

Communication

Lifeguard Communication I

Demonstrate effective communication with public (public relations) and victims.

Must Sees:

- Ability to communicate clearly, concisely, and clearly
- Appropriate use of verbal and non-verbal communication skills such as language and inflection, facial expression, and body language
- Ability to explain the purpose of rules and policies in a positive way
- Ability to deal positively with diverse publics and public relations situations
- Recognition of conflict and use of conflict management skills
- Ability to develop positive outcomes

Notes:

- Situations will incorporate diverse publics (ex. Various ethnic origins, ages, disabilities)
- Respect and empathy for others should be demonstrated by the application of active listening skills such as paraphrasing, reflection, clarifying, and summarizing.
- Candidates should
 - Confront the problem and stay focused.
 - Deal with the problem and not the person.
 - Don't argue.
 - Listen attentively and clarify your understanding of the person's view.
 - Avoid being defensive.
 - Shift from the complaint to action to resolve the problem.

Lifeguard Communication II

Demonstrate effective communication with fellow lifeguards, supervisors and employer, emergency services personnel, and other co-workers (ex. Cahiers, Custodial staff)

Must Sees:

- Immediate communication with others when responding to an incident or an emergency
- Clear and concise communication with emergency services at earliest possible moment under the circumstances
- Appropriate application of communication techniques, such as hand signals, signaling devices, use of specialized communication equipment (ex. Radios), body language, touch, and writing
- Ability to give and receive directions

Note that candidates must respect employers' policies and protocols