Excellence in Recreation and Community Services Leadership Training Course



14 - 18 Dec 2026

Vienna

5800 € (Per Person)

Ref: #EL8801_97560

Course Introduction / Overview:

This comprehensive course is designed to equip professionals with the advanced skills and strategic insights necessary to lead and innovate within the dynamic field of recreation and community services. In an era where community well-being and quality of life are paramount, the role of a recreation professional has evolved from a simple activity coordinator to a strategic community builder. This program delves deep into the core principles of leisure studies, drawing on the foundational work of academics like Geoffrey Godbey, whose book "Leisure in Your Life: An Exploration" highlights the critical role of leisure in societal health. Participants will explore everything from strategic program planning and development to sophisticated financial management and community engagement strategies. The curriculum at BIG BEN Training Center is meticulously structured to bridge theory and practice, ensuring that learners can immediately apply new knowledge to real-world challenges. We focus on developing leaders who can create inclusive, sustainable, and impactful recreation programs that foster social capital, promote public health, and enhance the vibrancy of their communities. This course provides the essential toolkit for managing facilities, marketing services, and navigating the complex landscape of public and non-profit sector administration.

Target Audience / This training course is suitable for:

- Recreation Program Coordinators and Supervisors.
- Community Center Directors and Managers.
- Parks and Recreation Department Staff.
- Municipal and City Planners.
- Non-Profit Organization Leaders.
- Youth and Senior Services Coordinators.
- Public Works and Services Managers.
- Event and Activities Planners.
- Community Development Officers.
- Sports and Fitness Program Managers.

Target Sectors and Industries:

- Local and Municipal Government.
- Non-Profit and Community-Based Organizations.
- Public and Private Health and Wellness Sector.
- Social and Human Services Agencies.
- Property Management and Homeowners Associations.
- Educational Institutions and Campus Recreation.
- Tourism and Hospitality Sector.
- Corporate Wellness Program Providers.

Target Organizations Departments:

- Parks and Recreation Departments.
- Community Development and Services.
- Public Administration and Governance.
- Urban and Regional Planning.
- Social Services and Family Support.
- Human Resources and Volunteer Management.
- Finance and Budgeting Departments.
- Marketing and Public Relations.
- Facilities and Operations Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement comprehensive community recreation programs based on thorough needs assessments.
- Master financial management, budgeting, and grant writing techniques for public and non-profit services.
- Apply effective leadership and human resource management principles to motivate staff and volunteers.
- Design and execute strategic marketing and communication plans to boost program participation.
- Manage recreation facilities efficiently, ensuring safety, accessibility, and sustainability.
- Implement robust risk management protocols to minimize liability and ensure participant safety.
- Foster strong community partnerships and stakeholder engagement to enhance service delivery.
- Evaluate program effectiveness using qualitative and quantitative data to drive continuous improvement.
- Integrate principles of inclusivity and diversity into all aspects of programming and service design.
- Analyze future trends and technological advancements to innovate within the recreation sector.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that adult learners benefit most from a dynamic environment that combines foundational knowledge with practical application. This course moves beyond traditional lectures, employing a blended learning approach that includes facilitated group discussions, collaborative problem-solving workshops, and in-depth case study analyses of real-world recreation management challenges. Participants will engage in hands-on exercises, such as developing a mock program budget, creating a risk management plan, and designing a community outreach campaign. Role-playing scenarios will be used to hone communication, conflict resolution, and leadership skills. Peer-to-peer learning is a cornerstone of our approach, with structured activities encouraging participants to share experiences and best practices from their own organizations. Our expert instructors provide continuous feedback and guide learners in developing actionable strategies they can implement immediately upon returning to their roles. The focus is on building tangible competencies and fostering a strategic mindset for leading modern recreation and community service initiatives.

Course Agenda (Course Units):

Unit One: Foundations of Modern Recreation and Community Services

- The historical and philosophical evolution of public recreation.
- Core principles of leisure studies and their societal impact.
- Understanding the role of recreation in community development and public health.
- Ethical considerations and professional standards in the field.
- Analyzing demographic trends and their influence on community needs.
- The structure of public, non-profit, and private recreation delivery systems.
- Introduction to policy development and advocacy in public services.

Unit Two: Strategic Program Planning and Development

- Conducting comprehensive community needs assessments.
- Principles of effective program design and lifecycle management.
- Developing clear, measurable program objectives and outcomes.
- Crafting inclusive programs for diverse populations, ages, and abilities.
- Integrating technology into program delivery and management.
- Planning and executing successful community-wide special events.
- Fundamentals of therapeutic recreation and its applications.

Unit Three: Leadership and Financial Management in Public Services

- Essential leadership theories and practices for the recreation professional.
- Human resource management, including staff and volunteer recruitment and retention.
- Effective communication, team building, and conflict resolution strategies.
- Developing and managing operational and capital budgets.
- Exploring diverse funding sources, including grants, sponsorships, and fees.
- Fundamentals of marketing, branding, and public relations for community services.
- Customer service excellence in a public service context.

Unit Four: Facility Management and Community Engagement

- Principles of recreation facility planning, design, and management.
- Operations, maintenance, and scheduling for multipurpose facilities.
- Implementing comprehensive safety and risk management plans.
- Ensuring compliance with accessibility standards and regulations.
- Building and sustaining strategic partnerships with community stakeholders.
- Effective outreach and community engagement techniques.
- Managing public spaces to foster social interaction and community identity.

Unit Five: Evaluation, Sustainability, and Future Trends

- Methods for program evaluation and performance measurement.
- Using data to demonstrate impact and justify funding.
- Principles of environmental sustainability in parks and recreation.
- Promoting economic sustainability through innovative service models.
- The impact of technology and social media on the future of recreation.
- Navigating political landscapes and working with elected officials.
- Developing a personal leadership philosophy and a professional development plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can recreation professionals strategically balance the goals of community wellness, economic development, and environmental sustainability in urban planning?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic, strategic leadership perspective that transcends traditional program management. While many courses focus narrowly on activity planning or facility operations, our curriculum is designed to cultivate visionary leaders who can navigate the complex interplay of social, economic, and political factors shaping modern communities. We place a significant emphasis on data-driven decision-making, teaching participants not just how to run a program, but how to evaluate its impact, demonstrate its value to stakeholders, and secure sustainable funding. The content is deeply rooted in contemporary challenges and opportunities, with dedicated modules on creating truly inclusive services, implementing environmental sustainability practices, and leveraging technology for greater efficiency and engagement. Rather than providing a one-size-fits-all toolkit, the course fosters critical thinking and adaptive leadership skills. Participants analyze complex case studies and develop bespoke solutions, ensuring the learning is directly applicable to their unique organizational contexts. It is this focus on strategic foresight, evidence-based management, and holistic community building that prepares professionals not just for their current roles, but for the future of the recreation and community services field.