



2025 Fall Regional Training

Service Starts with You:

Empowering Every Role in Parks and Recreation

In parks and recreation, every role matters—and so does every interaction. Whether you're leading a department, greeting guests at the front desk, maintaining facilities, or supporting operations behind the scenes, your daily efforts shape the experience of the community you serve.

Presented by



- Uncover the “why” behind exceptional service and share best practices you can immediately apply, no matter your role.
- Leave with practical tools (including how to handle difficult people), fresh perspectives, and a renewed sense of purpose.
- Most importantly, walk away feeling empowered and inspired to make a difference—not just in your own role, but throughout your organization and community.

When every member of the team is intentional about creating positive, memorable experiences, parks and recreation becomes more than a service—it becomes a source of pride, connection, and joy for all.

Featuring



Marisa Hoff



Chris Stevenson

Wednesday
December 3, 2025

10:00am - 3:00pm

MetroParks of Butler County
Voice of America Park
Ronald Reagan Lodge
7850 VOA Park Dr.
West Chester, OH 45069

Thursday
December 4, 2025

10:00am - 3:00pm

Upper Arlington
Parks and Recreation
Bob Crane Community Center
3200 Tremont Rd.
Upper Arlington, OH 43221

Friday
December 5, 2025

10:00am - 3:00pm

Medina County Park District
Hubbard Valley Park
Buffalo Creek Retreat
8708 Hubbard Valley Rd.
Seville, OH 44273

Members \$70 | Non-Members \$110 | \$30 Late Fee After 11/19/2025

0.3 CEUs | OPRA Group Members are eligible for a 50% discount. See website.

Marisa Hoff, Partner at The Empower Group, is a distinguished speaker with a B.S. in Psychology and Master's in education, emphasizing Educational Leadership. With extensive expertise in leadership, employee engagement, marketing, and operations, Marisa has been a featured speaker at major international conferences since 2015. She has recently spoken at many state conferences, including Ohio, Utah, Arizona, and Montana as well as speaking at NRPA. Formerly the General Manager of an award-winning Southern California health club, she played a pivotal role in its success. As a Partner, Marisa imparts valuable insights to individuals and businesses for success and growth, blending her professional and personal passions.

Chris Stevenson has presented dynamic sessions in over a dozen countries and over 25 states. As a former *Power Ranger* stuntman and founder of The Empower Group, Chris draws from over 20 years of hands-on experience owning and operating highly successful health clubs, consistently achieving industry-leading net promoter scores. His expertise lies in leadership, communication, employee engagement, and customer service, making him a sought-after authority in various industries, including health and fitness, indoor rock climbing, parks and recreation, and more. Beyond his business acumen, Chris has served as a board member, committee member, and published author, contributing to his holistic perspective on industry dynamics.

Ohio Parks and Recreation Association | opraonline.org | 614-895-2222

Educate. Advocate. Collaborate.



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Please select date and location:

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Buffalo Creek Retreat

Presented by



Name

Title

Agency

Billing Street Address

Billing City, State, Zip

Office Phone

Cell Phone

Email

Do you need CEUs?

☐ Yes

☐ No

Provided Lunch Choice:

☐ Turkey

☐ Ham

☐ Salad

☐ If your agency is a group member, you may be eligible for a 50% discount for this training. Check the box if you would like OPRA to look for/apply an eligible discount. All discount requests will be verified by OPRA Staff.

If paying by credit card, instructions on how to pay online will be sent to the primary registrant. You may also call in to pay by phone.

☐ Check

☐ Visa/MC/AmEx/Discover

☐ Bill Me/PO # _____