

TRUEWINDS CONSULTING, LLC.

Charting A Course to Success!

CREW LEADER TRAINING OVERVIEW

On-Going training is an important part of employee development. The Crew Leader Training program has been designed to take the people who have attained the level of Crew Leader to the next level in their development.

It has been formatted to create Modules for each area that a typical Crew Leader engages in during their work process.

Each module is broken down into sections that allow you to engage your crew leaders in deep dives for each topic.



CERTIFICATION

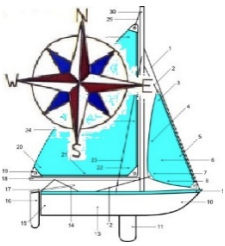
There is a training certification for every individual going through the courses. A date is placed on the line beside each section upon completion. A training board should be used to show the different levels of achievement for the process.

The first 2 modules should be completed within the...

...First 60 days of employment or promotion to a Crew Leader position.



This program is intended for use in the continued development of your Crew Leaders and should be an important step on the companies Career Ladder.



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Module 1-The Introduction

Modules include the following areas for the first 90 days of a Crew Leaders service:

- **Section One** - The Role of the Crew / Leader Job Description
- **Section Two** - Vision Mission Core Values
- **Section Three** - Office and Administration

Module Two - Employee Management

Modules include the following focus areas for continued training and development of crew leaders.



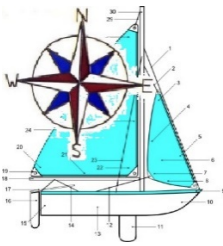
- **Section Four** - Secrets of Successful Supervisors”
- **Section Five** - Case Study Which Crew Leader Are You?
- **Section Six** - Employee Supervision and Crew and Communication
- **Section Seven** - Training - Train the Trainer
- **Section Eight** - Performance Reviews

Module Three - Job Management

Modules include the following focus areas for continued training and development of crew leaders.

- **Section Nine-** Client Management and Documentation
- **Section Ten** - Job Site Processes and Sequencing
- **Section Eleven** - Production Schedules and Routing
- **Section Twelve** - Jobs Hours Tracking
- **Section Thirteen** - Irrigation
- **Section Fourteen** - Pesticide Safety





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Module Four - Safety & Equipment Management

Modules include the following focus areas for continued training and development of crew leaders.



- **Section Fifteen** - Safety Rules
- **Section Sixteen** - Weekly Safety Meeting
- **Section Seventeen** - Company Brand Compliance
- **Section Eighteen** - Equipment Management

Module Five - Quality Control

Modules include the following focus areas for continued training and development of crew leaders.

➤ **Section Nineteen** - Quality Control and Observation

- Proper Landscape Maintenance Techniques
- Mowing and Edging
- Bed Edging Mulching
- Trees
- Trucks and equipment
- Issues: What is Wrong With this Picture?



➤ **Section Twenty** - Quality Control and Scoring



REMEMBER!!

***Your People Never Really
Rise To The Occasion...
...They Default To Their
Highest Level of Training***

***...They Default To Their
Highest Level of Training***