



THE WORD

Winter 23' -24' | Issue 16 | Jan. 26, 2024

Happy Friday All!

Gear up because this weekend is shaping up to be a good one. Lesson volume is strong in our daily programs and we look forward to welcoming our multiweek students for another round.

So, let's turn those potential raindrops into confetti and remember, we aren't just teaching skiing or snowboarding; we're creating memories rain, shine and everything in between.

Training Corner— Class Management Strategies

As we continue to prioritize the safety and cohesion of our classes, we wanted to share some tried and tested methods that have proven effective in ensuring that our students stay together during lessons. By incorporating these seven points into your teaching routine, we can minimize the risk of students becoming separated.

- **Designated Meeting Place:** Establish a specific meeting point and ensure all students are familiar with it in case of separation.
- **Check for Understanding:** Verify comprehension by asking students to repeat instructions, ensuring clarity and reducing the risk of miscommunication.
- **Count at Chair Rides:** Count your students at both the top and bottom of each chair ride without exception.
- **Stop at Intersections:** Prioritize safety by consistently stopping before intersections and traverses on every run.
- **Consistent Stopping Points:** Enhance class cohesion by stopping at the same location on every run, fostering familiarity for both you and your students.
- **Buddy System and "Wipe Out" Procedure:** Implement a buddy system and consider assigning a tail gunner with a clear "wipe out" procedure to enhance safety and quick response.
- **Ride Last on Chairlifts:** Ensure student safety by consistently riding last on chairlifts and carpets, a practice to be followed unfailingly.

Acknowledge Your Teammates with On-The-Spot!

Our On-the-Spot program offers an excellent avenue to recognize your fellow team members for exemplifying our core values – Be Safe, Do Good, Do Right, Have Fun, Be Inclusive, Serve Others, or Drive Value.

When you observe a teammate within your team or at your resort embodying these values, we invite you to celebrate their dedication by submitting a nomination via [this form](#) (you must be logged into EpicEmployee). All employees nominated will be presented with a value pin and a prize, a small token of appreciation for their outstanding efforts.

Urgent: Complete Your Outstanding LIFT Training Today!

If you have any pending LIFT Training, it's crucial to complete it ASAP. This is a mandatory aspect of your role. To check for any pending modules, please follow these steps:

1. Navigate to EpicEmployee.
2. Go to My Training & Development.
3. Access Learning Opportunities on the LIFT platform.

Please remember to punch in/out when for this training so we can record your time accurately.

Reducing Burnout & Fatigue

What is burnout? From the World Health Organization – “a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed”.

3 components:

1. **Exhaustion** — Profound physical, mental, and emotional fatigue
2. **Cynicism** — Depersonalization, erosion of engagement. Distancing yourself psychologically from your work. Detached, negative, callous.
3. **Inefficacy** — Feelings of incompetence, lack of achievement, decreased productivity. The feeling of skills slipping away (often due to other 2 components) and worry that they won't be able to succeed in certain situations or accomplish certain tasks.

It can also stem from an initial lack of resources, lack of feedback and recognition

What are the stats? “A new study finds that 89% of employees have experienced burnout the past year. 70% of them said they would leave their jobs because of it. 40% have left their job due to burnout. Cited as #1 reason employees leave their jobs in the US.” – Zippia.com, Burnout Statistics

Symptoms

1. Irritability
2. Reduced energy
3. Low motivation
4. Frustration
5. Suspicion
6. Increased errors
7. Physical fatigue
8. Brain fog/cognitive weariness

How do we know it's happening? Watch for warning signs – tiredness, lack of focus, depressed moods, hostility.

- Check-in! Great resource in SRS locker room (Stress Response Continuum)
- Increase in close-calls or mistakes in tasks that people know well
- Disconnection between individuals
- Increased complaints, arguments, “drama”
- Distancing oneself from their work
- Increased expression of negative emotions or cynicism
- Diminished desire to learn and grow
- Less patience and problem-solving abilities

How can we mitigate it?

- Seek out connections
- Building or reconnecting to your community
- Facilitate mutual support: We are a human community, outside of working together we here for each other
- Reprioritize tasks
- Address false urgency – relieving pressure
- Set boundaries
- Prioritize self-care
- Rest & re-energize in the ways that are best for you
- Create autonomy where possible, boost flexibility, make time for important work
- Set expectations with others on what is realistic and attainable
- Reflect on personal significance outside of work
- Stay up on sleep and hydration

Remember, as an employee you also have a great resource within our EpicWellness and EAP program.

Through the EAP, you can access free and confidential therapy for you, your roommates and your dependents. Additionally, employees have exclusive access to a mindfulness app with live and on-demand content on a range of topics.

We encourage you to explore these and other wellness resources and, use them as needed to support yourself, friends and family. You can find all your wellness resources any time by going to [EpicEmployee -> My Benefits and Perks](#).

Stevens Pass Ski and Ride School
spschoolstaff@vailresorts.com

