

parallel lines

A Resource for Challenge Course Professionals | Vol. 13 No. 2



Featured Article

LEGAL CORNER

with Reb Gregg

Taking Part in ACCT's Future
by Michele Hepler

Lights, Cameras, Action...
by Rochelle Garner

**Facilitator's Toolbox: Another
Active Reflection Activity**
by Jen Stanchfield

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Welcome to Parallel Lines™!

We are pleased to present our Members with this online user-friendly design and format. Our goal is to provide our Members with an easy to read periodical that reflects the more modern world in which we live.

In this edition of Parallel Lines we will be sharing information about the recent ACCT Conference & Exposition. We will also be celebrating ACCT's 20th Birthday!

We encourage you to share Parallel Lines with your colleagues in your community. Remember you can view the publication on our website at www.acctinfo.org. As always if you have a program, member or topic that should be included, let us know! We can be reached at membership@acctinfo.org.

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**THE NEXT ISSUE OF PARALLEL LINES WILL BE PUBLISHED IN OCTOBER.
ARTICLE SUBMISSION DEADLINE IS SEPTEMBER 1, 2013.**

July

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September

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About ACCT

The Association for Challenge Course Technology, (ACCT) is a recognized standards developer by the American National Standards Institute (ANSI) and was responsible for the development of the first Challenge Course Technology standards originally published in 1994. These internationally recognized standards are currently being maintained by ACCT through our accredited ANSI public comment process.

ACCT has served as the leading trade association for the Challenge Course industry, (including Aerial/Adventure Parks, Zip Lines, Canopy Tours, Team Challenge Courses, and Climbing Structures) worldwide since its inception. Currently ACCT has 41 accredited Professional Vendor Members (PVM's) and over 2600 Individual and Organizational members globally.

What is a Challenge Course?

Challenge Courses are organized environments relying on structures that are composed of, but not limited to, poles, buildings, trees, beams and cables. They may incorporate, but are not limited to, specialized technology and components such as fall arrest systems, trolleys, pulleys, harnesses and ropes. Operation often includes, but is not limited to, staff managed and participant-directed activity by groups and/or individuals navigating challenges where the perception of risk is an essential component to the overall experience. They are managed by qualified professionals functioning under standards including those developed by the Association for Challenge Course Technology.

Examples of Challenge Course Technology include Aerial/Adventure Parks, Zip Lines, Canopy Tours, Team Challenge Courses and Climbing Structures.

ACCT Hires Two New Staff Members



Melissa Laing has been hired as the new ACCT Special Events & Membership Coordinator. Melissa is a 2003 graduate from Bowling Green State University where she received her BSBA with a specialization in Hospitality Management. She comes to us with over 12 years of Hospitality Experience working in many different facets of the Hotel Industry. During her tenure with Hyatt Hotels & Resorts in Phoenix, AZ she started in Operations and was promoted to Sales Manager.

Melissa became connected to the challenge course industry when she moved to North Carolina. While in North Carolina Melissa worked as a contract facilitator at Iredell County Outdoor Education Center as well as the U.S. National Whitewater Center (USNWC) in Charlotte, NC. Conference in Atlanta. Melissa later became a Land Sports Supervisor. It

was there that she had the opportunity to work closely with the cast of Extreme Home Makeover and represent the facility on an episode. Currently Melissa resides in Alexandria, LA where she has most recently been working as a PR/ Marketing Coordinator with Fit Families for CenLA as well as a Race Director for various local events. Anxious to combine her diverse experience, Melissa is ready to hit the ground running as our new Special Events & Membership Coordinator.



Joyce Weaver is excited to be supporting the challenge course/zip line industry in her new position as Administrative Assistant to the office of the Director of Operations in Maryland. Her new role will also include support to the ACCT main office and ACCT committees and/or projects that are assigned to the office of the Director of Operations. She has previously worked with Bill, the Director of Operations, within the industry over the years so they are off to a smooth start. She's having a great time getting to know the other ACCT staff members as well.

Joyce has previously worked in the Challenge Course industry as a secretary, receptionist, office manager and facilitator for Cedar Ridge Adventures, a former PVM of ACCT. She also supported the office of their family owned business, Griffin Adventures, a former PVM.

On a personal note, she enjoys family time with their children and grandchildren. She and Bill participate in 18th century living history events and play Celtic music together. She also enjoys gardening and stitchery. She's looking forward to once again supporting the industry and the work that ACCT does to serve the Challenge Course community.



Taking Part in ACCT's Future

by Michelle Hepler
ACCT Board Chair

When I think of the words mission, vision, direction, stakeholders, constituents, and industry, I think of other words like “big picture” “input” and “plan”. Recently, the ACCT Board of Directors, voted, and now has hired a consultant to take us through a “big picture planning process”.

In the coming months, we will be working with a firm from Chicago, Forrest Consulting, to walk our membership, volunteers, leadership, and staff through a Strategic Planning process.

This is not the first Strategic Planning process that ACCT has been through. ACCT went through another strategic planning process with a contracted consultant in 2006. As I became a new board member, I often looked to that adopted plan to help me understand the “where” and the “why” when we chose a direction, task or prioritized. That document served as our helpful guide for several years, giving us the direction we needed in a number of decision making areas. Later, in late 2011 and into 2012 the board worked together with the Executive Director to create a new plan, one adopted for 2012-2014. Currently operating with this plan, the board often turns to it for guidance when facing tough decisions or focusing on organizational priorities.

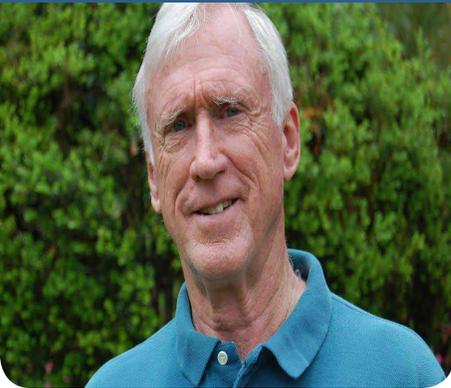
Undergoing a new Strategic Planning process over the next several months, will allow us to think even more futuristically, and clearly define the goals, objectives and strategies to get us there in the most effective, efficient, and appropriate manner.

“...clearly define the goals, objectives and strategies to get us there in the most effective, efficient, and appropriate manner.”

As Board Chair, the excitement coupled with pride, which this process will do for the direction of ACCT, is tremendous. This association is faced with many challenges; changes, trends, growth, regulations, and more. Now, more than ever, this step is critical. This is an important time for us all to provide input, seek feedback, and share thoughts and ideas. The results

of this planning will produce the framework that will serve as a guide to navigate the challenges we face today, will face tomorrow, and overcome in the years ahead.

In the months to come, I encourage you to respond to surveys that may be sent to membership, reach out to your colleagues and create dialogues, contact your vendor and get connected with what is happening, even reach out to your staff and/or elected board members to make sure that your opinion is heard, that you have input in the direction that ACCT takes in the coming years.



Featured Article

Legal Corner

by Reb Gregg

Negligence Revisited

If you or your organization is sued, the complaint most likely will be that you have acted carelessly in dealing with a participant or other visitor to your activity. This “carelessness” will be described as a failure to meet your legal duty of care owed to the person or persons on whose behalf the suit is brought. You are being sued for negligence.

The elements of a successful claim of negligence – that is, one which results in you or your insurance company paying money - are these:

1) First and foremost, liability for negligence requires a legal duty of care owed to the person claiming to have suffered a loss. Other duties (moral, ethical, and contractual, for example) exist in our relationships with others; but this legal duty of care, our system of jurisprudence declares, is essential for a well ordered society. The legal duty owed is determined by the nature of relationship between the parties, and the expectations around that relationship.

In our industry, the legal duty of care is to protect the participant

or visitor from unreasonable risks of harm. Your conduct in this regard will be measured against how a reasonable person – practitioner – would have acted in the same or similar circumstances. Note that what is

“...take ‘best practices’ out of your organization’s vocabulary and put it wherever you have stored the word ‘safe.’ Both words are fraught with danger for your organization and staff.”

required is (only) reasonableness. The law does not require perfection or even “best practices” . In fact, take “best practices” out of your organization’s vocabulary and put it wherever you have stored the word “safe”. Both words are fraught with danger for your organization and staff.

2) The second element of a negligence claim is a breach of the legal duty of care; that is, you failed to act as a reasonable practitioner would have

acted. The breach can be an affirmative act, or a failure to act in circumstances where certain action reasonably should have been taken.

3) The third element of negligence is a loss suffered by the party complaining of the breach of a legal duty. A loss may be personal injury or death, emotional trauma, or damage to or loss of property.

4) The last element is a causal connection between the alleged breach of duty and the loss suffered. The wrongful act or omission must have caused the harm or at least significantly contributed to it.

In a future issue of Parallel Lines we will explore defenses to a claim of negligence, including risks of harm which courts consider reasonable (yes, there are some) and how you can shape, and greatly reduce, the legal duty of care you owe to your patrons.

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Editorial

Lights, Cameras, Action at Princeville Ranch Adventures

by Rochelle Garner

Photos by Princeville Ranch via RFID

Pat Nowak had a wish list. He wanted to offer action photos of guests as they happily skimmed across one of Princeville Ranch Adventures' four tours consisting of nine various zipline features. And he wanted those photos captured, sorted, cataloged and ready for viewing (and buying) before guests returned from the field. His goal: Satisfying guests' top request for photos while at the same time generating a new source of revenue.

There was just one problem. Nowak, Princeville Ranch Adventures' (PRA) general manager, didn't know where to start. The reason? PRA's mountainous terrain made it difficult to get great action shots — and impossible to transmit photos from the field.

Blame it on location: Remote and on the rugged north coast of Kauai, PRA has no electricity or even, as Nowak puts it, "any hope of having traditional infrastructure." Weather in Paradise is no picnic, either: Located near Mount Waialeale, one of the wettest spots on earth, the ranch is battered by a corrosive combination of rain and sea air.



Yet despite these obstacles, Nowak never stopped thinking about giving guests the photographs they continually asked for. "As wireless became more prevalent, we started thinking about new ways to transmit photos from the field," says Nowak. "We also thought about motion and light sensors to take photos automatically, but we couldn't get our heads around how we could get the right photos to the right person." Help came 18 months ago, when a mutual friend introduced Nowak to Ben Kottke, professional photographer, technologist, sports enthusiast — and chief executive officer of Snapsportz. Snapsportz puts together systems that combine cameras and radio-frequency identification (RFID) sensors and tags for capturing and sorting images of people doing the activities they love. The company had already worked with customers including Nike, Brighton Ski Resort, and Osiris Skateboard Shoes.

But Snapsportz had never before tackled anything quite like what Nowak wanted. Kottke realized that PRA and Snapsportz faced months of trial-by-error to overcome the terrain, conditions and remoteness of PRA's Zipline adventures. He also recognized that PRA would have to participate on a mutual journey of discovery as, together, they developed a system "no one had ever tackled before."

"I said there will be bugs we will have to work through, but they never fully understood how long that would take," says Kottke. Nowak admits he didn't realize the enormity of what they faced: "As with any

development process, it took longer than anticipated," says Nowak.

Over the next five months, Snapsportz and PRA faced down one problem after another. Among the first: Setting up a wireless network that could withstand the elements, and work without a steady supply of power. Today, PRA runs both omni- and directional microwave technology to transmit signals up to 2 miles away. "We send locally through wi-fi to a central hub in the field, from there via microwave to a relay point on the mountain, and then to the office," explains Nowak.



To capture the images, Snapsportz installed RFID sensors and cameras at three points along two Ziplines. Kottke relied on his photographic eye to set up the proper lighting, focal length and camera angles, while the RFID sensors snapped the photos as guests zipped past the sensors. Solar power, with backup battery cells, drives the entire installation.

.....Continued on page 12



Wisdom of the Ages

by Scott Andrews

Chairman

Operations and Certifications Committee

Often I am asked, "How did this standard come about? It does not apply to my program." I start to explain how over a 20 plus year period a lot of smart people with lots of experience have met, commented, suggested and argued over what should or should not be written down for the standards on how challenge courses and zip lines operate. It is a lot experience and insight argued into a simple form applicable to many situations.

Operations Standard B.2.18 provides a great example of this. "The organization shall have an appropriate and reasonable participant screening process." At first glance, it seems really simple and obvious and that it might not apply to some programs. Some have argued that a screening form filled out by participants in advance of the program is not possible for their program. Some argued that this standard should be removed. Let's look a little deeper at this standard and its implementation.

First, we all need a bit of information about the people coming to our programs. Many promote self-screening by publishing participant criteria. In our programs, we

always ask group organizers if there are any special needs that we should know about so that we can better serve the participants. I have ridden a lot of zip lines where I had to step on to a scale before I started. That too is a screening process. Each of these is appropriate for a program type and its clients.

I can easily imagine a site with no screening process. Clients could arrive and not be dressed for the course or the staff might not have the skills to serve the clients. Imagine you know nothing about working with addiction and a group shows up wanting to support their new recovery with a ropes course. IT would NOT be pretty. It might work. A screening process that told you who was coming would make a big difference. I am sure that someone who argued long ago for a screening process in the standards had learned that or some similar lesson the hard way.

There are many forms of screening and they have evolved over time just like our courses and our programs. A lot of people have had hard experiences which lead to learning and that is reflected in the standards.

CALL FOR PRESENTERS

The deadline for the 2014 International ACCT Conference Call for Presenters is July 31, 2013, and is soon approaching. If you are interested in submitting a proposal please go to <http://jotform.us/form/31225229307144> to complete the online proposal.

EXHIBITORS

Kick start surpassing your 2014 Sales Goals by participating at the Association for Challenge Course Technology (ACCT) 24th Annual International Challenge Course Conference & Expo to be held January 30 - February 2, 2014 (Exhibit Dates: 1/30-2/1) at the Renaissance Orlando at Seaworld, Orlando, Fl.. A record audience of 1,000+ professionals/key purchasing decision-makers look forward to learning about your products/services on a direct basis.

THE 2013 ACCT EXPO WAS SOLD OUT SEVERAL MONTHS PRIOR TO THE EVENT!

An Exhibit Prospectus plus Sponsorship / Program Advertising / Silent Auction information is available at www.acctinfo.org.



Barely Legal

by James Borishade
Executive Director

Last fiscal year we experienced a number of important milestones as an association. Here are just a few milestones we accomplished last fiscal year in support of this great industry. In FY 13...

1. ACCT celebrated 20 years as an association;
2. ACCT embarked upon our second public comment period as an Accredited Standards Developer of the American National Standards Institute (ANSI);
3. ACCT launched our new membership benefits package;
4. ACCT Published the ACCT Standards, 8th Edition;
5. ACCT Successfully created and implemented a new Inspector Certification Program with more than 70 certified inspectors worldwide;
6. ACCT Hosted the Annual ACCT Conference with more than 1000 attendees;
7. ACCT added 2 new staff members to help give the association more capacity;
8. ACCT began the preliminary phases of our next strategic planning process.

While we consider these milestones to be significant, the ACCT Team (Board of Directors, Board Emeritus,

staff and committee volunteers) remains laser focused on carefully leading this association into our 21st year!

In life, turning 21 not only signifies a new level of freedom but it also suggests a greater level of trust, expectations and responsibilities. Your Board of Directors takes the trust you have bestowed upon them very seriously. Your staff is working tirelessly to fulfill and hopefully surpass your expectations. And your committee volunteers have been meticulous about managing committee tasks and association responsibilities.

Over the next few months your ACCT Team will be working to prepare us to turn 21. Our strategic planning process will be the vehicle we use to help prepare us for the next few years. We will be reaching out to our members to gain your perspective on where we are and where we are going. Our process will not be done in a vacuum. Your feedback is a critical component to our planning process.

The creation of a new strategic plan will help inform our work and maintain our focus. We hope you rejoice with us over our recent accomplishments and share in our excitement for the future of this great association and industry! We look forward to updating you on our progress.

ACCT Inspector Certification (ICE)

The second ACCT Inspector Certification Exam (ICE) will be offered and administered at the conclusion of this year's Summer PVM Symposium in Baltimore, Maryland at the Hilton Baltimore. The mandatory prep course will be held August 1st and the ICE exam will be offered August 2nd.

If you are interested in learning more about the ICE program or are already an ACCT Certified Inspector and have questions please go to www.acctcertifications.com. Please submit any further questions you may have to the ACCT Inspector Certification Exam Committee by sending your questions to info@acctinfo.org.



You Need to be There - Orlando!

by Cynthia Paris

Conference Committee Chair

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Summer is in full swing and many of our ACCT members are busier than ever. Here on the conference committee, we are busy too. I would like to say we are busy relaxing by the pool- but not quite yet! We have been working on the conference to make it valuable for you and your staff.

We are excited to announce Larry Smith has been selected as the Keynote speaker to kick off the festivities for 2014. Best known for "Six Word Memoirs," Larry is a dynamic and engaging speaker. While he is not directly in the adventure industry, his message is one relatable to everyone in our field. He shares the concept of creatively selecting six words to summarize ourselves, our events and even our life stories. He emphasizes letting go of the extra chatter and extra fillers- and gets down to what matters.

For many of us as facilitators this is an integral part of our group work. We are helping others down the path of collaborating and sharing their passions, strengths and values. Some facilitator ideas in six words: "We learn most from each other," "Support for one strengthens us all," "Share our strengths, strengthen our team." Or in facilitator questions form, some examples from Smiths' website: "One person's ___ is another person's___?;" " Little things that make you happy?"

On his website, Larry encourages

people around the world to share their stories. He gathers stories, ranging from wildly humorous to deeply poignant, on his blog site and in his books. He has motivated thousands of people to consider this creative way to share their passion, their life, their story in brief, yet powerful statements.

Start thinking about how you might sum up your work and your passion for this industry. Plan to join Larry and us for the Thursday evening opening ceremony and you may find yourself inspired to share your story! Email your six word stories and we may publish it in another issue or on our social media. We will have lots of other drawings and prizes available too. "Share your story, in just six."

How can we summarize the annual ACCT conference in six words? "You need to be there - Orlando!" This year the conference and events are held in sunny Orlando, Florida at the Renaissance Orlando at SeaWorld from January 30 to February 2, 2014. The hotel has a great layout for meeting and

interacting with other industry professionals. A 20 story high, sunny atrium will function as the hub. Here you will find Networking meals, an open air bar and lounge and plenty of places to sit and talk. Off the atrium hub, is the grand ballroom and easy to access workshop rooms. This destination is directly across the street from SeaWorld and just down the road from dozens of other Orlando family favorites. With all that Orlando has to offer, this could be the year to bring the kids for a vacation, while Mom or Dad is attending ACCT exhibit hall and workshops. Six words? "ACCT 2014 Kids Play, Parents Learn."

Soon we will be announcing our pre-conference and post-conference workshops. Watch the ACCT website, monthly ACCT Clipboards and ACCT's social media for details.

We look forward to having you join us for exciting speakers, workshops, exhibits and maybe even some welcomed time relaxing by the pool!

A Special Thanks to the many ACCT VOLUNTEERS!!!

We here at ACCT would like to tell all of our many volunteers THANK YOU! THANK YOU for your countless hours you spend on committee projects. THANK YOU for the valuable work you do for the association and the industry. You are the blood within the veins of ACCT and we are the association we are today because of you.

THANK YOU!

Lights, Cameras, Action at Princeville Ranch Adventures.....continued from page 8

Those RFID tags are the key to triggering, sorting and cataloging images. Now when guests get back to home base, they can go directly to an array of iPad-kiosks, enter the RFID number from their helmets and — voila, see professional-caliber pictures of themselves in action. A retail app, which Snapsportz also developed, makes it possible for guests to find, buy and leave within just a few minutes.



The result for PRA: A new revenue stream. Nowak estimates 70 percent to 80 percent of all guests buy photos. He expects the system to pay for itself within the year.

Both PRA and Snapsportz say they learned from the experience. Snapsportz has learned what it takes to serve the Zipline industry, and now offers systems starting at \$30,000 that withstand the unique rigors that Zipline parks present. PRA has learned the satisfaction that comes from being a development partner creating something that has never been done — and that others can use.

“This was like running a marathon,” says Nowak. There are points where you don't think you can keep going, but you do, and it's a great achievement. Guests love it. We have cameras where we can't put humans, and we get great shots. It enhances our program and will pay for itself in a short amount of time. I absolutely would recommend this to others.”

Important ACCT Update

We are excited to share with you that in the next few weeks ACCT will migrate our website over to a new platform. This platform has several new features designed to enhance your membership experience.

Some of the new enhancements we will be able to offer our members...

- Social/professional networking
- Blog and forums
- Wiki + collaboration
- Online chat
- Wall feature
- Community groups
- Committee pages

We will also be able to provide...

- A career center
- A volunteer center
- Interactive surveys, voting and quizzes (where appropriate)
- Ability to manage outside networking connections
- RSS feeds for our online store, news and career centers
- ...and much more!

No matter your schedule you will now be able to stay in touch with each other and with your association. Whether your main reason for logging in is to obtain the latest news or network with colleagues, you'll enjoy the member profiles, blogs, forums, surveys and much more. For more information about this exciting new resource please go to the ACCT website at www.acctinfo.org.

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Forrest Consulting to Help ACCT Determine its Future Course, Assess Satisfaction, Consider New Services and Build Revenue

The team at Forrest Consulting is excited to begin working with the Association for Challenge Course Technology's leaders in a strategic planning process that will create a multi-year plan to deliver greater value to members, add services and strengthen the association. Forrest Consulting builds organizations. A high-level management consulting firm founded in 1988, Forrest Consulting brings growth, revenue, greater value and more impact to companies and non-profit organizations. We counsel leaders and help tackle management, strategic planning, business planning, marketing and branding, customer creation, revenue generation, communications and other issues and opportunities. We drive success through expert planning facilitation and implementation guidance, using our proven Fast Track Strategic Planning System.™ Our tested process uses the organizational leadership team's knowledge and insights to create the plan and assure successful implementation.



Forrest Consulting's team working with ACCT (l. to r.): Lee Crumbaugh, Tom Drouin and Gary Hannah. The wealth of senior management and specialist talent available today enables Forrest Consulting to offer clients a depth of varied expertise on an affordable basis. The consulting team working with ACCT includes:

- Lee Crumbaugh, president, Forrest Consulting. Lee has delivered management counsel, effective planning processes, and winning marketing, communications and business development programs to for-profit and not-for-profit organizations in more than 50 industries and business segments. Lee has been a management consultant since 1988, but earlier and periodically since he has increased his experience and value to clients by holding operating roles. He was COO and VP, Marketing, United Way of Suburban Chicago; Executive Director, American Fence Association; and VP Public Affairs, Continental Bank. He launched a consumer publishing company and was VP of a national banking trade association. He earned his MBA, marketing management, finance emphasis, at University of Chicago Booth School of Business, and his BS, news-editorial journalism, at University of Illinois Champaign-Urbana. He holds the Strategic Management Professional certification from the Association for Strategic Planning and serves on ASP's national board as Vice President elect. Lee's new book, *AHEAD: Strategy is the road to a better future*, is available on Amazon.com in paperback and Kindle e-book.
- Tom Drouin, Drouin & Associates Consulting Services. Tom's focus is organizations looking to develop and execute a business or mission strategy, new business launch or for support in enhancing organizational effectiveness through performance assessment, coaching and development. A senior executive and professional, Tom's corporate career was built on strategically conceived product and market innovation, business leadership and excellence in human development. His most recent senior role was at

BOISE Inc./Boise Cascade as Director, New Business Development. He has a depth of experience as a volunteer leader in not-for-profit organizations. Tom earned his B.A. at The Pennsylvania State University.

- Gary L. Hannah, association/non-profit consultant. Gary is a Certified Association Executive (CAE). He been CEO of several national and international student organizations. At an international IT trade association, Gary built and grew the academic channel in membership and certification revenue resulting in new annual revenues of over \$3.35 million. As COO of a national certification board, he managed the certification process from application through test completion and recertification. As Division Manager for Extension and Membership for an international humanitarian association, he grew worldwide membership by over 50,000 members after years of decline. Gary has strong experience working with volunteer boards of directors. Gary is a graduate of the University of Wisconsin-Madison with a BBA in Marketing. He is a member of the Association Forum of Chicagoland and the American Society of Association Executives.

Forrest Consulting's work with ACCT will kick off at the Board of Directors meeting at the Summer Symposium in Baltimore in late July: We will introduce the planning process and begin gathering information. Subsequently we will conduct e-surveys and interviews among ACCT's stakeholder groups and develop analyses to:

- Determine global community satisfaction with ACCT and expectations and desires for services.
- Identify competitors and possible new service areas.
- Find new opportunities to acquire funds and build revenue streams.

At ACCT's fall Board of Directors meeting in late October, we will present our findings and recommendations as well as a key environmental issues report. We will facilitate a one-day strategic planning workshop with the Board. After the Board meeting, we will work with ACCT's leaders to finalize the multi-year plan and offer implementation counsel.

We look forward with great anticipation to working with ACCT to take the association to the next level!

ACCT Committees

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ACCT Logo Usage Policy

by ACCT PR & Marketing Committee

The Association's logo is a trademark and the property of ACCT. However, ACCT may grant a license to use the ACCT member logo to specific members that are in good standing.

To use the ACCT Logo Organizational and Professional Vendor Members must receive written consent from ACCT's Main Office. Permission may be granted for use on Business Cards, Letterheads, Websites and Brochures.

When using the Logo on printed material and websites please consider including the following statements that are appropriate to explain your relationship to ACCT.

Organizational Members

We are an Organizational Member with the Association for Challenge Course Technology (ACCT) and our products and services are independent of those offered by ACCT. We are not an agent of ACCT nor does ACCT warrant, endorse, or approve any product or service offered by us.

Professional Vendor Members

We are an Accredited Professional Vendor Member (PVM) of the Association for Challenge Course Technology (ACCT). Our company has undergone an extensive peer review process and has been accredited to provide practitioner certification trainings, course installation, and course inspections. Insert the option(s) that is appropriate for your company.

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Facilitators Toolbox: Another Active Reflection Activity to Get Participants Moving, Talking, Reflecting and Keep Them Engaged

by Jen Stanchfield

In past editions of Facilitator's Toolbox I've shared number of twists on activities traditionally used as icebreakers that I re-purpose as active, social approaches to reflection, processing or training review. These active dialogue activities not only help group members connect and build rapport early on in a program, they are also a great way to facilitate reflection and exploration of academic or training content at any point. Strategies such as these build comfort with reflective practice by allowing group members to share with one person at a time before being asked to share with the entire group. These partner sharing and small group reflection approaches are a great alternative to didactic



question and answer sessions, as everyone is involved in reflecting, talking and sharing rather than just the "hand raisers".

"Trade and Share" has become one of my favorites for building rapport between group members in a

training, for celebrating the strengths of colleagues or students in an ongoing work group or class, or as an interactive way to review academic or training content. I use this as an extension of metaphoric "entry tasks" or reflection activities such as postcards, Conversation Starter Buttons or keyboard keys (see Spring 2011 Edition of Facilitator's Toolbox). This variation initiates conversations about goal-setting, context setting

"Trade and share' has become one of my new favorites for building rapport between group members in a training..."

for a program and helps participants learn more about their colleagues or peers.

Trade and Share:

This variation on what many know as the "Nametag Trade" icebreaker can be adapted as a playful way to engage group members in dialogue about themselves, their opinions or goals for a program or class. This extension of the entry task or "hook" activities outlined in previous Toolbox articles, is as a way for participants to share about their object, button, keyboard key, or postcard choices in

an interactive way. It is an effective strategy to help participants learn more about each other, practice active listening, facilitate introductions or reflect on a specific experience or academic lesson.

Recently during a conference presentation I was promoting the idea of re-purposing icebreakers as reflective approaches, my colleague Ed Caplan shared this idea of blending this trade activity with the entry task we used when participants walked in the door. We used my set of quote cards as a "hook" or entry task that day. He suggested this adaptation of the nametag trade activity to our group as a way to share our quotes and our reflections about why we chose them to share with each other.

Facilitation Suggestions:

- Ask participants to share with a partner their name, and why they chose their object, image, postcard, quote, key or button and temporarily trade them with each other.
- Next they visit another person and trade that object and story for a total of two to three trades.
- After a few minutes of trading, the group comes back together and participants introduce the person whose item they ended up with. I am careful to mention that this is an experiment in active listening and not a test. It helps them to know that their fellow group members will help them

..... Continued on page 18

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out if they don't get everything right in their "report out".

- I invite the sharer to hand the object back to the person and welcome them to add any additional information or clarifications to the introduction given.

Facilitation Notes:

The day Ed and I tried this in my workshop we found that only 2-3 trades were necessary. More than that becomes confusing. I find that postcards and objects often work better than the quotes in this particular activity as the objects and images are easier to remember. I tend to use this activity with more visual items like postcards or keyboard keys (see Spring, 2011 Toolbox article). This activity is best done after the group spends some time together warming up with other simpler introductory activities.

Outcomes:

I am impressed with how groups really buy into this activity-especially when I am careful to mention that this is an experiment in active listening and not a test. This game models to participants that their fellow group members will help them out. Because of the multiple trades it actually seems to take some pressure off group members and become more playful compared to a more formal single partner introduction activity.

Recently I used this with high school teachers who attended a course I taught on strategies to enhance advisory groups and spice up academic lessons. During one of our sessions we traded and shared using computer keyboard keys that they chose to represent "a goal they have for their teaching in the coming year". The next day I received this note from one of the teachers in my class:

"I tried the trading activity with one of my classes and it was great! I didn't have computer keys or anything for them to trade, so I just had them grab something, anything from their bag or their pockets to represent why music was important to them. They used phones, jewelry, a water bottle, a book, whatever they could find. While in most cases the item didn't have any real significance, it worked really well to express their ideas. They loved it and they had some really good feedback about the activity. Lynn Sweet Mount Anthony Union High School



I hope this post inspires you to upcycle items from your junk drawer as facilitation tools and re-purpose your favorite introductory activities for reflection or review. As discussed in previous articles, I try to encourage educators to expand their view of

reflection as an ongoing engaging part of programs or lessons rather than just a "follow up" or "debrief" of a single activity or lesson. Interactive dialogue activities such as Trade and Share are ways to integrate reflective practice throughout a program from beginning to end.

Reference: Ed Caplan shared this idea of blending the "trade" activity with the entry task objects during one of my workshops last winter. He said he was inspired by a similar activity Chris Cavert shared in the Chiji Guidebook by Chris Cavert and Steven Simpson "That Person Over There". Many know a similar "Nametag Trade" activity. This article originally appeared in the Inspired Educator Blog by Jen Stanchfield.

Join us for "Facilitator's Toolbox Live" next year in Orlando. Please send any questions or comments to Jennifer Stanchfield at jen@experientialtools.com.

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Fun Facts

by Trudy Robbins

JULY

- JULY is Ice Cream Month. President Ronald Reagan of the United States proclaimed that July was forever to be 'Ice Cream Month'. You got it folks, this one's official, so all the more reason to dig into your favourite flavours!
- Monday, July 1st is "Canada Day."
- Sunday, July 28th is "Parent's Day."

AUGUST

- AUGUST is Golf Month. The sun is shining, and the grass is green – celebrate Golf Month by getting out on the course!
- Monday, August 12th is "Youth Day."
- Monday, August 19th is "Humanitarian Day."

SEPTEMBER

- SEPTEMBER is Chicken Month. Chicken is a staple food of many western countries, and often taken for granted. Chicken Month aims to bring the humble chicken off the back-burner and into the spotlight, highlighting the versatility, value and importance of the original white meat.
- Wednesday, September 4th is "Newspaper Carrier Day."
- Monday, September 16th is "Step Family Day."
- Sunday, September 22nd is "Wife Appreciation Day."

Did You Know?

It is unclear where and when the first ropes course was created. A first ropes course was built in 1875 in France and functioned mainly as a physical challenge activity for the participants. During the Second World War ropes courses were used as obstacle courses for improving the physical fitness of the British military.

In the mid-1960s, ropes courses became a central component of outdoor seminars in the United States.

In recent years, specifically recreation-oriented Adventure Parks were developed. The market has boomed especially in Europe.

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Founded in 1993, The Association for Challenge Course Technology (ACCT) is the world's leading and largest American National Standards Institute (ANSI) Accredited Standards Developer focused specifically and solely on the challenge course industry. It is the mission of the organization to establish and promote the standard of care that defines professional practice and effective challenge course programs.

The Association for Challenge Course Technology is a nonprofit trade association with a main office in Illinois and satellite offices in Louisiana, Maryland and Washington. Parallel Lines is the organization's publication sent to all of our affiliates and friends. With member organizations across the United States, Europe, Asia, the Caribbean, Canada, Japan, Korea, Central America and worldwide, ACCT is the leading organization dedicated to supporting professionals in the challenge course industry.

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