



Associate Retention

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- More regatta days = more umpires needed
 - Need to recruit more
 - Need to retain our associates
 - >50% of associates do not become licensed
 - Some move away, get new jobs, have no choice
 -but some lose interest or get disillusioned
- This year we undertook to dig deeper to find out why
 - Talked to a number of Associates - Island and Mainland
 - Some now licensed, some 'dropouts', some still Associates
 - Experience's generally positive, but.....

Associate Retention

- Some Associate concerns:
 - We are not always a friendly, welcoming group!
 - No initial introduction at regattas
 - Inconsistent 'meet and greet'
 - Some disappointing experiences
 - Not all CU's created equal!
 - Some good 'Mentors' – some not so good!
 - Feeling of not being needed/wanted at some regattas
 - Inconsistent policy

Associate Retention

- Some 'Housekeeping' issues
 - No rulebook given out
 - Better explanation of process to become licensed
 - Better explanation of how/when to claim expenses
 - Help in determining which regattas to attend
 - Which are good learning experiences
 - Where are Associates really needed
 - How to get exposure to all stations
 - When is travel warranted

Associate Retention

- What can we do/Lessons learned
 - Need to be more welcoming
 - Everyone: Go the extra mile to welcome new associates
 - CU's & ACU's: Organize an introduction
 - Make sure the mentoring experience is positive
 - CU's: make sure the assigned mentors are conveying the right message/experience
 - Mentors: recognize they are showing how it should be done!

Associate Retention

- Some specific changes
 - Assigned responsibility within Umpire Committee
 - Larry (island) Malcolm (mainland)
 - Attend clinics – provide a ‘go-to’ person for general help/ advice
 - Follow up with Associates through their first year
 - Post regatta follow up with CU’s on strengths/weaknesses
 - Contact CU’s to suggest where to place specific Associates
 - Generally encourage and help mentor
 - Develop a “Welcome” and “How to” handout
 - Provide rule books!



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