



YMCA Awards

Level 3 Customised exercise
programme instruction and
communication techniques
2018

Level 3 Customised exercise programme instruction

**Safely instruct and support clients
during sessions**

Learning outcomes

By the end of this session you will be able to:

- Use motivational styles that are appropriate to the clients and are consistent with accepted good practice
- Provide warm-ups appropriate to the clients, planned exercise and the environment
- Make best use of the environment in which clients are exercising
- Provide instructions, explanations and demonstrations that are technically correct, safe and effective

Learning outcomes

By the end of this session you will be able to:

- Utilise a range of training systems for each component that are suitable for the client
- Adapt verbal and verbal communication methods to make sure clients understand what is required
- Use different methods of monitoring clients during exercise

During the session

- Use motivational styles that:
 - Are appropriate to the clients
 - Don't bring unwanted attention onto the client from other gym attendees
 - Elicits a positive response from the client
 - Are consistent with accepted good practice
 - Avoid use of inappropriate language, touching or anything that brings the fitness facility into disrepute

During the session

- Provide instructions and explanations that are technically correct, safe and effective
- Adapt verbal and non-verbal communication methods to make sure clients understand what is required
 - Verbal reinforcement
 - Confirmation of understanding
 - Eye contact
 - Positive body language
 - Amplification

Making best use of the environment

- Appropriateness for the client
 - Performing activities in suitable locations e.g. avoidance of novice or unconfident clients performing activities in full view of all gym users
- Appropriateness for other gym users
 - Avoidance of monopolising a large space or several pieces of equipment
 - Willingness to ‘work in’, where appropriate

Making best use of the environment

- Specific training approach
 - Approaches which require limited or no rest between exercises should be organised in a fashion for this approach to be successfully implemented e.g. dumbbells or barbells safely prepared for quick transitions
- Time keeping
 - Demonstrations and explanations, where applicable, should be concise and time-efficient
 - Rest periods should be managed appropriately

Explain the purpose and value of a warm-up to clients

- Increase heart rate gradually
- Increase muscle tissue temperature
- Psychological preparation for exercise
- Stretch if appropriate (dynamic or static)

Consider:

- Individual needs
- Type of programme
- Type of environment
- Availability of equipment

Provide instructions and demonstrations that are technically correct, safe and effective

- Perform demonstrations:
 - with correct technique highlighting common mistakes to be aware of
 - to be viewed from a variety of angles, where appropriate
- Project voice and reinforcement of technique suitable to the client and the environment

Use different methods of monitoring client during exercise

- 'How it feels' scale
- Talk test
- Heart rate monitoring
- Visual cues (sweating, colour change, technique)
- Detailed client feedback (during recovery and post-session)

