

# What is a New Zealand Support Team?

NZSCAT Wellington 2007

## **Passion and Pride**

- Australians have it. The National Anthem is played at major events.
- National Pride means being patriotic, flag, having a sense of belonging , sense of pride
- Sense of being a part of a team

## **What is a NZ Support Team?**

- Competitive swim team, Club or Learn to swim?
- Parents
- Children
- Swim Teachers....

## **Who is your Support Team**

- Internally
- Students, parents
- Other teachers/coaches
- Externally
- NZSCAT
- Professional development
- Other national organizations

“Our industry has financial opportunity for greater than what most of its participants allow themselves to believe, therefore they fail to recognise opportunities that are all around them.”

Jeff MetzgerSwim Australia Boot Camp

2002

## **To move forward we can't do it alone**

### **Employer - internal**

Managers

Teachers

Students

Parents

### **Employer – external**

NZSCAT

Water Safety/SNZ

The Bank

IRD

Suppliers – chlorine etc

### **Employee - Internal**

Employer

Parents

Students

**Employee – External**

Family

Bank /IRD

**What makes a Team?**

Is it the Facility, Customer Service and Teacher Training or Marketing?

None or all of the above?

Where do Single operators find their team? Do they need one?

**We are in the business of learn to swim and it is OK to make money!**

- Whether we are teachers in a club, school or swim school, we are all part of a team.
- If we are single teacher operators we are still part of a team.
- Work place culture filters through to the paying ( or non paying ) customer.
- Our Team – Staff
- A sense of belonging - brand
- Common cause
- Appreciated
- Communication Internal and External
- Create a Work Place Culture
- Stay tuned....