

## **iAIM® Program - Programming Syllabus**

### Chapter Course

- 1 Syllabus for the Programming Track
- 2 Role of the Arena Programmer
- 3 Figure Skating Programs
- 4 Financial Management-Budgeting
- 5 Managing Hockey Leagues
- 6 Human Resources for Programming
- 7 Learn to Play Hockey
- 8 Hockey Schools
- 9 Elite Programs
- 10 Skating Competitions
- 11 Risk Management
- 12 Communication & Public Speaking
- 13 Working with Volunteers
- 14 Employee vs. Independent Contractors
- 15 The Basics of Instruction
- 16 Program Marketing
- 17 Customer Service & Retention
- 18 Computers for Programming
- 19 Learn to Skate Classes
- 20 Managing Public Sessions
- 21 Programs for Schools & Community Groups
- 22 Hockey Tournaments
- 23 Summer Skating Activities
- 24 Skating Shows & Recitals
- 25 Dry Floor Events