



Rec

Room!

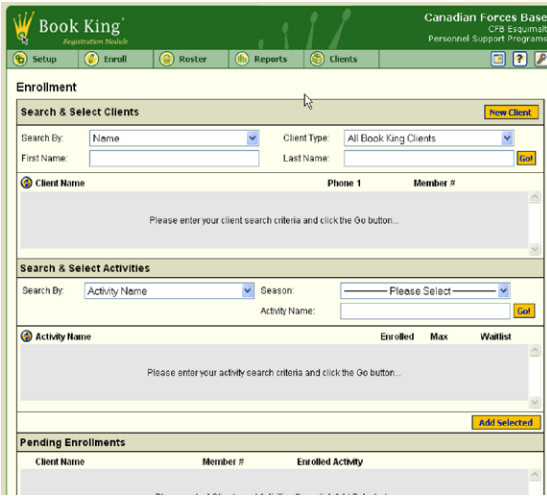
Volume 4, Issue 2

PSP Community Recreation

December 2006

Recreation management tool is coming your way!

Written By: S. Webster



What is the 'Recreation Management Tool'?

The 'Recreation Management Tool' is part of a larger Canadian Forces Personnel Support Agency (CFPSA) Customer Relationship Management (CRM) initiative to streamline business processes across the country. The tool itself, "Book King," is a software program developed by a Canadian technology company on the west coast.

"The Book King application is one enabling component of CFPSA's larger CRM strategy to provide better service to our customers when dealing with NPP programs and services," says Brian Nolan, CRM Project Director

What will Book King do for my Recreation Program?

Book King is a web-based application and is made up of two main components. The first section is a facility booking module which will ensure you are using your facility and space to its fullest potential. The second portion of the Book King software application includes customer database, registration for courses/programs, and accounting (debits, credits,

reports, etc.). This tool will significantly enhance the way your Recreation Program currently conducts business.

"The accounting will be coordinated through the National NPF accounting system. Many of the current standard operating procedures currently in place on the base will likely change with the implementation of the new software application. With the Book King implementation, your accounts receivable will be managed by the National Accounting Office at HQ," says Marie DeMarbre.

Who will we work with on Book King Roll-Out?

Brian Nolan is our CRM Project Director.

Luc Lafrance is our IM/IT CRM Project Manager.

Marie DeMarbre is working on the standard operating procedures and accounting back-office.

Stephanie Webster is the National Recreation and Youth Services Manager and is your point of contact for questions, comments and concerns. Ms. Webster may be reached at Webster.SA@forces.gc.ca.

Inside this issue

1 • Recreation management tool is coming your way!

2 • Recreation management tool is coming your way! (continued)

• Auditing and Installation of B/W/U Play Structures

• Did You Know

3 • Communications Corner

• Did You Know

4 • PSP Community Recreation Conference a Success

• Apropos

• The Next Edition

continued on next page

When is the Book King Roll-Out?

Two locations are currently operating with the Book King program. The official roll-out will commence in January 2007 pending some behind the scenes technical items (e-file and our CFPSA Datamart). Once the roll-out begins, priority will be based on the following items:

- a) Connectivity (NPP network, DWAN, or ISP)
- b) Keen interest to implement
- c) Regional travel and training requirements
- d) Locations who provide information on authorized patrons for the National datamart

We look forward to working with all of you during the roll-out in the New Year!

CFPSA "Book King" Milestones...

Concept Exploration: Completed
System Exploration: Completed
Software and User Requirements: Completed
Software Design (comparison of available products): Completed
Pilot Implementation & Installation: Completed
Software Design (altered product to more accurately suit our needs): Completed
Contract for National Licensing Agreement: Completed
Draft Standard Operating Procedures Manual: Completed
Operations and Support: Completed & ongoing
Maintenance: Ongoing
Server Purchase for Book King at HQ: Completed
National Roll-Out: Ongoing as of January 2007

DID YOU KNOW???

Do you need a Playground Inspector?

CPRA's Canadian Playground Inspectors Directory has listings of certified playground inspectors listed alphabetically by province. View it at http://www.cpra.ca/e/training/cpsi/documents/CPRA_Canadian_Playground_Inspectors_Web_Site_Directory_2005_001.pdf

In the coming months the CFPSA will be finalizing policy which will affect the maintenance, auditing and installation of B/W/U play structures. This new policy aims to:

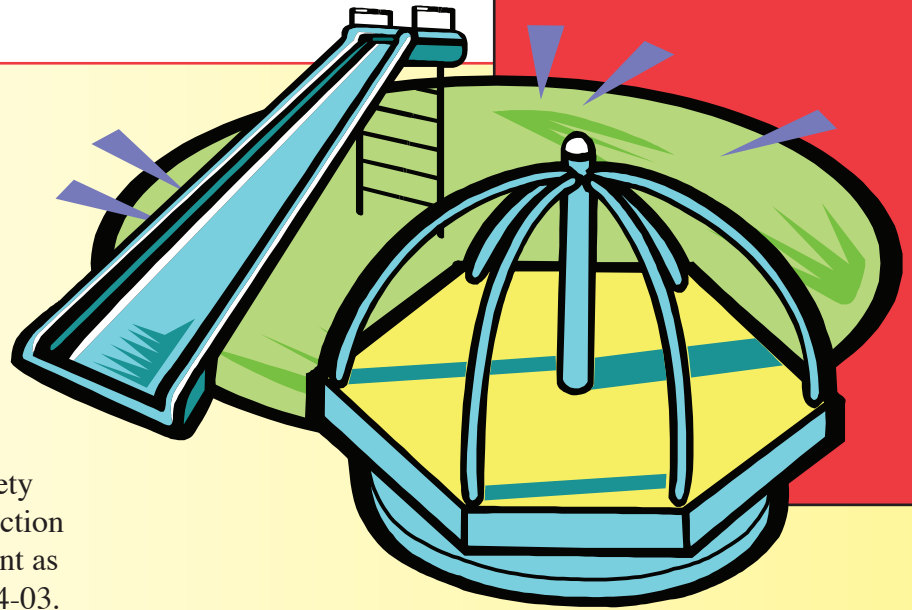
- Prevent accidents and demonstrate due diligence.
- Maximize value of outdoor play, ensure safety of the children by conducting vigilant inspection and maintenance of playspace and equipment as per National Standard of Canada CSA-Z614-03.

How will this new policy impact PSP staff at the B/W/U level?

In brief the new Annex R Playspace and Equipment Safety OHS Policy will require that at least one B/W/U PSP staffperson:

- Be a specialist advisor to base/wing authorities.
- Be a certified playground inspector.
- Train assigned employees.
- Conduct technical inspections.

For more information please contact the PSP Community Recreation Team in Ottawa or Léon Noël, CFPSA Health and Safety Manager at noel.leon@cfpsa.com.





Communications Corner Ask For What You Need

Marion Grobb, Director Communications, CFPSA, Ottawa,
613-996-6826, grobb.marion@cfpsa.com

Last month I was coaching a team and sharing results from a questionnaire I'd developed and that they had filled in. When rating their areas where they wanted to improve, the number one thing that popped up was, "learning how to ask for help". Wow. That was an eye-opener for many around the table.

Asking for help is tough, isn't it? We fear appearing incompetent. We don't want people to realize we're a big fake and that we don't know something they figure we should. We keep on telling ourselves that someone could cope, why can't we? Well, here's a lightbulb moment . people who ask for help often get it.

Here's some tips on how to ask for help effectively:

* **DON'T WHINE.** No one wants to hear the, "oh poor me" story. Present the details factually and tell the person what's in it for THEM if they help you.

* **WHAT'S IN IT FOR THEM?** One of the most powerful communication strategies is to present suggestions and requests from the "what's in it for them" perspective. Identify how the person you're speaking to will benefit from your suggestion. Tie your request to his or her goal or corporate objectives. Paint a picture of success and impact with them in it.

* **MAKE IT A TRIAL.** When you're asking for a commitment, make it bite-size. It's easier for someone to commit to a short-term, low-investment idea. It lowers their risk factor and feels more comfortable. Next time you have a project and you're getting some resistance, use a trial period and assure the stakeholders that you will reassess the situation at critical points.

* **BE BLATANT.** Subtlety is wasted on most people. Forget the indirect communication. Know exactly what you need and ask for it. Last weekend a friend, who is a high school vice-principal, called saying that she was bringing over a few rented movies. She mentioned in passing that it was the last night of her high school's year-end play. After dinner, I asked if she wanted to watch the movie and she again, casually referenced the play. Upon prodding, poking and probing on my part (eeks, too much work!), I managed to extract from her that she had really wanted to see that play. Unfortunately, it was too late in the night, the play was already started ... and too late for her to speak up.

Asking for help comes from a place of strength, confidence and certainty. You deserve to have your requirements heard. Your responsibility is to give those needs a voice.

Editor's note: Marion Grobb is a professional speaker and published author. Through this column, she shares with her NPF colleagues some copyrighted articles she has written for various media and clients.

DID YOU KNOW???

You can order free resources from

Flag Football Canada...

If you are looking to start up a youth league in your community, Flag Football Canada can provide footballs, flags and everything else you need to get going. For more information contact

Cara Lynch

at **613-564-0874**

or **flag@footballcanada.com**



The next edition

of the Rec Room! is due out in the late spring 2007.

Submissions are always welcome. Please send them electronically to rooke.lara@cfpsa.com along with any pictures you might have. We welcome stories of any length.

NRYSM can be reached at:

613-995-7802 or
Webster.sa@forces.gc.ca

NRYSM can be reached at:

613-992-4642 or
rooke.lara@cfpsa.com

PSP Community Recreation
4210 Labelle Street
Ottawa, ON K1A 0K2



**The National
Recreation and
Youth Services
Team wishes you
a safe and happy
holiday season.**

PSP Community Recreation Conference a success.

While winter was arriving in Winnipeg so too were Recreation Directors and Coordinators from across the CF for the PSP Community Recreation Conference. In all 38 staff and an additional 7 HQ staff and presenters converged on 17 Wing for more than two days of idea sharing and learning.

Sessions included Customer Relationship Management and Youth Services updates, a visit from the Lifesaving Society, information on Flag Football Canada, and several breakout sessions which tackled issues identified by B/W/U level staff.

Our gracious hosts, the 17 Wing Community Recreation team lead by PSP Community Recreation Director, Melissa Horbas treated everyone in attendance with first class hospitality despite the weather. To them we extend our sincere thanks.



**Got a success story you
would like to share?**

Why not submit it to *Apropos*—the staff of the NPF, CF newsletter. To submit, or for more information, contact Brigitte Smiley at:
smiley.brigitte@cfpsa.com