















### 2020 Give them what they want

- Clients know what they want
- And they want it now
- Give them what they expect and deserve







### The Need to Stay Connected

- Email Weekly, Newsletters, Personal
- Text EZ Texting
- Physical Handwritten Notes
- Social Media
  - Post frequently w/set schedules
  - Positive Messages
  - Beautiful images
  - Set Class Schedules
  - Post questions get answers (jotform/surveymonkey.com)



### **Cleanliness**

- Hand Sanitizers & Wipes
- Masks branded?
- Gloves
- Name Tags
- Uniforms
- Temperatures
- Oxygen levels



### **Ventilation**

- Outside is best
- Cigar Bars
- Las Vegas Hotels
- Pool Areas
- Open Window



### **Equipment**

- Branded Equipment
  - Yoga Mats
  - Tubing
  - Bands
  - Balls
  - Tote Bags
  - Weights



water motion

## Redo Employee Handbooks Memos Systems Schedules Mutually agreed upon Record meetings & saveAgreement to perform responsibilities Update Illness Policies New Responsibilities & Assignments Confirm adherence to cleaning protocols Revise Job Descriptions

• Personal Conversations to clarify conflicts

### **Staff: Reviewing Strategies & Completion**

- Weekly gotomeeting, skype, zoom
- Daily text
- Documentation
  - Excel Charts
  - Follow-up with Nightly Reports
     Done Today
     To Do Lists
  - Share info Google Documents





### **Contact Protocols (Staff & Members)**

- Handshake or elbow bump
- Set strategies & plan (SPA protocols)
  - 20 feet
  - 10 feet
  - 6 feet
  - STAGGER SHIFTS breaks, meals
- Daily Compliance Ambassador
  - Who and when
  - Determine Personality Fit







### **CDC Physical Distancing & Equipment**

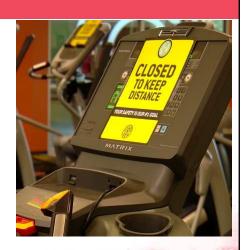
- Partition Equipment off
- Rent out Equipment
- Sell Equipment and upgrade
- Plastic Shields between
- Police tape
- Cleaning
  - Saran wrap & monitor protection
  - Hourly, lunch closing, staff, members
  - Enforcing policies & requirements





### **Gym Floor & Closures**

- Limit Workout Length 45 minutes
- Only 1 piece of Equipment at a time
- Require Customers to sanitize
- Set specific times for older adults 60+ to exercise – (early or mid-day)
- Close
  - Water fountains, common areas, break rooms, areas where people congregate
  - No self-service food areas





### **Cleaning & SIGNAGE**

- Early & Often
- Show cleaning protocols daily
  - Keep Virtual Tours to 15 seconds
  - Have recognizable staff talk to the camera







### **Flow**

- Signage
  - Entrance
  - Exit
  - Front Desk
  - Floor mapping (grocery store)
  - Locker rooms
  - Equipment usage
  - Wipe Stations
  - Hand Sanitizer Stations
  - Bathrooms (Hide it, people will steal!)









### **Review Flow with Staff Tours**

- Check the flow from first door entry
- Check-in for Group Ex Staff
- Check-in for PT session
- Check-in for equipment usage
- Bathroom entrance 1 at a time?
- Locker room if at all? cross some off
- Pool & Showers
- Plan a real walk through





### **Capacity – Indoor & Outdoor**

- Many states are 10% capacity, Florida 25% capacity, others 50% capacity
- Check your space capacity with the city and landlord
- Determine if your insurance allows outdoor activities
- Check with other tenants & city about sessions in the parking lot (confirm equipment, AV, stage, etc.)
- Close Childcare
- Modify layout of chairs/couches









### **Parking Lot Workouts**







### YOUR AQUA PROGRAM



### **Pools Are Safe**

- ✓ Beginners
- Older Adults
- Rehab
- ✓ Cross Training



### **Pools Are Sanitary**

According to the CDC, pool chemicals provide 6 times the strength needed to kill the coronavirus (Covid-19).



### **Pools Are Valuable**

- ✓ Members "need" a pool can't exercise in their bathtub or church basement
- √ Your instructors won't leave
- √ Your clients won't zoom

### Pool

- 1 person to a lane
- Aqua Group Exercise
  - 6 feet apart
  - No Equipment
  - Aqua Shoes Required
  - No Touching
- Watch locker room
- Wear aqua shoes no bare feet
- Look at ventilation open windows





### **Live Classes**

- 10 persons, 25% of space
- 6 ft by 6 ft 36 square feet/person
- No movement
- Own equipment
  - Yoga
  - Pilates
  - Strength no equipment
- No high-intensity w/heavy breathing
- No contact like martial arts
- Stickers on the floor











### **Set-up OnDemand Classes**

- Are they FREE or do we charge
  - Les Mills
  - Personal Instructor
- Always provide "value" so you can charge later
- Instructor Driven Facebook?
- Facility Driven Email? Text? Call?
- Combination or set a timeline





### Plan to transition to payment

- Set a Schedule
- Watch Local Governor's Postings
- Let your clients know the schedule
- Do not scare away soooo much FREE
- Remind them you care
- Remind them of reason for transition







### Remind them why they should COME BACK

- Physical Qualities of facility
- Other Members
- Other Staff
- Lost salaries/income
- Families
- Programming





### **Influence of Group Exercise**

- Realization that Group Fitness is the heart & soul of a facility
- Personal Trainers are PERSONAL loyalty?
- Retain our Influencers?
- How do we Integrate?







### **Upon Return – Live & OnDemand**

- There is no NEW NORMAL
- It is just NEW
- Look at benefits of Plague
  - Longer Life Spans
  - Paved Streets
  - Plumbing
  - Transportation trade
  - Produce, goods services
  - Government influence increased Control food prices, women could wear expensive clothing





### Digital solutions for sign-ups (OnDemand)

- Forte <a href="https://www.forte.net/index">https://www.forte.net/index</a>
- Virtuagym https://business.virtuagym.com/
- Gympass <a href="https://www.gympass.com/us">https://www.gympass.com/us</a>
- Mindbody https://www.mindbodyonline.com/
- Uscreen https://www.uscreen.tv/
- Teachable <a href="https://teachable.com/">https://teachable.com/</a>
- Uscreen https://www.uscreen.tv/
- Yondo https://www.yondo.com/
- Vimeo <a href="https://vimeo.com/">https://vimeo.com/</a>
- YouTube https://www.youtube.com/
- Facebook Live





### **Asking for Money**

- Membership Structure
  - Live Membership
  - Online Membership
  - Combination of both
- Personal Instructor Classes
  - Donations
     Paypal, Venmo, Square
  - Contributions for Professional Services
  - Charge with set-up fee





### **Issues will arise**

- Family members will want to exercise together and remove tape
- People will refuse to wear masks
- This is where Contact Ambassadors will come in handy







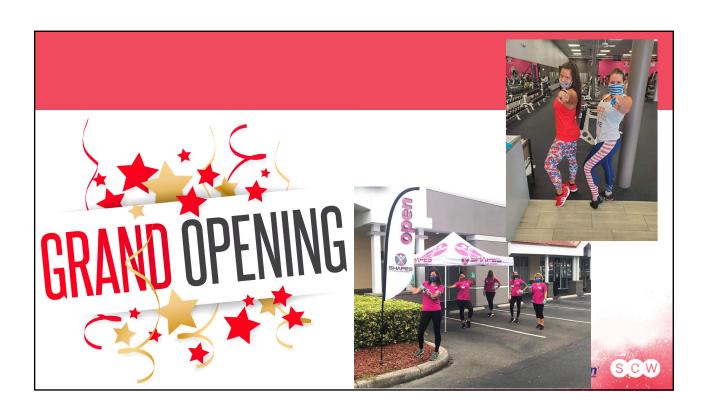
### **Get Testimonials & Post/Send**

• Have the members provide testimonials

• Download after every day to change

strategies







### 20. Barre

- BARRETRAINING
  - Certifications are Countless
  - SCW Barre Cert
  - Barre Above
  - Private Barre Studio Certs







### 19. WATER PROGRAMMING

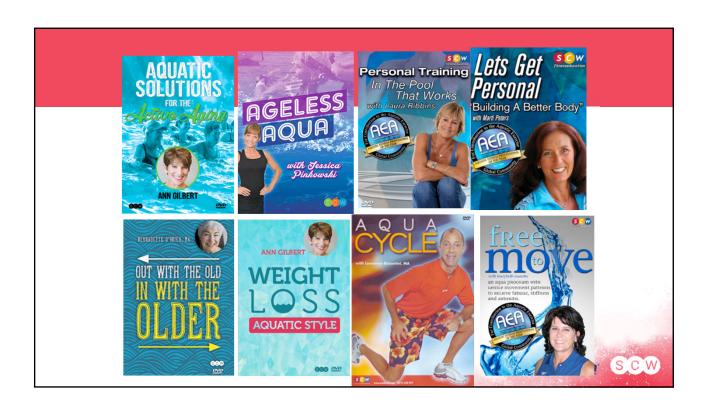
- WATER PROGRAMMING
  - HIIT
  - Tab-Aqua
  - Dance
  - Yoga/Pilates
  - Barre-a-cuda
  - Aqua Zen (Restoration)
  - WATERinMOTION®











# 18. Chair Workouts INNOVATIVE ACTIVE AGING CHAIR WORKOUT FOR STRENGTH & ENDURANCE OF ACTIVE AGING ACTIVE AGING

water motion

SCW



### 16. Boot Camp

- Outdoor
- Indoor
- 30 minutes
- Aqua
- Equipment
  - Body weight
  - Kettle bells
  - Boxing



### **15. Following the Trends**

- Watch Television
- Read Magazines
- What's knew in People Magazine
- What's hot in SHAPE Magazine
- What does ACSM say



### 14. Small Group Training

- Community
- Safety
- Accountability











### 13. Sculpting & Toning

- Tubing
- Bands
- Body weight
- Weights





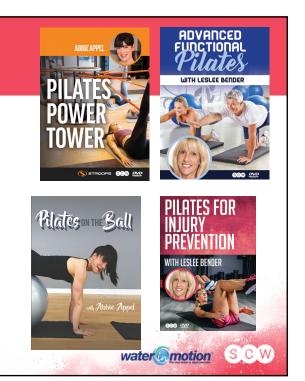






### 12. Pilates

- Equipment
- Machines
- Injury Prevention & Recovery

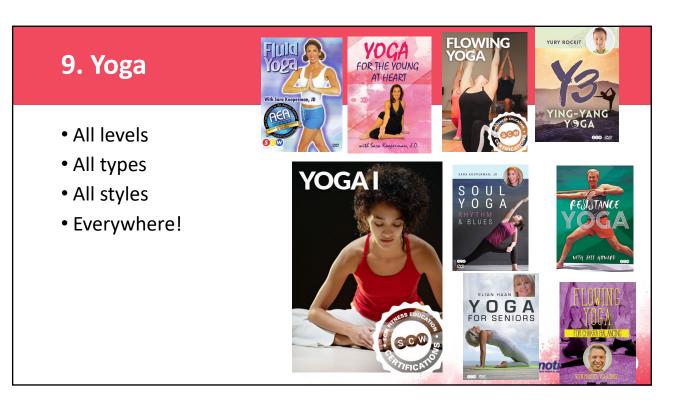


### 11. Group Cardio

- The heart of the club
- Community
- Outdoor
- Challenges







### 8. Personal Training

- Safe
- Effective
- Private
- Convenient
- VALUE!





### 7. Exercise Science

- Build Immunities
- What & How
- Who
- Programming



### 6. HIIT (was #1)

- HIIT / TABATA Programs
- 30 Minute High Intensity
  - BootCamp
  - Tabata
  - BODYSHRED
  - Les Mills GRIT
  - Balanced Body HIIT
  - Tab-aqua





### 5. CORE

- CORETRAINING
  - Abs & Back
  - Stability Ball
  - BOSU / Balls / Rollers
  - 30 min classes



water motion SCW

### 4. Strength Training • What is strength? • New meaning • Weights



### 2. NUTRITION

- Wellness/Sports
- Protein
- Fats
- Carbs
- Menopause
- Hydration
- Organic
- Vegan Alternatives









### 1. Aging & Exercise

- By the year 2030, the number of individuals 65 years and older will reach 70 million in the USA alone.
- Those 85 and older will then be the fastest growing segment of our population.



- Cardio
- Chair
- Memory
- Yoga
- Foam Rolling
- Strength





### **Specialized Certifications**

- Becoming a requirement
- More Specialized Certs
- Multiple Certs
- Shorter 8hrs, 4 hrs
- Less Theory/More Practical
- Online & Live Streaming Explosion
- Less Prep- More Onsite
- Clubs Require Specialty Required











### **Top 10 Trends (Fit Pros wanna know!)**

- 1. Active Aging
- 2. Nutrition
- 3. Functional Training
- 4. Strength Training
- 5. Core Training
- 6. HIIT
- 7. Exercise Science
- 8. Personal Training
- 9. Yoga
- 10. Foam Rolling







### **11-20 Trends**

- 11. Group Cardio
- 12. Pilates
- 13. Sculpting/Toning
- 14. Small Group Training
- 15. Trends
- 16. Boot Camp
- 17. Recovery
- 18. Chair Workouts
- 19. Aqua Ex
- 20. Barre







### **TRENDS FOR 2020**

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