

# On-line Workshops

## Level 2

- **Workshop - Ethics and Professionalism**

**Reading assignment: Preface - Manual p. ii – viii**

**Questionnaire:**

1. Which of the following is not one of the 4 ethical principles of the CSIA Code of conduct?
  - a) Respect for participants.
  - b) Loving the mountain environment.
  - c) Integrity in relationships.
  - d) Honouring the sport.
2. What does “Empowerment” means?
  - a) Be in charge of the class at all time.
  - b) Feel the power of ski teaching.
  - c) Encourage participants to be responsible for their own decisions.
  - d) Let the students take control of the lesson whenever possible.
3. Which of the following describes “Professionalism”?
  - a) A positive attitude.
  - b) Knowledge of resort policies.
  - c) Appropriate grooming and appearance.
  - d) All of the above.
4. What is the first thing a ski instructor should do in case of an accident?
  - a) Ask the name of the injured person and ski down to notify Ski Patrol.
  - b) Stay with the injured person and make them comfortable.
  - c) Send your class to notify Ski Patrol of the location and type of injury.
  - d) Start giving first aid to the injured person.
5. Which of the following is not part of the Alpine Responsibility Code?
  - a) People behind you have the right-of-way. It is your responsibility to avoid them.
  - b) Always wear proper devices to help prevent runaway equipment.
  - c) Keep off closed trails and closed areas.
  - d) You must not use lifts or terrain if your ability is impaired through use of alcohol or drugs.

- **Workshop – Guest service**

**Reading assignment: Chapter 2 - Manual p. 2.2 - 2.4**

**Questionnaire:**

1. Which of the following describes good Guest Service?
  - a) Ask for a tip at the end of the lesson.
  - b) Let the students carry their own skis so get better at it.
  - c) Engage and motivate your students so they come back for more.
  - d) Always ski in the front so they can see how good you are.
2. How to make ski lessons fun?
  - a) Keep the students moving to avoid boredom.
  - b) Set difficult goals to challenge the students.
  - c) Make funny jokes about other skiers
  - d) Ski under the chairlift.
3. What is a way to create awareness of ski experience and alpine environment?
  - a) Taking your class to explore outside the ski area boundaries.
  - b) Sharing knowledge about ski area history and operations.
  - c) Take beginners on blue terrain to show them terrain variety.
  - d) Avoid looking at the grooming report to keep it interesting.
4. Which of the following will not help with Client Building?
  - a) Introduce yourself and learn names.
  - b) Shake hands and give a business card at the end of the lesson.
  - c) Finish on a positive note.
  - d) Finish your lesson 5 minutes early to be on time for the next one.
5. How can you be a good listener?
  - a) Give your opinion right away if you don't agree.
  - b) As the instructor, you can interrupt the student when you want.
  - c) Look at the person who is talking.
  - d) Do not admit you are wrong at any time.
6. Which of the following is a quality of good communication?
  - a) One-way communication.
  - b) Based on technical terminology.
  - c) Calm and pleasant.
  - d) Not involving the rest of the class in the discussion with a student to avoid confusion.

- **Workshop – Teaching Children**

**Reading assignment:** - **Lift procedures**  
**Chapter 5 – Manual p. 5.9 – 5.12**

- **Development stages for children**  
**Chapter 5 - Manual p. 5.19 – 5.27**

**Questionnaire:**

1. Which of the following describes the loading technique for taller children?
  - a) Wrap one arm around the child's back and pull up.
  - b) The taller children should be able to load on their own.
  - c) Place your arm under child's arm and hold his hand firmly.
  - d) Ask the lift attendant to pull the child up onto the chair.
2. What are some considerations when riding a Poma lift with little children?
  - a) The instructor should always go first to wait at the top.
  - b) Let the children ski down as soon as they have unloaded.
  - c) Say instructions only once, children should learn by doing.
  - d) Prepare children for the possibility of a fall on the unloading ramp.
3. Which of the following is a physical characteristic for children 2-5 years old?
  - a) Good coordination and strength.
  - b) Short attention span.
  - c) Low center of gravity.
  - d) Low strength and stamina.
4. How should a ski instructor adjust his lesson with children 2-5 years old?
  - a) Keep the environment animated and colorful.
  - b) Use team-work oriented activities.
  - c) Begin to develop fine motor movements
  - d) Use explanations as a way to teach.
5. Why are accidents particularly common with children 6-8 years old?
  - a) Because of a rapid growth spurt.
  - b) They are starting to challenge the limits of performance.
  - c) They have very little balance.
  - d) They have low self-esteem.

6. At what age do children start having the strength and coordination to balance in the center of their skis?
  - a) 6-7 years old
  - b) 8-9 years old
  - c) 10-12 years old
  
7. Which of the following is a Mental / Social / Emotional characteristic for children 9-12 years old?
  - a) They are still very egocentric.
  - b) They are able to think about abstract ideas.
  - c) More independent from adults.
  - d) They learn through imitations.
  
8. How can you encourage teenagers (13-18 years old)?
  - a) Avoid asking for their opinions.
  - b) Avoid accepting mistakes and failures.
  - c) Be critical of their performance to build confidence.
  - d) Give them responsibilities when possible.