

Custodial Training Overlooked and Undervalued



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Ten Tips for Effective Training

1. Keep sessions short. Not more than 15 minutes at one time. Keep the talking even shorter. Get attendees involved in hands on and group exercises.
2. Provide formal training at least once per month
3. Set a subject matter schedule for training and follow it.

Ten Tips for Effective Training

4. Establish a training plan for everyone in your company
5. Keep accurate training records for each person.
6. Blended training is the most effective. Some written, some audio visual and some hands on.
7. Realize that every interaction is an opportunity for training.

Ten Tips for Effective Training

8. Everyone needs training, including you.
9. Get suppliers and manufacturers involved in your training program.
10. Regularly go outside your normal circle for training to learn something new.

Pre Lead Training – A Gap Exists

- Change of Relationships
- Co-worker to Management
- Conversation's – being careful with what and how you say things to others and in public-twisting of what is said.
- Words – What and How you say things does make a difference
- Not as free to make comment
- Immersion In Organization
- Reinforce via wrong statements or actions

Pre Lead Training

- Willingness to accept responsibility, confidentiality,
- Loyal to company (or appear to be)
- Prioritizing Exercise
- Evaluate Existing Programs for purchase
- Understanding People and Personality Styles
- Understanding Internal politics and bureaucracy of Work Place
- Ability to separate friendship to different Role & Position

Pre Lead Training

- Understanding Chain of Command Structure and Business Etiquette
- Mentoring
- Unofficial Leaders and Those with Unofficial Authority and Respect
- Ability to Read and Write Well
- Willingness and Courage to Make Decisions
- Favoritism
- Discrimination

Pre Lead Training

- Legal Aspects of the Job
- Ability to Follow the Rules
- Understanding Policies, Processes and Procedures and Related Documentation
- Safety
- Bilingual
- Computer Skills
- Willingness to Learn
- Not Afraid to Make Mistakes
- Willingness to Accept Responsibility

Training Methodology for Pre Lead Training

- Exercises
- Role Playing
- Presentations
- Post its
- Shadowing another supervisor/Lead/Mgr.

Benefits of Training – ROI – What you track and show with hard numbers

1. Cost Savings – Labor and Supplies
2. Overtime reduction
3. Efficiency – More productive
4. Less cost to fix damage
5. Attendance
6. Discipline
7. Labor Turnover

Benefits of Training – ROI

8. Account turnover
9. Complaints
10. Compliments
11. Special/Rush Service Requests
12. Safety, fewer accidents, near misses and reduced insurance cost/claims
13. Marketing
14. Profitability

What Doesn't work?

Nothing kills learning faster than long lectures and endless PPT's or Videos.

You must keep learners mentally and physically engaged in the learning process or they will mentally leave the room with in 7 – 10 seconds of when you start talking.

Making Training Stick

2, 2, 2

Two days after instruction, discuss the key points of what you want remembered and why it's important for the learner to use the information or skill. Think personal benefits, not just what you or the company wants.

Two weeks after the instruction, again discuss and ask the learner to tell you some of the important information or key points they learned about the subject and why it is important to use or know the information or skill on the job. Again, how is and has it been useful to them since the training. .

Two Months after the instruction again discuss and ask the learner to give you some examples of how they have used and benefited from using the skill or information that they learned in the training session.

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www.trainingmag.com

Industry Resources for Training, Standards, and Certification

- Offers a variety of free online webinars on training related subjects, also publishes a magazine and hosts several conferences for training professionals each year.
- <http://www.trainingmagnetnetwork.com/> ,
<http://www.trainingmag.com/>,
<http://www.trainingconference.com>
- WSU – www.energy.wsu.edu/PlantOperations
- Manufacturers, Distributors and Consultants

Don't overlook the rich resources available from many of the cleaning industry manufacturers, your local supplier/distributor and CIMS ICE experts and private consultants listed on the ISSA.com and industry websites.

Industry Resources for Training, Standards, and Certification

- International Executive House Keepers Association (IEHA), www.ieha.org
- Building Service Contractors Association (BSCAI), www.bscai.org
- Building Owners and Managers Association (BOMI), www.bomi.org
- International Facilities Management Association. www.ifma.org
- American Physical Plant Association. www.appa.org
- American Society of Heating, Refrigeration and Air Conditioning Executives (ASHRAE), www.ashrae.org

Industry Resources for Training, Standards, and Certification

- National Seminars Training – Star 12 Program

For a flat fee of \$299.00 you can attend as many in person seminars in one year as you like, plus you have unlimited access to webinars, recorded sessions and printed materials. This is a good training bargain.

www.nationalseminarstraining.com,

<http://www.nationalseminarstraining.com/join/>

- International Cleaning and Restoration Association (ICRA)
- Offers hands on training and skills assessment for cleaning professionals.

<http://www.icrassociation.org/certification>

Industry Resources for Training, Standards, and Certification

- Cleaning Management Institute (CMI), Train the Trainer, along with other technical and management certification programs.
www.cminstitute.net
- Cleaning Industry Management Standard (CIMS & CIMS-GB Green Buildings), www.issa.com
- Cleaning Industry Training Standard (CITS) www.issa.com
- Institute of Inspection Cleaning and Restoration Certification, www.IICRC.org
 - Carpet, Hard Floors, Stone and Tile, Water, Mold and Housecleaning
- Green Seal, www.greenseal.org
 - GS-42, GS-49, GS-37, GS-40

Industry Resources for Training, Standards, and Certification

- Seal of Approval Program, Vacuum Cleaners & Carpet Cleaning Chemicals and Equipment (CRI), www.carpet-rug.org
- National Wood Flooring Manufacturers Association (NWFA), www.nwfa.org
- Ceramic Tile Institute of America (CTIOA), www.ctioa.org
- Marble Institute of America (MIA), www.marble-institute.com
- Restoration Industry of America (RIA), www.restorationindustry.org
- Indoor Air Quality Association (IAQA) www.iaqa.org
- Polished Concrete Association (CPA) www.concretepolishingassociation.com
- National Floor Safety Institute (NFSI), www.nfsi.org

Industry Resources for Training, Standards, and Certification

- Window Cleaning Association (IWCA), www.iwca.org
- Pressure Washing Association (UAMCC), www.uamcc.org
- Cleanroom Association,(IEST), www.iest.org
- Residential Cleaning (ARCSI), www.arcsi.org
- Design for the Environment, www.epa.gov
- ASTM- Cleaning/Stewardship of Commercial Buildings (ASTM), www.astm.org (ASTM-1971-05)

Management Controls Required for Cost Effective Operations

- Policies
- Procedures
 - Step by Step
 - Safety
 - Inspection/Quality Assurance Guidelines
- Assignment Schedules
- Training
 - Orientation & On going
 - Supervision and Management

Management Controls Required for Cost Effective Operations

- Quality Control Program
 - QC Guidelines
- Schedules
 - Frequencies
 - Periodic
 - Floors
 - Carpet
 - Special Areas and Surfaces
 - Inspection/ QC
 - Training (min. 1 x per month, 15 min.)
 - Safety Meetings

Management Controls Required for Cost Effective Operations

- Blueprints (11 x 17, floor layouts)
 - Color coded runs (sq. footages)
 - Color coded surfaces and sq. footage of each and totals
- Short Staffing Plan
 - Short Term
 - Long Term
- Budget
 - Labor
 - Supplies

Motivation of Staff

What Options Do We Have?

- Social Value
- Empathy
- Transparency
- Knowledge
- Love
- Working with staff
- Ask for & Listen to Input
- Provide Upward Mobility Opportunities
- Positive Reinforcement

Motivation of Staff

- Sense of Community, Value & Importance
- Involvement in Decision Making
- Fairness
- Rewards and Incentives
- Approachable
- Coaching
- Food

Motivation of Staff

- Support
- Provide Tools and supplies in a timely manner
- Recognition Public
- Discipline – Tempered

Skills a Good Supervisor Should Have

- Scheduling
- Staffing
- Prioritize, handle multiple demands at one time
- Able to follow through to completion
- Easy Transition area to area
- Pressure – Handle
- From Doing to making sure it gets done
- Positive attitude in all things
- Honest

Skills a Good Supervisor Should Have

- Time Management
- Self-Starter
- Willingness to take risks
- Be Realistic
- Desire – Big Picture View
- Ready to be Politician & Counselor/Coach
- Don't Give Up
- Juggling Multiple Tasks, Responsibilities and Demands on Time
- Delegation

Annual Training Plan

- Subject, Instructor
- Frequency, Length
- Month, day, time for each shift
- Hands on & Group Exercises

Complete Cleaning Process Includes:

- Daily/Routine Tasks
- Periodic Tasks
- Restoration Tasks
- Replacement/Recycle

Engagement

- Upward Mobility Ladder
- Motivation & Incentives
- Fairness
- Resources

Motivational Videos

Steve Jobs

- <https://www.youtube.com/watch?v=o5ZEgPloZjw>
- <https://www.youtube.com/watch?v=a5SMMyfbWYyE>

Other Video

- <https://www.youtube.com/watch?v=z6o8GRmPdiE> (212 Degrees)
- <https://www.youtube.com/watch?v=Pwe-pA6TaZk> (Where the Hell is Matt 2012)
- <https://www.youtube.com/watch?v=P9i6caIKZwk> (Sean Stephenson, Get off Your But!)
- <https://www.youtube.com/watch?v=uG61ZcSOKYE> (Dream Manager, Mary Miller), book by Matt Kelly

The End – Thank You.

- Closing Comments
- Questions, Comments, Thoughts???