

Stevens Pass Snowsports School

THE WORD

Winter 20-21' | Issue 19 | Jan. 22, 2021

Keep it up!



What's your favorite measurement tool to insure you social distance?

There are many options to consider...

Thank you for your continued efforts to follow this seasons safety measures!



Have you attended a clinic this season?

If so, we would love your feedback [HERE!](#)

HALFTIME REPORT

With just over two months to go the end of January is a good time to reflect back on the first half of the season to inform the second half. Join us for another **Live Event on Thursday Jan 28th at 7pm** as we celebrate our wins and determine our key focuses for the rest of the winter. Some of the content will be required training, so this will actually be a paid live event for those attending, and we will provide a recorded version so those who cannot attend can watch later and receive credit.

Teams meeting,
audio only

Teams meeting
with video



KEY DATES:

- **January, 28th** - @ 7pm SSBS Live Event & Q&A
- **January, 30th** - @ 4pm Crossover Clinics for both Skiers and Snowboarders
- **February, 1st** - @ 6pm Ski Boot Fitting: Cost, Comfort, and Performance (Online Gear Talk)

The forgotten Employee Perk...

Ever feel like getting out on snow with a little less danger? Or are you in need of some quiet time in the woods to relax? Your employee pass is also valid at the Stevens Pass [Nordic Center](#)! Check out our beautiful Snowshoe and Groomed Nordic Trails about 5 miles east of the summit with rentals available to be booked online at very reasonable prices.



The Main line can even take you all the way to the backside chairlifts!

[Check out the Snowshoe and Cross Country Maps Here!](#)

TRAINING CORNER

Improve by filming your skiing/riding!

The online Tuesday evening Certification Prep meetings will focus on Movement Analysis for the next two weeks in conjunction with on-snow clinics. If you would like the opportunity for the group to analyse and evaluate your personal skiing or riding, email me a video of yourself skiing or snowboarding and provide a brief description of the task you are performing, terrain and or condition to Tpeterson@vailresorts.com. To find the link to the online meetings go to our department website [HERE!](#)

Communicating with Children (and their parents!)

- Tip of the Week

Sometimes the hardest thing to do is talk to a parent at the end of the day when the lesson wasn't as great as it could have been. Everyone is tired (including yourself!) and you may be juggling multiple priorities. Parents are also extremely protective of their offspring. If they feel, in any way, that their child has been hurt, wronged, or in danger, then they can be easily triggered.

Some suggested ways to start:

1. Start positive and share the stoke. "Overall, we had a great day. We were able to..." (Even if this is a bit of a stretch!)
2. It's ok to share "We did have a few challenges. For one: Johnny was very upset after he had a big crash, but we had some hot chocolate and took a rest before starting again. He was a very brave boy and tried his hardest!"
3. Try to be very empathetic, especially when a child has had "an accident". This can be embarrassing for both the parents and the children. "Unfortunately, Sarah had a small accident in her ski pants, but we got her cleaned up and back out skiing just as fast as we could. She shouldn't be embarrassed, it happens sometimes.

The number one reason a lesson gets refunded is because the child, or parent, feels they were in the wrong class. (Too difficult or too easy.) Or they feel that someone else's child should not have been in their child's class. **Remember: what you say vs. what is heard can be two different things.** Instead of dwelling on what the class (or student) wasn't able to do, focus, instead, on what was accomplished.

If a child truly is at the wrong level and it is affecting the class, do your best to adjust the class or bring to your supervisor's attention. Sometimes you may have to deal with a split. As a professional instructor, you should be able to accommodate different levels and still keep the class productive and fun.

