**TRSA 106th Annual Conference**

**Education Committee Meeting**

**Tuesday, September 17, 2019 | 1:30 – 4:30 PM**

**Boston, MA**

**Members Present: J.R. Ryan (Chair), Jimmy Arnett, Mark Brim, Jim Buik, Bill Dougherty, Dan Farnsworth, Ed Kirejczyk, Ed Kwasnick, Julia Pooler, Jon Witschy, Caroline Wojcicki**

**TRSA Staff Present: Kristin Mudd, Lydia Barr, Joe Ricci**

**AGENDA**

1. **TRSA Education and Training Program Assessment Results**
2. TRSA engaged the research group, McKinley Advisors, to better understand how our education offerings are meeting our members’ needs and to find out what pieces are missing from their internal training programs that TRSA can fill/supplement.
3. Key results and recommendations were shared with the committee for review and discussion.
4. One of the big takeaways from the assessment was a desire for TRSA to create a “hub” of associate/vendor member company’s equipment manuals for quick access for operators.
   * The committee agreed that this would be difficult to maintain and leave too much possibility for error.
   * Instead, they recommended that TRSA create a portal with links to associate member’s websites that would allow operators to easily access their contact info
   * Also recommended to send a survey to associate members to get the opinions of all on whether or not to move forward with the hub idea.
5. **Front Line Supervisor Training**
   1. Another big takeaway from the recent assessment is the need in the industry for front line supervisor training, with a focus on soft skills.
   2. The committee discussed ways in which TRSA can fill this training gap.
      * The committee brought up the idea of a poster program, where each month TRSA would supply an educational poster to be hung in member operator’s breakrooms. This would allow employees to learn about TRSA on-demand training as well as provide educational information. These could feature an education topic of the month
      * TRSA could brand a training kiosk in employee breakrooms that would allow employees who don’t have access to a computer to be able to view TRSA’s on-demand training videos and courses
      * TRSA could develop/offer shorter training videos (15 – 25 minutes) so that employees could watch them during lunch or breaks. Emphasis on soft skills, such as communication with other employees (important for line workers who have been promoted to managers, but have not been given any soft skills training).
      * Make videos/produce information compatible with phones for employees without computer access
      * Send out a monthly training email that could include educational information and pdfs (ask operators to share with employees). An education blast to share information
      * The committee discussed the importance of offering these programs in multiple languages (at least English and Spanish)
      * Ideas to address this need more directly down the road:
        1. Implement a local/ regional training program that would bring instructors to plants or training to the region so the supervisors would not have to travel
        2. Implement a certification process so that there is recognition of this education. Allow multiple levels
      * TRSA Chairman, Jim Buik, made a guest appearance to discuss his skills certification program and how it might benefit other companies in the industry
        1. The committee decided that this program could potentially be successful as another level to the Hygienically Clean certification, so this will be discussed with TRSA certifications staff to see if that would be a possibility
6. **TRSA 3rd Annual Leadership Summit Planning**
   1. Discussed the agenda for the 3rd Annual Leadership Summit, which will take place July 15, 2020.
   2. Recommendations for topics and speakers (with a focus on the Emerging Leaders Track) include…
      * How to “sell” your ideas/how to get buy in from those you lead and those who manage you/Selling internally
      * Ask some of the larger operators (like Cintas) to speak on how they hire and create culture in their businesses; to discuss their hiring criteria
      * Managing up (and down)
      * Negotiation skills
      * Harnessing Diversity; How do you foster diversity in the workplace? The values and advantages of a diverse work environment
      * Intergenerational management
      * An updated version of “7 Habits of Effective People”; What habits have changed?
      * How to be a good mentor (discussion session). How to recognize and harness talent
      * Emotional intelligence; improving/enhancing your EQ
      * Customer Satisfaction Research – getting and managing that info for continuous improvement
      * CEO self-awareness for leaders, recognizing your impact on others
7. **Recruiting Operators to the Committee**
   1. Continuing this effort and asking committee members to think about operators they have relationships with who they think may be interested in joining. We will develop a list of those folks and send official invitations to join.
   2. Look to TRSA’s Next Generation Group to see if anyone there might be interested in joining.
8. **Production Management Institute (PMI) Update** 
   1. We’re considering a name change to “Professional Management Institute”
   2. Looking to incorporate management topics and soft skills topics into Year I and not focus that year solely on Production (currently Year 1 is “Production” and Year 2 is “Management”)
   3. Certified Professional Laundry Manager (CPLM) online option
      * January 2020 roll-out
      * Production Manager Job Analysis – DONE
      * Test Development – Completed 9/30/19
      * Can purchase study materials (the Laundry & Operations Management Book; test, pretest; access to the required webinars; etc.)