A Successful Honeymoon:

Using the critical first days to achieve safety saturation

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We Will Discuss

- Leading by example
- Delivery methods
- Daily safety topics
- Training schedule example
- Selecting a field trainer
- Ongoing training

What is the honeymoon period?

- Employees are extremely receptive in the first week.
- They are still receptive for the first 30-45 days
- After 6-months their outlook, opinions, and workplace behavior become solidified.
- At that point they have decided if they will be a long-term employee or not.

How Does Safety Play a Role?

Do we have a safety culture?

- Do we just say it or do we mean it.
- Do we just want to check off a box for required training?

- Safety needs to be part of our culture.
- It needs to start day one.

Three Basic Steps of New Hire Training

Set expectations – starts at the interview

Train on those expectations

Implement those expectations in the field.

This is where we often fail.

How To Build a Complete Training Program

One layer at a time.

1. Start with a daily schedule of topics
2. Add written procedures
3. Add supporting documents, videos, quizzes, etc.
4. Verify training and track results.
5. Add Quality Assurance steps.
6. Train the trainer (Certified Field Trainers)
7. Lesson plans for CFTs.

Daily Safety Topics During Training

- Do you have time?
- Is it important?

- **Make it important**
- **It only takes 15 to 30 minutes each day**

Daily Safety Topics During Training

Ask yourself some simple questions

- **What do you want a new hire to know after the first week?**
- **What do you want a new hire to know after the first month?**
- **After 90 days, 6-months, 1-year, etc.**
- **Remember the opportunity cost.**

Training Schedule - Insert Trainee's Name

Welcome to the Ace Team! These dates and times may change to better accommodate the training schedule. Each day, be sure to initial yourself and also have your trainer initial to verify that module has been completed.

WEEK 1	TOPIC	BRANCH	TRAINER	START TIME	NOTES	DAILY INITIALS*
Monday August 11, 2025	New Hire Paperwork / FAQs / Issue Uniforms	Boynton Beach	Insert manager name and contact phone # here	7:00 AM	At the Boynton location: 123 Main St. Boynton Beach, FL 33476	Trainee: _____ Trainer: _____
Tuesday August 12, 2025	Top-5 Risks **Preventative Pest Applications**	Boynton Beach	Insert manager name and contact phone # here	7:00 AM	At the Boynton location: 123 Main St. Boynton Beach, FL 33476	Trainee: _____ Trainer: _____
Wednesday August 13, 2025	Labels/SDS/Applying pesticides/ mixing	Boynton Beach	Insert CFT and their phone # here	7:00 AM	Coordinate with CFT to meet in the field	Trainee: _____ Trainer: _____
Thursday August 14, 2025	EOS Driving Safety **Gorilla Desk / Record Keeping**	Boynton Beach	Insert CFT and their phone # here	7:00 AM	Coordinate with CFT to meet in the field	Trainee: _____ Trainer: _____
Friday August 15, 2025	Ladder Safety **Gorilla Desk / Record Keeping**	Boynton Beach	Insert CFT and their phone # here	7:00 AM	Coordinate with CFT to meet in the field	Trainee: _____ Trainer:

*By initialing each day, both the trainee and the trainer acknowledge that the appropriate training has been performed for that given day. If either the trainee or the trainer does not agree that the training has been performed, the line should not be initialed and the manager should be notified immediately to adjust the schedule.

Daily Topics for the First 30-Days

Top-5 Risks

1. Slip/trip/fall
2. Dog Bites
3. Driving
4. Ladder Safety
5. Lifting

Basic Safety

1. Mixing
2. Applying
3. PPE
4. GHS (label/SDS)

Trends

1. Backing accidents
2. Cell-free initiatives

Additional OSHA topics

1. Aerial Lifts – Training done – is there a written plan?
2. Power Tool / Hand Tools
3. Silica Dust
4. Attic Safety
5. Heat/Cold Safety
6. Fall Protection
7. Emergency Action Plan
8. First Aid – on trucks and office. Eyewash station.
9. Spill Response
10. Lockout/Tagout Procedures
11. Accident Reporting

Before You Even Start Training: Lead By Example

- Do we have buy-in from the entire team?

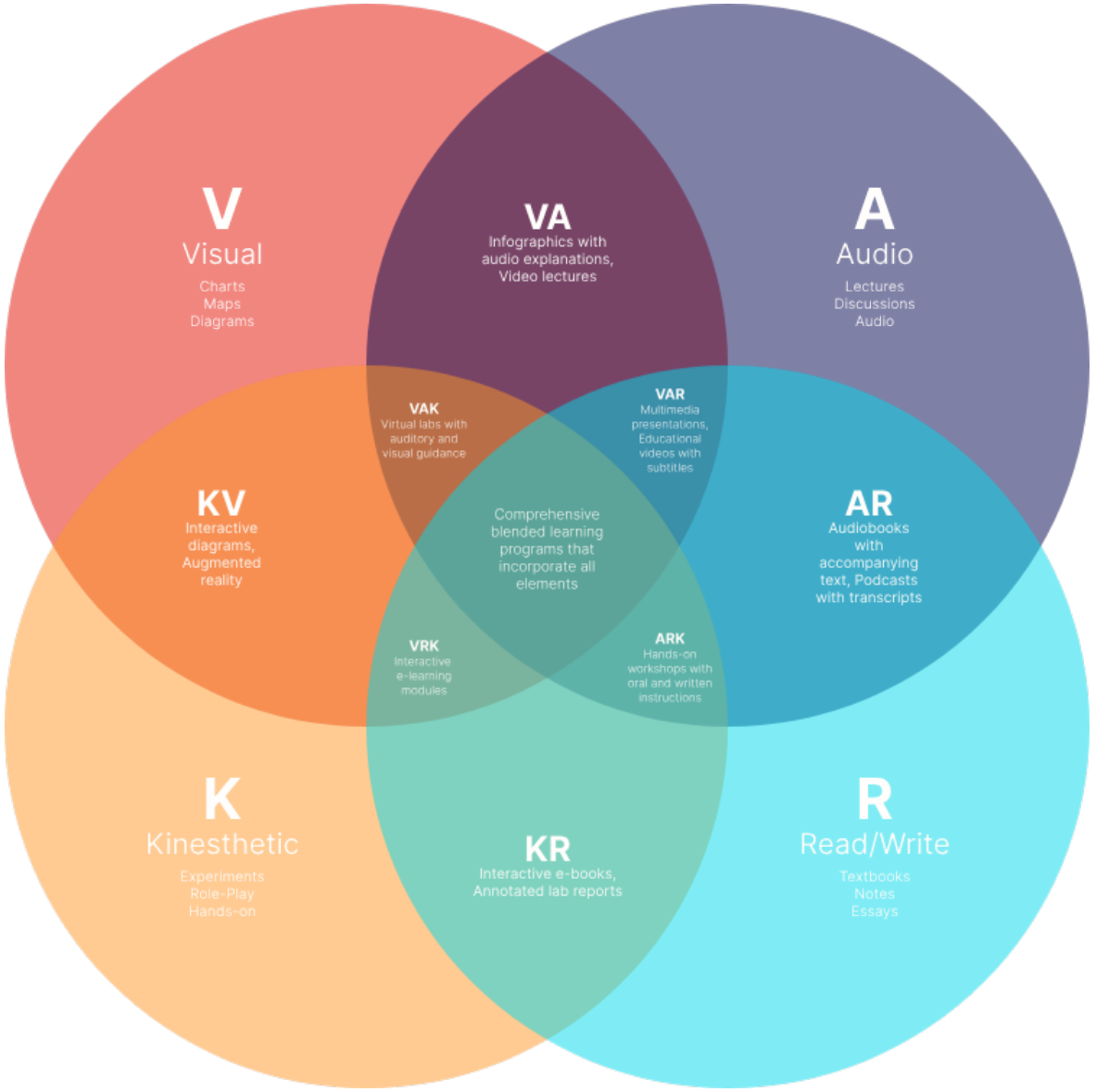
- Motivation killers:
  - “I know what they told you, but…..”
  - “Let me show you how we do it in the field”
  - Not having the right equipment or supplies.

- Employees will learn more from their co-workers than a manual, PowerPoint, or even you.
- Who is teaching them?
- Is safety really a priority?

Types of Learners: VARK

- **Visual**
- **Auditory**
- **Read**
- **Kinesthetic (Doing)**

- In reality most people don't fit into just one category.
- However, we each have our preferred ways to learn.
- Kinesthetic % is higher in entry-level and trade positions.



Integrate Methods and Include Technology

- iPads
- Blend delivery methods for all learning styles
- Quick reference guides
- Videos
- Quizzes
- Learning Management Systems (LMS)
- Knowledge Library
- AI
- Field training

- What problems can arise?

Discussion With The Field Trainer

- Adds time to process knowledge
- Keeps them focused
- Clarifies misunderstandings
- Adds employee perspective
- Connects ideas to actions
- **Bonds employees**

- **Think, engage, and brainstorm with trainee**
- **“How would you handle…..”**
- **“One time, I encountered…..”**
- **“What do you think about…..”**

Weekly Debriefing

- Done by their new manager.
- Manager talks to trainer first.
- Informal chat.
- Take 15 minutes every Friday.
- Builds open communication.
- Offer feedback on their progress.
- There should be no surprises.

- What do you like?
- What is your least favorite?
- What have you learned?
- What can we improve?

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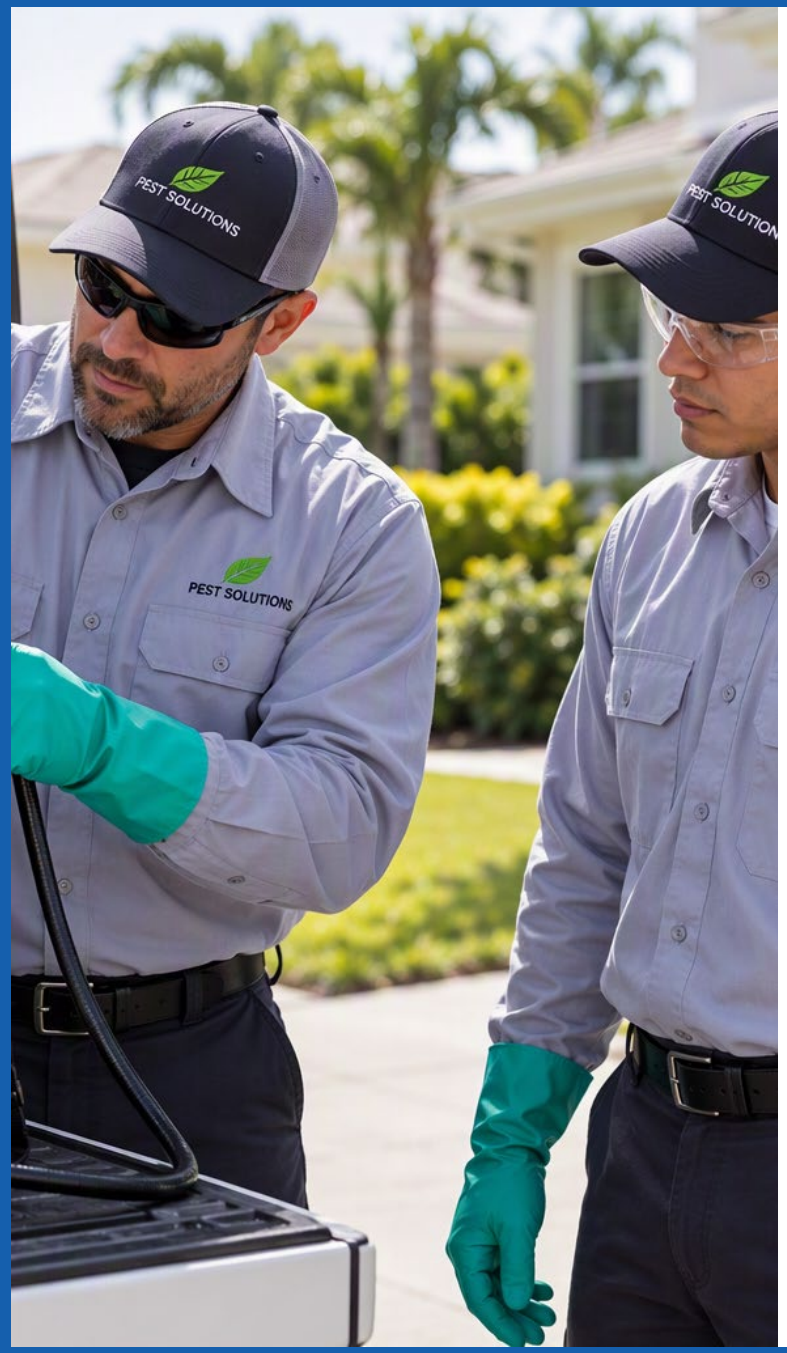
Gradual Release Model: (Tell, Show, Do, Check)

- I show you and I tell you what I am doing
- We do together: You do and I tell you what you are doing
- You do on your own
- You do and YOU tell me what you are doing



Gradual Release Method: (Tell, Show, Do, Check)

- The last week the “trainer” should be the “trainee”:
  - Ride in the trainees assigned vehicle
  - Use the trainee’s equipment/materials
  - Trainee uses their login to CRM.
  - Very limited intervention.
  - Observe and coach at the end of each job.

  - This catches any overlooked items.
  - Do they have all PPE?
  - Do they know what to do in every situation?
  - How is their driving/navigation?
    - New driver example

Selecting a CFT

- Do they have buy-in to the safety program?
- Do they have experience?
  - How much do they need?
  - What does it say when last week's new hire does this week's training?
- What is their QA record?
  - Do they try to follow all the rules?
- They require soft skills
  - Patience
  - Communication (with trainee and you)
  - Need to have the heart of an educator

Selecting Certified Field Trainers (CFTs)

This should be a slow process

Evaluation starts at hire

- “He/she would make a great trainer one day”

Being a great technician doesn’t mean they will be a good trainer.

Should NOT be a Service Manager or owner if possible.

Selecting a Certified Field Trainer (CFT)

- Evaluate existing CFTs
  - Establish KPIs (and bonuses?)
  - What do the trainees say?
    - Weekly sit-downs
  - How do the trainees perform after training?
  - Are past trainees even still employees?

How Do We Support CFTs?

What do we give them?

- Training schedule
- Access to all trainee materials (documents, LMS, etc.)
- Outline of discussion topics for each day
- Quizzes and quiz results

Lesson plans (standardize all of the above)

EXTRA TIME / EXTRA PAY

Keep adding and improving

- Over 80% of companies said their training program could be improved.
- Evaluate successes and failures.
- We learn more from our failures.
- Add trending safety topics to discuss.

Training Never Stops

Weekly and monthly safety topics

Quality Assurance programs

Tiered training

- Company certifications
- Service Manager training
- CFT training

Do you have safety saturation?

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