

THE VILLAIN

I KNOW BETTER.



ADJECTIVES Critical • Stubborn • Power-seeking

Description: Guard who undermines leadership, spreads negativity, or ignores training.

Prompt: In-service reflection: How can a supervisor address this without fueling more resistance?

TRAINING USES



ICEBREAKERS | IN-SERVICE ROLE PLAY | STAFF
REFLECTION | CUSTOMER SERVICE SPIN

- **Icebreakers** → pass out cards, have guards pick one they “relate” to and discuss.
- **In-Service Role-Play** → give someone an archetype, run a drill, then debrief as if they embodied it.
- **Staff Reflection** → create “ally” and “villain” moments to reflect on peer accountability.
- **Customer Service Spin** → add guest-facing archetypes (The Angry Parent, The Nervous Swimmer, The Rule-Bender) to practice responses.



REFLECTION & DISCUSSION

- How to use: Pass cards around and ask guards: “Which archetype feels like you today?” → opens discussion about strengths/risks.
- Example Prompt: “If you identify as The Innocent, what’s one skill you’re working on to feel more prepared?”

EXPANDED PROMPTS & TRAINING USES

- Roleplay / Scenario Simulation
- How to use: Pull a staff archetype card + a patron archetype card. Run a drill or interaction where the guard has to respond in character.
- Example: “The Joker” is on stand when “The Rule-Bender” keeps diving in the shallow end. → Team practices redirecting.



CAUSE & EFFECT ANALYSIS



- How to use: Pick one archetype and ask: "What happens if this attitude shows up during a save?"
- Example: "If The Outlaw ignores scanning protocols, what chain of events might follow?"

LEADERSHIP TRAINING FOR HEAD GUARDS / SUPERVISORS

- How to use: Supervisors draw a card and practice coaching that archetype.
- Example: "How would you redirect The Villain guard without causing more pushback?"

How to use: Start an in-service by shuffling and letting each guard draw a card. They answer a light prompt:

- "How would The Carer celebrate a successful save?"
- "What song would The Hero play before a shift?"



THE OUTLAW

RULES ARE MADE TO BE TESTED!

ADJECTIVES Independent • Risk-taker • Rebellious

- Description: This guard cuts corners or pushes against policies (uniform, phones, scanning).
- Prompt: Discuss: When is creativity helpful in lifeguarding? When does it become unsafe?

THE HERO

“STEP UP WHEN IT COUNTS!”

ADJECTIVES Brave • Reliable • Focused

The guard who is always ready to respond and thrives in high-pressure situations.

In an in-service, have them lead a rescue drill — how does the txc team support or challenge them?

THE JOKER

LAUGH IT OFF!

ADJECTIVES

Funny • Playful • Distracting

Description: Keeps the team lighthearted but may distract during shifts.

Prompt: Practice redirecting this energy into guest engagement or safety announcements.

THE CARER

I'VE GOT YOUR BACK

ADJECTIVES

Supportive • Compassionate • Loyal

Description: The empathetic guard who checks in on others but may get emotionally drained.

Prompt: Scenario: A shaken-up teammate just had their first real save — how does this archetype help?

THE INNOCENT

EVERYTHING WILL BE FINE!

ADJECTIVES Pure Virtuous Dependable

Description: Optimistic and bright-eyed, often a brand-new guard or someone who hasn't faced a real emergency yet. Their positivity builds morale, but their inexperience can blind them to risks.

Prompt: Drill scenario: How do we prepare the Innocent for the reality of a stressful rescue without crushing their positivity?

THE SAGE

KNOWLEDGE SAVES LIVES

ADJECTIVES Wise Truth-seeking Insightful

Description: Experienced and wise, the Sage shares tips, remembers old saves, and knows policies by heart. They're a resource, but sometimes come across as "know-it-all."

Prompt: Role-play: The Sage teaches a new guard proper scanning. How do they balance sharing wisdom without overwhelming or discouraging?

THE EVERYMAN

JUST DOING MY JOB.

ADJECTIVES Honest • Decent • Reliable

Description: Represents the average guard—steady, dependable, and relatable. They’re consistent but may not stand out unless challenged. Great at modeling baseline expectations.

Prompt: In-service: How does the “Everyman” mindset keep the pool safe? What risks come from being too “average” in scanning or response?

THE ALLY

WE RISE TOGETHER.

ADJECTIVES Loyal • Supportive • Generous

Description: The supportive teammate who always jumps in to back up a rescue, cover a rotation, or encourage others. They make the team stronger but may hesitate to step into leadership themselves

Prompt: During a drill, how does an Ally make the rescue smoother? When might relying too much on them hold the team back?