

OVERVIEW

Identify, Qualify, Define

RATIONALE/INTRO/WHY?

Standards

Time

Shifts

Asset protection

Labour quality

Labour consistency

Labour morale

Evolving workforce

Due diligence

PROCESS

Resources

Standards

Trainer protocol

Training sequence

Training components

Competency

RESOURCES

Course standards

Operation standards

Trainer protocol

Training sequence

Training components

Written exam

Competency checklist

STANDARDS

Mission Statement

Goals

Objectives

Operation

Buy in

TRAINER PROTOCOL

Content-Safety-Consistency-Positioning

Attitude-Expression-Delivery-Connection

Safe start

Group session

Group equipment

Experience

Sequential

Deadly

Blank slate

Calm

Respectful

Focus

Open

Why?

Personal safety

Equipment safety

Turf safety

Patience

Empathy

Position to hear

Position for visibility

Position to escape

Weak position

Triangle

Non-verbal cues

Audibility
Pace
Clarity
Pause
Emphasis
Eyes
Repetition
Regurgitate
Demonstrate
Together
You do it
Point
Gesture
Motion
Guide
Adjust
Analogy
Story
Print
Example
Chunking

TRAINING SEQUENCE

Explain
Demonstrate right
Demonstrate wrong
Confirm by feedback
Trial & correction
Supervised practice

TRAINING COMPONENTS

One component at a time - Common for most equipment

Site selection
Safety gear
Ergonomics
Function
Controls
Safety
Panic move
Pre-start checklist
Startup
Senses
Situations
Hazards
Golfers
Transport
Dry cut
Mowing
Shutdown
Cleanup

COMPETENCY

Evaluation form-Pass/Fail-Written record-DQ
Inventory
Test area
Introduction
Safety
Pre-start
Startup
Hazards
Transport
Mowing
DQ actions
Scoring