

2017 TPA/PTR Club Leaders Conference during Rogers Cup For Tennis Directors, Head Pros & Program Leaders Best Practices for Achieving Success August 7 & 8 – Toronto, ON

The Tennis Professionals Association (TPA) in conjunction with the Professional Tennis Registry (PTR) present the 4th Club Leaders Conference for Tennis Directors, Head Professionals and Program Leaders who are looking to expand their leadership skill set within the tennis industry. This two-day conference will be held at Black Creek Pioneer Village (a short walk from Aviva Centre) and all participants will enjoy Rogers Cup action from a private suite. Featured speakers include **J. Allen Smith, Allan Stitt, Tom Kern, Richard Crowell, Dan Santorum** as well as **Michael Downey** and will be facilitated by **Gary Caron**.

Location: Black Creek Pioneer Village & Tennis Centre at York University – 1000 Murray Ross Parkway, Toronto, ON, M3J 2P3

<p>Two-Day Conference Includes:</p> <ul style="list-style-type: none"> - Continental breakfast and lunch both days - Dinner and Opening Night of Rogers Cup in VIP suite Monday evening - Tuesday lunch and Rogers Cup in VIP suite - 15 hours of course material from leaders in the industry 	<p>Schedule:</p> <p><u>Monday, August 7</u> 7:30 a.m. – 6 p.m. (In-class presentations, Black Creek) 6 p.m. – 10 p.m. (Rogers Cup, Tennis Centre at York University)</p> <p><u>Tuesday, August 8</u> 8 a.m. – 12:30 p.m. (In-class presentations, Black Creek) 12:30 p.m. – 4 p.m. (Rogers Cup, Tennis Centre at York University)</p>
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Topics Include:

<i>Managing Crisis</i>	<i>Adjusting Leadership Styles for Different Organizations</i>
<i>Motivating Your Staff</i>	<i>Four Seasons Service Culture: History & Maintaining</i>
<i>Best Practices Presentations</i>	<i>Four Seasons Brand and It's Importance</i>
<i>Driving Your Organization to New Heights</i>	<i>Leading Your Staff & Customers</i>
<i>Training of Staff & Retention, Minimizing Turnover</i>	<i>The Art of Negotiation Part 2</i>
<i>Round Table Discussion: The Future of the Club Business</i>	

Featured Speakers:

Speaker	Biography
J. Allen Smith President & CEO, Four Seasons Hotels & Resorts	Smith oversees all aspects of the company's global portfolio of hotels, resorts and branded residences and is responsible for advancing Four Seasons position as the world's leading luxury hospitality company. Guiding the company's overall direction and strategic priorities, Allen leverages Four Seasons single brand and absolute commitment to luxury hospitality to extend the company's global presence and leadership.
Allan Stitt President & CEO, ADR Chambers	Stitt is a mediator, arbitrator, negotiation consultant, facilitator, trainer, and ADR systems design specialist. He has taught ADR and Negotiation courses throughout North America, Europe, Asia, Africa and Australia with the Stitt Feld Handy Group, a division of ADR Chambers.
Dan Santorum CEO, Professional Tennis Registry	Santorum is the CEO of the PTR, the largest organization of tennis instructors and pros. During his tenure, the PTR has grown from 2,500 members in 68 countries to an organization with more than 15,700 members in 125 countries. An ITF Service to the Game Award recipient, Dan also serves on several USTA committees and industry boards, including International Tennis Hall of Fame and Tennis Industry Association.
Michael S. Downey President & CEO Tennis Canada	Downey is returning to Tennis Canada as CEO – a position he held for ten years prior to serving as chief executive of the British Lawn Tennis Association (LTA) from 2014 to 2017. During his first term at Tennis Canada, Downey developed a bold plan to diversify and increase revenue to reinvest in tennis development and the Rogers Cup tournaments, while cultivating partnerships within the tennis and business communities to enhance Tennis Canada's image on the international stage.
Tom Kern Tennis Director, Badminton & Racquet Club	Kern has been the Tennis Director at the Badminton & Racquet Club of Toronto since 2001 and oversees 5 professionals. A certified Coach 3, Kern has over 25 years of experience and is responsible for managing all of the adult club special events which are hosted approximately once a month, including member/guest tennis parties, the Pro-Am tennis event, the parent-child fun tournament, and a Wimbledon tennis party. Kern is also a co-owner of the Toronto Tennis Academy, specializing in high performance juniors, which is in its' 26 th year.
Richard Crowell Director, Community Tennis, Tennis Canada	Crowell has been with Tennis Canada since 2005 and is the Director of Community Tennis. Crowell has a Masters Certificate in Project Management and In addition to his roles in the community department, he has served as a course facilitator for Coach 2 certification and the Community Tennis Volunteer Course. As a part time instructor with Humber College, Richard taught Career Development and does guest appearance on a variety of topics in the Sport Management Program.

Official Hotel: Hilton Garden Inn, 3201 Highway 7, Vaughan, ON, L4K 5Z7 (1-888-269-4115 ref corporate id: TENTEN / [book online](#))

Cost: TPA & PTR Members: \$349 (plus HST) **NON Members:** \$449 (plus HST) **To Register:** [CLICK HERE TO REGISTER ONLINE](#)

For more information please call 1-800-263-9039 x7952 or email tpa@tenniscanada.com

Deadline to Register: Tuesday, August 1 (hotel reservation deadline July 14)