

# Club Director Refresher Course and Zero Tolerance Workshop

Join TD Dan Plato for his insightful Zero Tolerance Workshop and Club Director Refresher Course.

Dan has been a director for 15 years, starting as a club owner/manager/director in Atlanta where his club was consistently in the top 10 attended clubs in the ACBL. He started work as a Tournament Director 11 years ago and most recently has moved to a full-time Headquarters position where one of his main focus areas has been developing and providing educational opportunities for both Club and Tournament Directors.



The **Zero Tolerance workshop** will assist club directors in dealing with conflicts within the club, recognizing types of inappropriate behavior, managing difficult players, assessing penalties where appropriate, along with guidance in avoiding the conflicts from ever arising.

The **Club Director's Refresher course** will focus on intermediate and advanced ruling situations and improved delivery of rulings, while also dealing with issues faced by every club regarding conventions, alerts, conditions of contest, slow play, stratification, and ACBL regulations.



**Fee:** \$40 for both courses or \$15 for Zero Tolerance Workshop and \$25 for Club Director Refresher Course.

**Date:** Zero Tolerance Workshop, Sunday, Jan. 4;  
Refresher Course, Monday, Jan. 5

**Time:** Zero Tolerance Workshop, noon – 4 p.m.;  
Refresher Course, 9:30 a.m. – 5 p.m.

**Where:** Buena Vista Palace, 1900 N. Buena Vista Dr,  
Lake Buena Vista FL 32830

**Contact:** Susan Rowley, Unit 240 President,  
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