

"Members Misbehaving"



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As fitness professionals we are often confronted with members whose personalities can be challenging in a group setting. How do we navigate through these sticky and uncomfortable situations and keep our cool and professionalism. I have outlined some solutions I used within a group class setting.

Here are my top SIX challenges with answers I feel can help.

1. A member enters your class with his/her Ipod in their ears and they have refuse to remove it because they do not like your music?

How rude can that be, especially in a spin class. Don't you just want to kill them?

Direct your answer to the member: With a smile on your face, explain this is a group exercise setting and we work as a team. Also, explain they need to hear your cues so they can get the best workout possibly. If it is a spin class, recommend, using one of the other hundreds of pieces of equipment on the floor that they can utilize without disrupting a class setting or being rude to their other fellow classmates.

2. A member questions your skills in class and puts you up against your fellow colleagues? *Wow, what do you do... I know steam is coming out of your ears, however, the best answer would be the following:* Tell the member calmly that everyone has a different style of training and ever style can benefit them. Just be open to all the instructors and their feedback, and ask them for the opportunity to show them your style.

3. Have you ever had a member continually walk in and out of your class texting or making phone calls? *The nerve of them!!! Unfortunately this happens in this day an age.* Walk over to the member with a VERY concerned look in your face and ask if everything is ok? If they answer that everything is fine, then ask them to please exit the studio and finish their phone call there. Explain that it is making the members nervous and is distracting to the class participants.

4. You have a member in your class engaged in a full conversation with another member(s) and you have made several class announcements that the class has started? *This can be annoying to you and you know you can't separate them.*

Lower the music and look directly at the members, apologize to them for not hearing their

question the first time, then continue looking at them and ask them to repeat the question again if they continue their conversation. It will more likely stop. If not, then walk over to the members, turn your mic off and ask them to stop talking because they are being disruptive to the class participants.

5. A member is doing there own workout during your class and you already reminded them that they are participating in a group exercise setting? *This is annoying and disruption to the class environment.*

Make a general class announcement to get the group together as a class. If the member continues with his/her own workout, remove the mic from your mouth, walk over to them and explain this is a class setting and they need to follow along with the other members. If they refuse, explain it is very disruptive to the members and they can feel free to utilize the fitness floor area for their own independent workout.

6-Your friends and fellow members are taking advantage of your friendship? *A true friend will respect the rules and regulations they as members have to follow and understand your position within your workplace.*

Pull your member friend aside, or make a phone to their home. Explain how their actions and/or behavior in your workplace make it hard for you to do your job effectively.

Explain you need them to help you to be aware of members feedback and concerns and be your eyes or ears.