing and recovery to take place.

Additionally, there is personal capacity building that can take place with a community’s support and intentional practices. Lori will share how the tragic events of April 20, 1999 forced everyone to dig deep and recognize what can be done...together.

(High School or Middle School Assembly Keynote)

“Remember Who You Are”; Understanding the Power You Have to Make a Difference

The choices that you make, the activities that you engage in tells everyone around you what you believe about yourself. The question is, does it really reflect “who you are”? No matter what struggles you have in your life, you have the power to make a difference... in your life and in the life of others around you. The challenge to you is, will you do it?

Staff Development

Moving into the Future: the Power of Transformational Leadership

Do you know the difference between transactional leadership and transformational leadership and why it makes a difference in EVERY industry? As the saying goes; “the only constant is change,” and if it’s important for you and your organization to move into the future with positive growth and a thriving staff, you will want to understand how to support this change. This includes appreciating leaders with strength of vision and personality who can inspire followers to change expectations, perceptions, and motivations to work towards common goals. Additionally, that change happens when there is an increase in the leader’s expectation of the follower’s performance which will result in overall increased performance.

The Power of an Entrepreneurial Mindset; Why You Do What You Do!

What was your path into the parks and recreation field? Was it a chosen profession or did the profession choose you? The question is; do your actions, your leadership and your agency reflect “who you are”? No matter what struggles you have in your industry, you have the power to make a difference... in your life and in the life of those that you serve. How you do that will be the challenge. The choices that you make, the activities that you engage in and your leadership style tells everyone around you what you believe about yourself and your role as a parks and recreation professional.

The Mission of Your Work and the Power of Your Story

If you’re a non-profit, a government agency or any organization that depends on the support of the community for your success you understand the importance of establishing and maintaining a positive relationship of trust. Gaining that trust comes not only from the work that you do but also from the story you tell about the mission and goal of your organization. The stories about the mission of your work ignites the passion of stakeholders and champions of your organization and those champions can encourage and support funding.

Another key point to building trust is through the consistency of your story. All marketing platforms will share various pieces of the same message, making it easy for stakeholders and funders alike to be inspired and moved to action. That action includes your staff, your Board of Directors and the stakeholders and champions of your organization helping you create a relationship with your community to share information, create stronger and more invested users that will ultimately encourage financial support and help move your mission forward.

Emerging Leaders; Put the Pow! In Powerhouse

Powerhouse [pou-er-hous]: a person, group, team, or the like, having great energy, strength, or potential for success.

Every emerging leader wants to be the very best at their profession. The biggest challenge is not knowing what you don’t know. This facilitated roundtable session will give students and up-and-coming leaders the opportunity to learn from veteran professionals. Students will learn invaluable tricks of the trade that will help them be successful and put the pow in their understanding of the profession. Students and emerging leaders will also be able to ask questions that will give them the skills needed for future employment.

Staff Communication; Control, Filters and Perception

The way you communicate greatly influences the outcome of a conversation. What you say and when and how you say it determines the conversation's success or failure. Our communication is continually influenced by individual filters. Those filters are established by many different factors, one of the most prevalent these days is the generational filter, developed in the process of socialization and experiences. These filters crucially affect communication and interaction. We will discuss multiple communication models, helping you determine what will be the most successful approach for you and your staff.

Managing Millennials: Working With the "Y" Factor

Employers, department managers and supervisors are frustrated with the turnover rate of young employees as well as the cost associated with hiring replacements. There is also a lack of problem solving-skills with younger employees that result in poor customer service. The flip side is that the Gen "Y" or "millennial" as well as the youngest of the workforce, Gen "Z" are reporting a lack of training to handle a variety of issues on the job as well as the need for a more supportive and mentor type role from their direct supervisor.

By addressing the needs of younger employees, identify areas of concern and provide adequate training, the turnover rate can be reduced, competent and qualified employees will be retained and the level of customer satisfaction will increase.

Multi-Generational Users; the Silent Power Struggle

Each generation forms lasting core values based on events and circumstances that surrounded each person during their youth. Sometimes the biggest challenge you face is working with each generation and respecting those values while also meeting the needs of every user. This session will include ideas to help you create an environment that is a fun place for the "Z-Gens" as well as a respected business by the "Boomers" and beyond.

Training for the Ages; Creating an Effective Multi-Generation Team

Do you ever find yourself shaking your head in wonderment with your younger employees? Are there times that you wish you could get your "traditionalist" staff on board with a new way of doing things? Many of the approaches that each person takes are deeply rooted in their generational experiences. This training will help everyone understand what those differences are and how we can support each other while also gaining insight on why we do what we do. Learn ways to blend the different generations into a cohesive and positive team as well as creating an environment of cooperation that meets the needs of your staff regardless of their age. You will identify ways to encourage support for the internal atmosphere that gets projected to the outside customers.

When Traumatic Events Impact Your Organization; Recovery, Support and Strength

Every single organization has to deal with issues and events that are beyond their control. Those events can test us all at a very personal and human level and yet, being the profession of recreation, we believe that we should be able to 'pull ourselves up by the bootstraps' and continue on. In this session we will discuss that impact of being exposed to traumatic events and how we can be aware of how these events can affect us personally and professionally. We will learn how to deal with our stress, our response to the community and most importantly how to monitor our own health. Lori will discuss ways to identify and access community resources as well as create your own internal action plan for a proactive response for your fellow colleagues and the community that you serve.

Stakeholders Working Alongside You; the Power of Community Advocacy

If you're a non-profit, a government agency or any organization that depends on the support of the community for your success you understand the importance of establishing and maintaining a positive

relationship of trust. A successful advocacy program helps to establish that trust when you're clear about your objective, outline the rules of engagement and intentionally recognize your advocates. In this program we'll explore ways that your staff, your Board of Directors and the stakeholders and champions of your organization can help you create a relationship with your community to share information, create stronger and more invested users that will ultimately encourage financial support and help move your mission forward.

Purposed Based Recognition; Recognizing and Rewarding Your Staff

Did you know that turnover is a 5 trillion dollar drain on the US economy? How does turnover affect your bottom line? By implementing a "Purposed Based Recognition" program you will reduce turnover, you will gain buy-in of your employees and you will create an environment of support and enthusiasm. Lori will help you identify goals and responsibilities of leadership for everyone in an intentional program that will retain your most important asset; your employees.

The Neighborhood Community Center; How Staff Can Have a Positive Impact

Recent studies show that young people have too few activities and/or opportunities that allow interaction with positive role models. With the amount of time that young people spend at recreation facilities, parks and neighborhood pools, it is the perfect opportunity for your staff to have a positive impact on the local community. Additionally, users of all ages are looking to your staff and organizations for programming and facilities that meet their specific needs for recreation and socialization. With proper training and intentional practices, each department can provide both programming and best-practices to create a safe environment for all of its users as well as a positive environment that makes a difference and sets an example for the rest of the community.

Spirit of Culture

Since 1965 the ethnic composition of the country has changed more rapidly than any other time in history. How do you define yourself? How do you define yourself culturally? The way we answer these questions say a lot about the way we approach the ever growing diversity of our communities. The health of a community goes beyond exercise and eating right, it also includes tolerance, acceptance and seeing the value of every individual. This training will help your staff define how their professional and personal behaviors emerge in relationship to others that is of the same or different ethnic and cultural background.

Program Development

"Hey Coach"; Positive and Practical Ways to Work with Players and Parents

As youth sports continue to change and evolve; the need for an understanding of the purpose behind coaching and parental involvement must also change. We'll identify ways to give your youth sports staff and volunteer coaches they work with practical tools and techniques to provide young athletes a positive and worthwhile experience. We'll discuss effective approaches when dealing with the possible challenging, external factors affecting youth sports. Participants will take away ideas to encourage coaches and parents to do their own 'self-analysis' of their expectations and a reminder that the ultimate goal is to support and encourage the young athlete.

Assets 101: Learning the Asset Framework

This interactive and fun workshop will coach participants in the 40 Developmental Assets® framework and philosophy as well as the research that supports it. Participants will learn how to create asset-based activities to use in any program to enhance programming and behavior that focuses on a strength-based approach.

An Asset Rich Environment: Why it Makes a Difference

The asset framework, Search Institute's research supported approach for positive youth development gives you a new lens in which to look at your existing programs and a compass to guide you as you create something new. Regardless of the age of young people that you work with, Lori will help you evaluate existing programs and practices so you can create asset rich environment. Research shows that asset rich programs not only promote our kids, but also help protect them against risk taking behavior.

Assets In Action

You've learned the 40 Developmental Assets Framework, now it's time to put it into practice. This interactive and fun program will help participants identify the power of the 40 Assets and the impact that asset rich activities can have on all programs.

The Adolescent Brain; Development through Positive Relationships

Do you have employees 24 years of age or younger? Do you plan programs for children and youth; maybe you prepare and offer parenting classes or you get to have fun all day working with kids, one question that comes up over and over again; "Why do they act that way?" Research is giving us new insights to that question and together we will explore brain development of young people and how we can impact 'new pathways' through positive experiences and supportive, positive relationships. We'll explore scientific findings through easy-to-understand terms and learn ways to be creative with programming, relationship building and interaction with all young people.

Community Outreach

When to Worry

As parents, we know that one primary developmental goal of adolescence is to become independent. A hard enough task on its own, it's made even more difficult when mom or dad is hovering around like a helicopter, monitoring every move their child makes. We want to guide them without micromanaging them, but how do we trust that what's going on in their life is just "normal" kid stuff and not a behavior to be concerned about. Together we will discuss how you can discern those behaviors of normal youth development and possible warning signs to worry about.

Safe TALK: Community Awareness of Suicide Intervention

Whether it's the issue of teen suicide or self-harm with the elderly community, it is sometimes difficult to see our role in suicide intervention. Because the work that you do has a unique place in the lives of a healthy community – it's important to accept all levels of responsibility for the well-being of our community members. In this certified program, Lori will help you will learn how to increase your own level of comfort, confidence and competence to help a person at risk of self-harm before the event occurs.

This specialized, three hour training is open to everyone 15 years and older and is capped at 30 participants.

Helping Teens Understanding the Value of Leadership

Leadership begins with personal insight, development and a commitment to continuous improvement of yourself and others. In this training, Lori will help any organization that has young people in a leadership role understand how to create an environment that inspires teamwork, productivity and positive communication that will result in the ability to influence. They will learn that leadership thrives when the leaders knows who they are, what they stand for and where they want to go with their team.

This customized training can help you address leadership when teens hold a variety positions for your organization from employment to advisory boards.

Parenting with a Purpose

This program can be provided for parents or as a T4T for staff that work with parents. No matter what age your children are, parenting requires some important tools for success. In this class you will learn valuable skills to raise, confident and caring youth while also recognizing the need to care for yourself as a parent.