**Meeting Minutes**

**Education Committee Meeting**

**March 22, 2018**

**1:30 – 4:30 PM**

Members Present: Ed Kwasnick, ARCO/Murray (Chairman); Mark Brim, Brim Laundry Machinery; Bill Dougherty, Positek RFID; Jack Heaviside, Sunburst Chemicals; Mike Justice, Medline Industries; Bill Miller, Alsco Corporate (Retired)

TRSA Staff Liaison: Kristin Mudd, Education Manager

1. Review of TRSA’s 2018-2019 Education/Event Calendar
   1. *Attachment – see “TRSA Calendar of Events for 2018-19”*
   2. TRSA is considering moving committee meetings to coincide with other TRSA events. The idea would be to get more operators, who will already be present at these other events, to join committees and participate in the meetings.
   3. The group recommends that we move the Education Committee meeting to coincide with EMI and PMI in August. Another option would be to have it just prior or just after the Fall Production Summit/MMI events which are usually in September or October.
   4. Kristin will make these recommendations to TRSA management and the board for consideration.
2. 2018 Leadership Summit – Update
   1. The summit agenda is firmed up and all speakers have been confirmed.
   2. Registration is currently at 49 and it is being limited to 125 attendees.
   3. *Attachment – see “Leadership Summit 2018 matrix v5”*
3. TRSA’s New On-Demand Learning Options
   1. Online Production Training Videos
      1. Videos are complete and are available FREE to members in TRSA’s [On-Demand Learning](http://trsa.peachnewmedia.com/store/provider/provider09.php) center
      2. Videos can be used by members in various ways: as a training tool for new hires/onboarding; cross-training; as a recruiting tool at job fairs, etc.
      3. If you have not done so already, please follow the instructions below to view the videos and send your feedback on how we can make them better and what other ways they can be used by our members
         1. Visit our [On-Demand Learning Portal](http://trsa.peachnewmedia.com/store/provider/provider09.php#blank) and click the “Production Training Series” link in the list of categories. You’ll see there are four series’ of videos available: Food and Beverage, Healthcare, Hospitality and Industrial
         2. Click the “more info” link for whatever series you’d like to start with and then the “add to basket” button. The videos are free to access for TRSA members, so you will not need to pay anything. But you will still have to go through the “purchase” process to access the videos and they will be add to “My Classroom” which is where you’ll be able to access them for the next year (once you’ve “purchased” them all).
      4. Several committee members in attendance reviewed the videos prior to the meeting and provided feedback
         1. In one of the videos, employees are not shown in uniform and are not wearing hats – does not portray a good image for the industry, so it was recommended that we consider reshooting certain parts to portray a better image
         2. Kristin will relay this feedback to TRSA management
   2. e-Learning Courses
      1. In an effort to expand our online education offerings, TRSA will be developing new e-learning courses around various topics. Unlike webinars, these courses are not live, but they are self-paced, interactive courses that can be taken online at any time and from anywhere.
      2. The first e-learning course, *Producing* *Hygienically Clean Textiles,* will be launchedin the next few weeks.
      3. Will also be creating e-learning courses to coincide with each chapter of TRSA’s new *Laundry Operations and Management* book.
      4. We are looking for volunteers from the committee who would like to serve as a subject matter expert (SME) for this project. You would work as the SME to assist TRSA’s education staff in developing the course for a specific chapter from within the book.
      5. Eight separate courses will be developed from Chapters 2-9 from the book. The hope is to develop 2 to 3 courses every year.
      6. *Attachment – see “Laundry Operations and Management TOC”*
      7. Current volunteer SMEs
         1. Mike Justice – Chapter 8: Textile Basics
         2. Bill Mill – available to serve as SME for any chapter
   3. TRSA’s Core Curriculum Certificate Program for Managers
      1. Description: Series of on-demand webinars with topics geared toward different management positions within the industry (i.e. Production, Safety, Maintenance). Participants view the webinars, take and pass the quizzes associated with each webinar and will then receive a certificate to verify that they’ve completed and passed the program.
      2. The first to be launched will be the “Production Management Certificate Program” (aiming to launch in May). Webinars within this series will include:
         1. Process of Process Improvement
         2. Essentials of Supervisor Training & Production Scheduling
         3. Conflict Resolution for Managers
         4. Hourly Employee Retention: Tips to Avoid Turnover
         5. Real World Practices for Reducing Workplace Injuries
      3. The Safety Management Certificate Program and the Maintenance Management Certificate Program will be launched later this year
      4. Other program ideas suggested by the committee
         1. Route/Service Rep (RSR) Management Certificate Program
            1. Could include training on dealing with angry customers, route safety, etc.
            2. Could create a webinar(s) from Chapter 6 of the Laundry & Operations Management book
         2. Front Office Management Certificate Program
4. Trends in Adult Education/Professional Development
   1. Please review the Board’s strategic approach to Professional Development slides
   2. *Attachment – see “Strategic Approach to Professional Development”*
5. Other Business
   1. TRSA is exploring the idea of offering in-plant training as another education opportunity for our members.
      1. These would likely be one-day training events on various topics that would appeal to a majority of our members and TRSA would provide the instructor(s) and course content.
      2. The purpose would be to serve members who would like to train a large group of employees in-house, so that employees could ask questions and they could save money on travel costs by not having to send their staff to training events (the instructor would come to them, instead of them going to the instructor/event).
   2. We are looking for recommendations from the committee on what this might look like.
      1. What kind of training is needed in this format? What topics could be covered in this format?
      2. Who would get the training (i.e. base level employees, management, etc.)?
      3. Current recommendations from the committee:
         1. Could gear training toward safety, maintenance or production
         2. Members could incorporate the training into a staff meeting
         3. Topics to consider:
            1. Workplace Conflict Resolution
            2. Leadership topics
            3. OSHA compliance
            4. HR topics
         4. Committee recommends surveying operator members to gauge the need for this type of training and to find out what topics would be the most popular.

The meeting adjourned at 4:25pm.