








#	Room / Duration	Speaker/ Title	Description	Bio/ Photo
Keynote	Liddington Suite  Monday, 14:30  (60 mins)	<b>Tim Marsh:</b>  <b>Safety Culture</b>	In an entertaining professional keynote presentation by Professor Tim Marsh, what awaits us is a practical and critical look at what can be described as a “safety culture”.	<p>Tim Marsh was one of the team leaders of the original UK research into behavioural safety (in construction) in the early 1990s He is considered a world authority on the subject of behavioural safety, safety leadership and organisational culture, was awarded a “President’s Commendation” in 2008 by the International Institute of Risk and Safety Management and was selected to be their first ever ‘Specialist Fellow’ in 2010. He was made visiting Professor at Plymouth University in 2015. Founder of Ryder Marsh Safety he has worked commercially with more than 400 major organisations around the world, including many international oil and gas, utility, chemical, transport and manufacturing organisations as well as the European Space Agency, the BBC, the National Theatre and Sky. He has written dozens of magazine articles and the books “Affective Safety Management”, “Talking Safety”, “Total Safety Culture”, “Safety Savvy”, “A Definitive Guide to Behavioural Safety” and “A Handbook of Organised Wellbeing”.</p> 
#01 + #19	Liddington Suite  Monday, 16:15  + Tuesday, 14:45  (60 mins)	<b>Linda Green:</b>  <b>Accident Investigation</b>	The importance of investigating accidents and incidents. Plus how to investigate accidents.	<p>Linda Green is Head of Health and Safety for Go Ape and a former Health and Safety Enforcement Officer. With 14 years enforcement experience, she has investigated 6 workplace fatalities, issued enforcement notices and prosecuted numerous companies for health and safety offences. Linda became a Member of the ERCA Board in January 2017. She is an active member of ROSPA (Royal Society for the Prevention of Accidents), a BSI committee member for Sports, playground and other recreational equipment - Adventure courses and BSI committee member for PAS 5000:2017 Specification for the construction and operations of a fixed indoor trampoline park.</p> 

#	Room / Duration	Speaker/ Title	Description	Bio/ Photo
#02	Room: TR6 (90 mins)  Monday, 16:15  German Only !	<b>Henning Böhmer:</b>  <b>Legal &amp; work regulations for running a ropes course business</b> (scope: German Law)	This workshop deals with legal and organizational regulations for ropes course operators. Issues such as employer obligations, occupational safety, risk assessment and an overview of different legal requirements that go beyond EN 15567, or supplement. This workshop refers to German law.	Geschäftsführer KEJ e.V. und Delphi-Trainergruppe GbR, ERCA Mastertrainer 
#03	Room: TR8  Monday, 16:15  (90 mins)	<b>Mark Davies:</b>  <b>PPE selection – Implications, Considerations and the Future</b>	It will focus on aspects of legislation, European Directives and European Norms that relate to the selection & use of PPE, where PPE comes from and the implications of this on our selection and use of PPE on ropes courses. “fit-for-purpose” and question the purpose, expectations and limitations of the PPE we are presented with as specifiers, selectors and purchasers. Brief insight into the “what next” question regarding changes to EU Directives, as well as exiting Europe and what this might mean to us in the future.	Mark Davies is working as work & rescue trainer, LYON Work & Rescue, LYON Equipment Ltd.
#04	Room: TR9  Monday, 16:15  (90 mins)	<b>Zoe Hill:</b>  <b>Choice Theory</b>	When working with groups on programmes rather than sessions or when working with groups focussed on using challenging activities/environments to challenge behaviour, attitudes and/or values an understanding of what motivates that behaviour is key. Choice	Zoe currently manages Beaumanor Hall Activities Centre in Leicestershire but has worked predominately in the outdoors with young people with challenging behaviour and in training and development. Zoe has studied both Youth Work and Outdoor Education and has undertaken training in Reality Therapy

			<p>Theory contends that all of our motivation and behaviours are an attempt to meet our specific wants and universal human needs. If we can understand and tap into those and organise our programmes accordingly, we stand a greater chance in meeting the aims of the programme.</p> <p>This short introductory workshop will help you to understand a little of people’s individual motivation and subsequent behaviours. It will also offer a few simple tools to help you to challenge that. We will also consider how different our experience are and how differently we understand and communicate them. This may offer insights into your role as a facilitator/instructor and into the use of ‘clean language’ in reviewing/transferring learning.</p>	<p>and Counselling alongside her traditional technical qualifications. Working with the most marginalised in often remote locations, many of her skills have been honed through extensive practice.</p> 
#05	<p>Room: TR10 Monday, 16:15  (45 mins)</p>	<p><b>Adam Kidell &amp; Stefan Cole:</b>  <b>Ziplines - Faster, longer and higher!</b></p>	<p>Demand for ever more exciting commercial zip wires is increasing and JM Adventure have been involved in some. In our presentation, we shall share some of our experiences and create a discussion in order to help improve the industry knowledge.</p>	<p>Adam and Stefan working for JM Adventure.</p>
#06	<p>Liddington Suite  Tuesday, 09:15  (90 mins)</p>	<p><b>David Stacey:</b>  <b>Driving Participation</b></p>	<p>How to maximise participation and deal with seasonality in the adventure market. A 1.5 hour workshop on the techniques to attract new and repeat customers throughout the year.</p>	<p>David spent 25 years in operations in the Health and Fitness industry working for 2 of the key players: David Lloyd Leisure and Virgin Active, before relocating to North Wales in 2016 to take the role of Managing Director at Zip World. Zip World has seen meteoric growth during it's 1st 5 years and David's role is focused on developing the brand and operational template to maximise the return from existing sites and create a framework for future expansion.</p>




#07	Room: TR8  Tuesday, 09:15  (60 mins)	<b>James Jevon:</b>  <b>Legal Duties in UK</b>	An overview of key legal duties created by the Health and Safety at Work etc Act 1974 (“HSWA”) and Management of Health and Safety at Work Regulations 1999, including ‘reasonable practicability’, and the interplay between the HSWA, regulations, approved codes of practice and guidance.	James is an accomplished regulatory compliance and enforcement lawyer with significant expertise in occupational health and safety. The focus of his practice is in the high hazard industries. He is accustomed to being instructed in relation to matters of a most serious and highly complex nature and has acted on behalf of a number of high profile organisations with operations in the UK and overseas. His experience includes legal compliance, incident investigation and reporting, representation at PACE interview, enforcement notice appeals, inquests and defending prosecutions.	
#08	Room: TR6 Tuesday, 09:15  (45-60 mins)	<b>Mark Davies:</b>  <b>Status of the norming process for EN 17109</b>	This session will inform interested audience regarding where we are at with the norming process „EN 17109“ for Ropes courses – Individual safety system – Safety requirements and test methods?	Mark Davies is working as work & rescue trainer, LYON Work & Rescue, LYON Equipment Ltd.	
#09	Room: TR9  Tuesday, 09:15  (180 mins)	<b>Phil Robinson &amp; Steve Woods:</b>  <b>Cow’s Tails and Cobras 40th anniversary revival</b>	2017 was the 40th Anniversary of the publication of Cow’s Tails and Cobras. This outdoor workshop will be based on this book, 40 years after it was first published! It will be a fun and interactive workshop playing with some of the ideas that maybe have been forgotten or for some, never even known. Some in our industry would argue that we now only have our industry in Europe because if the concepts, ideas and influence of this book. So Studebaker Wraps and rubber chickens anyone? Come and play.	Phil Robinson: Phil is one of Vertex’s most experienced trainers, with excellent people skills, enabling him to quickly build successful relationships with the clients. He is SPA qualified, a level 2 BCU coach, a qualified PPE Inspector and holds the RCD Assessors Award, and is one of only a handful of ERCA Master Trainers. Phil has been working in the outdoor activities industry for over 30 years and in that time has built up a wealth of knowledge	Steve Woods: Steve’s been climbing things since he was small and so it’s no surprise that he’s made a career out of his passion. His engaging manner, enthusiasm, knowledge and experience has propelled Vertex to become the top training company in Europe. Steve has given training to companies and organisations all over the world, working on all types of courses for many different ropes course constructors. His unrivalled position within

				<p>and a fantastic reputation. He is a passionate believer in the use of ropes courses as a means to help people grow and maximise their potential.</p> <p>the industry means he's one of the experts on the CEN Committee representing the BSI writing and developing of the European Safety Standard EN15567 for Ropes Courses. He was also the first Director of Training at ERCA and was instrumental in the development of the training syllabus that is used within the industry today. He currently sits on the ERCA Board.</p>
#10	<p>Room: TR10</p> <p>Tuesday, 09:15</p> <p>(180 mins)</p>	<p><b>Frank Schweinheim:</b></p> <p><b>More about Team – Facilitation</b></p> <p>Facilitation skills training for common ropes course situations are a mandatory part of basic ropes course facilitator training (ERCA Standards -VII- B.5). Once you start facilitating team trainings for corporate clients they might expect a bigger box of methods, models. And you need to know more about their current Team Organis., e.g. in projects. team development. And it reflects current challenges!</p>	<p>This workshop provides older and new theoretical background information to team development. And it reflects current challenges!</p> <p>Introduction:</p> <ul style="list-style-type: none"> <li>- How does your team look like and what are your challenges?</li> <li>- The power of many. Short report about research on teams and performance in EY</li> <li>- First day in a new team. Explore group patterns while exercising.</li> <li>- Am I a good teamplayer? What is my role if I use an older traditional role model?</li> <li>- Tuckmans model of stages of group development</li> <li>- Working with team roles?</li> <li>- How can agile methods enhance team performance?</li> <li>- Challenges in virtual teams: A typical meeting</li> <li>- Generation Z(app): What can we expect from the next generation in teams?</li> </ul>	<p>Frank is an ERCA certified trainer. He runs soft skills training courses for corporate clients.</p>  <p>What to expect: Develop a broader knowledge about teams. Step into traditional and agile concepts used for teamwork and development. Reflect your own mind-sets about teams and recommended working methods</p>

			- Development of principles for optimized collaboration in teams and how to empower teams?	
#11	Liddington Suite Tuesd. 11:15 (45 mins)	<b>Peter DuCane:</b>  <b>Engineering of long span zipwires</b>	The session will cover: History. Wire ropes. Catenaries - analysis and design. Strength of materials. Fatigue. Dynamic behaviour. Alternative materials. The future.	Peter holds an engineering degree and is experienced in Zip Wire design and has worked on projects in various locations around the world.
#12	Room: TR8  Tuesday, 11:15  (60 mins)	<b>Lee Layton-Matthews:</b>  <b>Appreciative Inquiry Facilitator Training</b>	Appreciative Inquiry is a collaborative, strength-based approach to both personal and organisational development that is proving to be highly effective in thousands of organisations and communities in hundreds of countries around the world. It is a way of bringing about change that shares leadership and learning – fully engaging everyone in the organisation.	Lee Layton- Matthews Learning & Development Director for Mobile Team Challenge. Previously, Special Services S.A. Army and Director of an Outward Bounds adventure course in Berkshire. 
#13	Room: TR6 Tuesday, 11:15  (60 mins)	<b>Nicholas Crowe:</b>  <b>Online Booking Software influences Guest's Behaviour</b>	This presentation will introduce how online booking software could change the behaviour of guests and what benefits can be taken out of it. A few examples will be explained for building customer relationships, regular communication to customers and	Nicholas Crowe is Sales Manager for REGIONO in the Regions Germany, Austria and Switzerland.
#14	Liddington Suite  Tuesday, 13:45  (45 mins)	<b>Barry Bailey:</b>  <b>Creating Power - How to Train your Mind - Performing under Pressure with HeartMath</b>	How to develop your creative power by training your mind to achieve its full potential through "thought-power". Achieving Heart and Brain coherence will enable you to live in the "Peak Performance Zone".	Barry Bailey Owner of Mobile Team Challenge - previously European Vice President of 3M - a \$35bn corporate - responsible for building a business to \$5Bn with 650 reportees. 



#15	Room: TR6 Tuesday, 13:45  (45 mins)	<b>Mark Baxter:</b>  <b>Management and documentation for gear and staff 2.0</b>	Learn more how gear and staff qualifications can be documented and managed in the cloud with the software tools. Software can be a useful tool to help you having more time for your main business and tasks.	Mark Baxter is Customer Support Manager for Papertrail.	
#16	Room: TR8  Tuesday, 13:45  (90 mins)	<b>Kerry Jury &amp; William Moy:</b>  <b>Teaching and supervising belaying + managing multiple belay stances.</b>	We will offer our knowledge and advice on the benefits of why we should do this and how to manage the risk when doing so. This will be a practical outdoor workshop on a ropes course. Bring clothing to be outdoors and also your own ideas, thoughts and opinions to share.	William Moy Will was brought up in the flat lands of Norfolk, and quickly fell in love with the outdoor activities while studying for an outdoor education degree. Since then has worked around the country with various outdoor centres and more recently settled in sunny Dorset working with Vertex and other local providers, as well as running his own rock climbing business. Will has a friendly and open minded approach to teaching. When not training with Vertex Will can be found rock climbing on the sea cliffs or in the water surfing.	Kerry Jury Kerry has been working in the outdoor industry for the best part of 20 years and is the only female ERCA Master Trainer. She has worked in a variety of locations including Scotland, north Wales, Cornwall and Hong Kong and is now freelancing for local outdoor providers. Kerry particularly enjoys working with challenging youth groups. Travel-wise, Kerry has travelled extensively in south east Asia and New Zealand, and did a big trip across the north of China, into Pakistan down the Karakoram Highway and into India. Qualifications include BCU level 2 kayak coach, SPA, ERCA Trainer and PPE Inspector, Mountain bike leader, rescue and self belay qualifications.
#17	Room: TR9 Tuesday, 13:45  (90 mins)	<b>Zoe Hill:</b>  <b>Do you hear what I hear?</b>	We all process information differently. Many of us believe that the 'how' and 'why' are an art, but what if we can learn some tools to help us along the way? NLP a method of understanding and influencing brain behaviour through language. It also offers	Zoe currently manages Beaumanor Hall Activities Centre in Leicestershire but has worked predominately in the outdoors with young people with challenging behaviour and in training and development. Zoe has studied both Youth Work and Outdoor Education and	

			<p>some key communication tools to enable a person to the way the brain responds to stimuli. As Outdoor Facilitators, you are likely to have been using a number of key techniques already without realising it and 'some' elements of NLP are manifested in the experience of others – do you remember ever being told not to use the phrase 'don't look down'? – Well there's really some truth in it, and NLP can offer an explanation.</p> <p>So if you want to spend some time thinking about how you understanding your clients and how they organise their thinking, feeling, language and behaviour to help them achieve a different result then perhaps this workshop is for you. We will also touch a little on 'clean language' and how that can benefit you.</p>	<p>has undertaken training in Reality Therapy and Counselling alongside her traditional technical qualifications. Working with the most marginalised in often remote locations, many of her skills have been honed through extensive practice.</p> 
#18	<p>Room: TR10</p> <p>Tuesday, 13:45</p> <p>(90 mins)</p>	<p><b>Emma Robson-Parrott &amp; Craig Palmer:</b></p> <p><b>Inspections in a nutshell</b></p>	<p>Emma Robson-Parrott:</p>  <p>Graduating from Liverpool John Moore's University with a BSc (Hons) in Outdoor and Environmental Education, Emma has spent the last nine years working in the outdoor education industry. With a variety of land and water-based qualifications, she also comes from a background of managing centres and ropes courses. Emma is an experienced ropes course manager and can offer advice and support in all aspects of the operational documentation, training, safety and management of your ropes course.</p>	<p>Craig Palmer:</p>  <p>Is an International Mountain Leader and ex-Royal Marine, he has many years of experience in the outdoor industry.</p> <p>Craig is on the board of directors of ERCA (European Ropes Course Association).</p> <p>Craig spent 8 years with Penrith Mountain Rescue Team acting as a Crag master and swift water technician.</p>