



**REIGNITE  
YOUR  
POTENTIAL**

FRPA | 2021

**WELCOME TO THE 2021  
FRPA CONFERENCE!  
AUGUST 30 - SEPTEMBER 2**

# LEARNING OBJECTIVES

1. Learn practical, hands-on, management techniques useful for today's parks professionals.
2. Participate in a variety of role play activities to learn what (not) to do in management scenarios.
3. Learn nine tips for handling difficult conversations in the workplace.



# 9 TIPS FOR DIFFICULT WORK CONVERSATIONS

1. Don't avoid it
2. Have a purpose
3. Be confident and direct
4. Be open to the other person's perspective
5. Be empathetic



# 9 TIPS FOR DIFFICULT WORK CONVERSATIONS

6. Use “I” statements
7. Stick to the facts
8. Come up with a solution
9. Follow up to prevent fallout



# SCENARIO 1

You notice Cal has been coming in late to work nearly every day for the past two weeks. Cal has always been punctual. This is very unlike him. Other staff are starting to notice, including your boss.



## SCENARIO 2

Wyatt is on the mowing crew and is a dedicated employee. His ex-girlfriend Torren is from a relationship about a year ago. She sometimes shows up at the park he is mowing and causes a scene. Wyatt tries to ignore her and reluctantly has tried to talk with her but without success. His coworkers are concerned and has brought this to your attention.



## SCENARIO 3

You get a phone call from Finance and Accounting that Valerie's cash deposits are showing unusual patterns.



## SCENARIO 4

Sable is an active member of her political party and is committed to its doctrine. She listens to political programs on her phone while working at the community center and can be heard arguing with the commentators. This obsession has alienated her coworkers and does not allow her to focus on her work.



## SCENARIO 5

Jylen, who just started working for our department a few days ago, has a very strong body odor; his uniform is wrinkled and stained; and his hair is unkempt. His co-workers don't want to work with him. He didn't look like this when he came in for his interview.



## SCENARIO 6

Alyssa was overheard by a group of elementary school age summer campers using profanity.



## SCENARIO 7

Jylen, who you spoke with just a few days ago about his hygiene, continues to come to work with a very strong body odor; his uniform unkempt and his hair unbrushed. He is a probationary employee.



## SCENARIO 8

Darla is one of your best Recreation Specialist and is often praised for her skills. However, Chad a retired member of the US Navy has told you she cusses like a sailor and even he is taken back by her offensive language. You are her new supervisor and have also witnessed the offensive language and know that her previous supervisor tolerated it.



## SCENARIO 9

Dennis was asked early last week to schedule a meeting for this week with your direct reports to review new procedures for your aquatics program. As you walk by his desk, you ask him about his progress and he responds (like he always does) that “I was just getting ready to do that now.”



## SCENARIO 10

You are the supervisor of multiple parks. Lex is the maintenance guy at a small urban park that you usually only need to visit once a week. On several visits you have asked him the location of a few pieces of equipment, and he never seems to know where they are. However, on subsequent visits the items previously asked about, appear.



## SCENARIO 11

Brooklyn teases everybody. Lyn, who is a mediocre employee, doesn't like it when Brooklyn teases her because she feels as though there is an underlying criticism of her work. Lyn has tried to talk to Brooklyn about it, but isn't getting her message across, so is bringing it to your attention as their supervisor.



## SCENARIO 12

Slade is a middle aged, self-described “ladies’ man” and is probably the best dressed employee you have. He is “smooth” and has the gift of gab. To your knowledge he has never behaved inappropriately but also does not get much done and is always talking to the mothers at the playground. He kind of creeps people out.



## SCENARIO 13

Your supervisor Clive has been the “go to guy” in your department for years. You have always admired him, and he has taught you a lot. Lately his performance is slipping to the point others are starting to talk. His supervisor Vesper is unaware of this recent development because she works downtown.



## SCENARIO 14

Zella and you share the same leadership position and both of you report to the Director. Zella often says and does things that some would say was undermining to you. You like her and have always believed it is just her competitive nature. You now know that her behavior could be affecting your relationship with the Director.





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