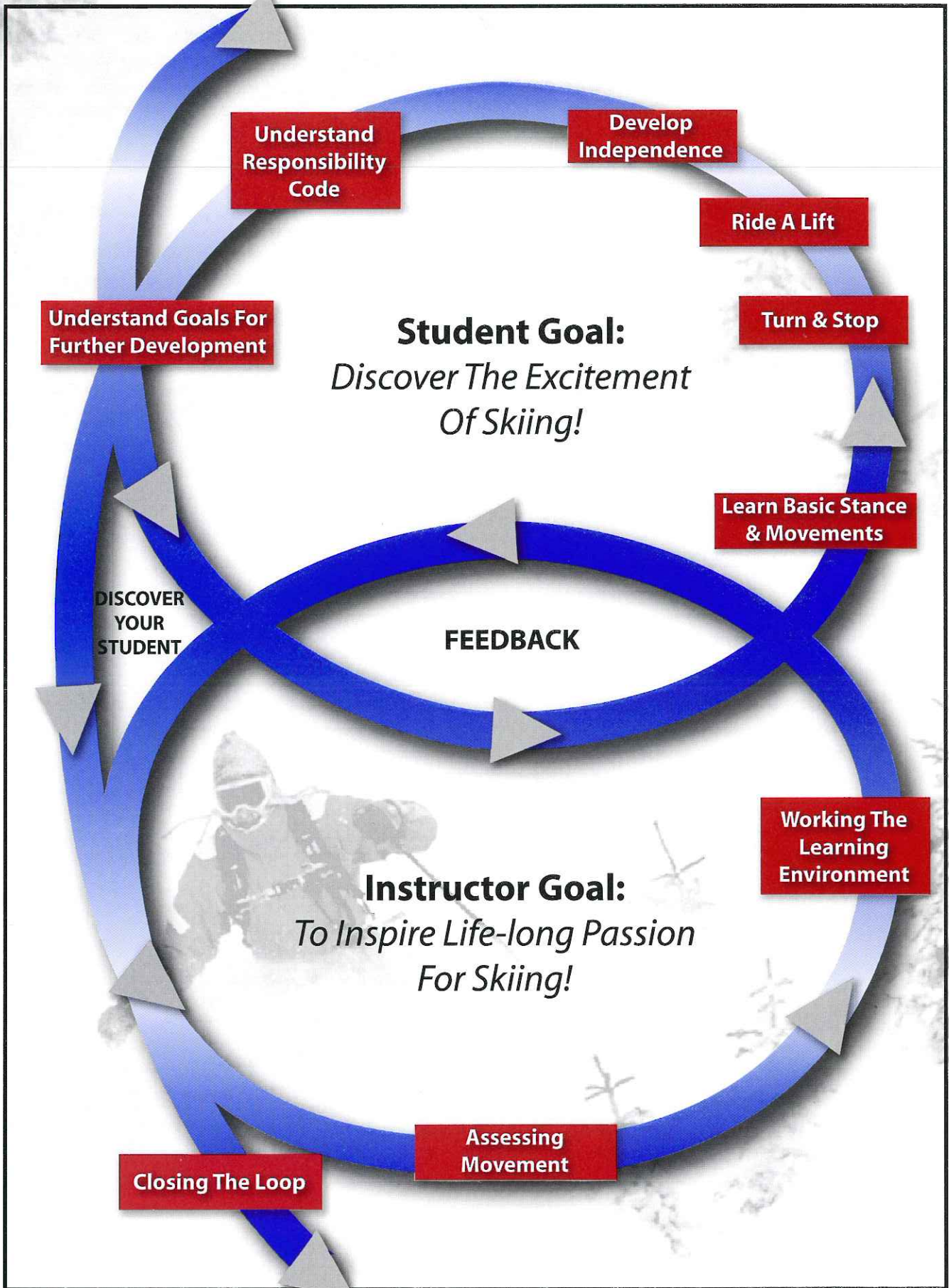


# TRUST



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# Making First Tracks

Your resort is in the business of creating memorable experiences. Those experiences are shaped by interactions with resort staff members. From the moment a hopeful resort enthusiast picks up a phone or logs onto the web to make a reservation, until the gear is packed and the trip home has begun,

hundreds of interactions with staff members contribute to the overall impression of the resort. Snowsports teachers, through the relationships they build with students, have the power to enhance the resort experience exponentially. Important qualities for instructors in the modern world of ski teaching include

- ▶ Understanding and responding to guest expectations.
- ▶ Providing value to the guest through skill development.
- ▶ An understanding of their responsibilities to the ski industry, their home resort and their guest.

There are four elements that, when artfully combined, create the magical environment where a connection is made between the teacher, the guest, and the mountain environment. The effective use of these elements combine to create a complete and satisfying learning experience.

## Developing Trust:

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Trust is the cornerstone of the new guest's successful experience. If at any time the instructor/student relationship is compromised the guest may leave the sport never to return.

A competent instructor is skilled at

- ▶ Developing a trusting relationship.
- ▶ Understanding their students and how they learn.
- ▶ Questioning and listening effectively.
- ▶ Creating an environment that puts guests at ease.
- ▶ Observing student behaviors to determine underlying emotions.

## Assessing Movements:

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Because the teaching/learning environment is fluid by nature, and circumstances change as learning proceeds, teachers must be able to accurately assess student performance and adjust goals as the lesson progresses.

A competent instructor is skilled at

- ▶ Understanding efficient and effective movements of beginning skiers and riders.

## Working the Learning Environment:

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An artful instructor is able to work the learning environment effectively so that the student/teacher bond of trust remains intact.

A competent instructor is skilled at

- ▶ Using available terrain effectively.
- ▶ Using a variety of activities with new participants that will help establish a comfortable, fun environment.
- ▶ Developing and using fun skiing formats.
- ▶ Providing information and suggestions for the use of alternative snow tools.

## Closing the Loop:

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Effective communication is the final element in the learning loop. As with the other three elements, the ability to communicate well can make or break a learning experience. It can provide direction, reinforce a positive change, and redirect unproductive movements or actions. An effective communicator also understands information on teaching and learning styles.

A competent instructor is skilled at

- ▶ Providing effective feedback.
- ▶ Effectively debriefing a student at the end of a lesson.