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## The Personal Approach

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*Recommended citation(APA):*  
Orr, R. M. (1999). *The Personal Approach*. Paper presented at Fitlink Fitness Festival 1999, Sydney, New South Wales, Australia.

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# The Personal Approach

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## Preparation

### DRESS

Dress and bearing are a forgotten part of the professional approach, especially when performing physical activity.

- Shirt*
  - Clean and ironed
  - No holes or offensive slogans or pictures.
  - Always have a clean one ready to go for the next session.
  - Plain or with company logo
  - Have a training shirt or singlet
  
- Shorts*
  - No holes
  - Neat and clean
  - Always have a clean pair ready to go for the next session.
  - Plain or with company logo
  - Be aware of what is showing.
  
- Shoes / Socks*
  - Clean
  - Always have a clean pair of socks and a spare pair for the next session.

Dress to show professionalism not your body.

### BE PREPARED

- Carry Credentials
- First Aid
- Pen
- Diary
- Communications
  - Mobile Phone, Change and Phonecard)
  - Know the required numbers
- Know the local safety requirements of the complex you are training in.

## PREPARE YOUR SESSION

Follow a systematic framework. This shows organisation and pre - thought.

Every session should have the following components :

- Introduction.
- Warm up.
- Activity.
- Cool down.
- Conclusion.

## REMEMBER YOUR CLIENTS

Remember your clients name and training history – Review the clients data prior to the session.

## POSITION YOUR CLIENT/S

Small things have a lasting effect, so pay attention to detail.

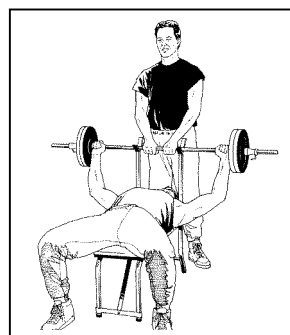
- Have them facing away from the sun / wind and/or external distractions.
- Avoid sitting or lying down on wet grass or uncomfortable surfaces.
- Give them space.
- Body Odor

# During the Session

## PROFESSIONAL APPLICATION

You are always on show. With this in mind everything you do will be analysed, by other instructors and potential clients.

- ☺ Spot Correctly
- ☺ Pay Attention
- ☺ Behave
- ☺ Be quite
- ☺ Be professional



## PAY ATTENTION

Your client is paying for your time, you are providing a professional service.

- ✗ Switch off mobile phones
- ✗ Watch your client and pay attention especially when spotting
- ✗ Do not get involved with other patrons or instructors
- ✗ Do not discuss business with others whilst on the 'client's time'

## BE AWARE OF WHAT YOU SAY.

You never know who is around you in ear shot or how situations change. Therefore it pays to be wary about what you say in regards to :

- Other instructors
- Other gym members
- Other Clients
- Personal Relationships (Theirs and Yours)
- Personal Views of a non – training nature (E.g. Religion)

## COACHING

- ✓ Be aware of your body position
  - Dominant positions
  - Insecure positions
  - Personal Space
- ✓ Provide coaching information in an effective, simplistic manor by identifying the fault, explaining the cause, providing the solution and facilitating the correction.
- ✓ Increase your knowledge, as you require the technical knowledge AND skill prior to guiding them.
- ✓ Portray confidence in the application of your knowledge.
- ✓ Be tactful.
- ✓ Educate the client applying information via all the methods of learning (Visual, Audio and Kinaesthetic) if possible.
- ✓ When preparing your session, identify those exercises that will require a greater coaching application.
- ✓ Have a contingency plan.

## BE SAFE

Under ‘Duty – of – Care’ you are responsible for the well being of your client.

- ☛ Are you insured?
- ☛ Are your first aid qualifications up to date?
- ☛ Have they signed a disclaimer? (Who wrote the disclaimer)
- ☛ Pay attention to what is around you and your client (E.g. Other weights, vehicles on road crossings etc.)

# General Considerations

## FINANCIAL

Do not be money hungry, however be firm.

- Document all sessions and have the session slips signed. This will remind those who have forgotten about a session.
- Be discreet about the bill

## ETIQUETTE

Manners and etiquette are the lost art of civilisation. We often become to wrapped up in ourselves to worry about others.

- Greetings
- Opening Doors
- Pushing through doors (If you need to get through to direct your session use a delaying tactic)

## DO MORE

The world is full of people who only do what is required. To be remembered DO MORE.

- ☺ Free Session
- ☺ Motivational Triggers
- ☺ Handouts
- ☺ Its no Secret – Educate.
- ☺ Tension Relief
- ☺ Give of yourself

## NOTES :

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