

Juliene R. Hefter,  
MSOLQ, CPRP,  
AFOI

**Sample proposals are available for all topics listed. If you do not see a specific topic listed, please contact the speaker to see if arrangements can be made to present.**

**If you are interested in having Juliene speak in your community or for your organization please contact Juliene by phone at 262-894-9772 or by e-mail at: [jhefter@safetyfirstaquatics.com](mailto:jhefter@safetyfirstaquatics.com) for available dates.**

**\* References are available upon request**

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MSOLQ, CPRP

**JULIENE R. HEFTER**

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**JULIENE R. HEFTER**

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**Professional Speaker**  
Park, Recreation, Aquatic ,  
Staff Training,  
Management and  
Programming Topics

# Speaker Credentials and Available Presentations

Juliene Hefter is a recreation professional who has been working in the park, recreation and aquatics field for over 20 years. She holds a Bachelor of Science Degree in Recreational Leadership from the University of Wisconsin, La Crosse and a Master of Science degree in Organizational Leadership and Quality from Marian College in Fond du Lac, Wisconsin. She has been on both the AFO Board of Directors and the National Aquatic Council for the National Park & Recreation Association and was the Chairperson for the 2005 National Aquatic Conference, 2006 NAMS Chair, 2007 NAC President, 2008 Past President, as well as chairing the AFO Board of Directors and Educational and Professional Development Committee in 2005. Juliene is currently the Deputy Director for the Wisconsin Park & Recreation Association.

Her aquatic background has included management of both indoor and outdoor aquatic facilities. She has hands-on experience in every area of aquatics: from staff training/development to programming; from budgeting to operations.

Juliene's dynamic speaking ability and style has made her a much requested speaker. She has been a featured speaker at the National Aquatic Conference, National Aquatic Management School, and National Congress as well as numerous state conferences around the United States. She is also an AFO instructor for the National Recreation and Park Association and was named to the "Power 25" by Aquatics International in 2007.

## Available Presentations:

- **A Hands On Approach to Creating a Sponsorship Program in Your Community (either a 1.5 hour session or 3.5 hour workshop)**
- **Lifeguarding: How Does the Public Perceive Us?**
- **Staff Training Made Fun (Aquatics)**
- **Creating and Implementing Team Build-**

## **ing Games and Activities**

- **Marketing and Promotions**
- **Customer Service**
- **Sexual Harassment for Part-Time and Seasonal Staff**
- **AFO Training**
- **How to Present a Department Justification to your Board, Commission, Trustees or Alderman and Community**
- **Diversity**
- **Respected as a Supervisor, Not an Equal**
- **Networking 4 Knowledge, 4 Novices**
- **Public Speaking**
- **Sweaty Palms, the Neglected Art of Public Speaking (3.5 hour workshop)**
- **Dealing With Conflict**
- **Aquatic In-Service Training**
- **Aquatic Audits**
- **Risk Management in Aquatics**
- **Staff Supervision in Aquatics**

\*\* The speaker is available to incorporate various topics into an overall 6-8 hour training for seasonal and part time aquatic staff upon request.

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