**TRSA 11th Annual Legislative Conference & Industry Awards Dinner**

**Mar 24-25, 2021**

**The Westin Alexandria, VA/Virtual**

**TRSA Education Committee Meeting**

Wednesday, March 24, 2021 | 12 – 2 pm

1. Status of TRSA Events/Education Offerings for 2021
   1. TRSA plans to hold these events in 2021:
      1. April 20-21: HR, Safety & Health Summit; Virtual
      2. May 19: Roundtable: Women in Family Businesses—Strategies for Success; Virtual
      3. June TBD: TRSA Industry Showcase; Virtual
      4. August 8-12: TRSA Institutes (EMI, MMI, PMI); In-person (University of MD)
      5. October 19-22: TRSA 108th Annual Conference; Hybrid (Virtual and in-person at Cape Rey Carlsbad Beach, A Hilton Resort & Spa, Carlsbad, CA)
      6. November 17-18:10th Annual Healthcare Conference;Hybrid (Virtual and in-person atRenaissance Dallas at Plano Legacy West Hotel, Plano, TX
      7. Dates TBD: Marketing & Sales Summit; Virtual
      8. Other Events TBD:
         1. Women in the Industry Fall Roundtable: Best Practices for Thriving in a Male Dominated Industry
         2. Winter Roundtable: Leadership Training?
         3. Next Generation Execs Roundtables
   2. To see further details for planned events in 2021 and beyond (both virtual and hybrid) visit: <https://www.trsa.org/events/calendar/>
2. TRSA Poster Program for Front Line Supervisors
   1. This program will supply every TRSA member plant with a monthly educational poster to be shared with frontline supervisors (or any plant employees who could benefit from it)
   2. Original goal was to launch in July 2020, but the Coronavirus pandemic has delayed this project. Currently we are at a point where we can resurface the project and continue with it in hopes that we can launch it by 2021.
   3. Posters will include concise, educational content around topics that are relevant to skills/knowledge that frontline supervisors should possess (such as safety, handling employee harassment issues, managing new hires, best practices in training employees, tips for increasing workflow/productivity, etc.)
   4. TRSA will also email each plant contact with a resource packet (white papers, links to educational articles and online trainings) that will provide additional training options around the topic and supplement the monthly poster content.
3. Frontline Supervisor Training – Online Training/Videos
   1. TRSA has enlisted the help of an outside contractor to develop online training videos for frontline supervisors in the industry.
   2. These video training modules will be customized to our industry and offer soft skills training.
   3. Individual interviews were conducted with operator members and a survey was launched earlier this year to gather info on how this training should look and what topics should be included. Based on that research, the training will be developed around these areas:
      1. Communication Effectiveness (Listening & Understanding)
      2. Handling Difficult Conversations and Delivering Performance Feedback
      3. Emotional Intelligence: Understanding Others/Developing a Connection
      4. Coaching and Creating Motivation
      5. Leadership and Management
   4. Committee members reviewed the proposal for this training and provided feedback:
      1. User “ironer” instead of “iron.”
      2. Training would need to be done over several months – maybe one module every two weeks.
      3. Like the idea of exercises and homework – then schedule meetings with supervisors/upper management to discuss the training and relate a scenario that happened to you and make it a talking point for discussion.
      4. Content should be able to be done at the student’s own speed for those operations who may only have one or two frontline supervisors, but also incorporate activities for those who have a lot of frontline supervisors that could do group work to put it into practice and relate the content to their real-life situations.
      5. Encourage companies to provide a mentor to their frontline supervisors to help them along in this training; someone to take their questions to; etc.
      6. Must be in English and Spanish to reach the largest possible audience.
      7. TRSA could provide an email address for students to use to:
         1. Provide feedback on the course
         2. Serve as an “ask an expert” type of thing for those who don’t have a mentor or supervisor to go to with questions
      8. Provide certificates of completion after each module – and one for overall training to students.
4. Virtual Plant Tours
   1. Plants to tour?
   2. Format?
5. Diversity, Equity and Inclusion (DEI) Discussion
   1. TRSA has created an internal DEI Task Force to work toward a more diverse, inclusive and unbiased workplace.
   2. The task force’s mission is also to generate awareness and provide education around this topic to our industry as a whole.
   3. How can TRSA incorporate DEI awareness/education in our offerings.
   4. What topics are needed for your organization?
6. Education Committee Vice Chair
7. Virtual Roundtables
   1. SIGs
   2. Topics
   3. Speakers
8. Virtual Networking Ideas for Engagement