

Training Services for the Industrial Laundry

Americas 21st, Inc. offers a broad selection of training programs and workshops to provide work teams, supervision, and management with the skills to ensure the successful introduction and sustaining of all process improvements. Long-term results and higher efficiencies are achieved with effectively run and managed teams, the building blocks to process, equipment and organizational changes.

Management Skills Series

- **Managing Winning Teams** - Supervisors will build skills needed to create, motivate and improve teams for increased productivity as your organization changes to meet and exceed marketplace and customer demands.
- **DISC Profile** – Behavior Dimension Analysis to help you better understand your own managerial style and develop your strengths as you work with key business managers.
- **DISC Classic** – Sales, Customer Service and Driver professionals will learn to create and maintain relationship-based sales, identify customers' DISC styles and adapt their selling or support style. Guidelines for staying focused on customer needs and managing difficult customer service situations.
- **Hire, Train & Retain** – Key assessment tools helpful in the hiring process. Team Dimensions Profile indicates strengths and weaknesses to clarify roles, simplify processes and maximize individual contributions for total team results.
- **Reward and Recognize** – Learn how to reward and recognize employees for their contributions. Assess your needs, develop a plan and implement a winning program.
- **Meetings that Matter** – Make your meetings more productive, focused and results producing.

Team Member Skills Series

- **Building Stockroom & Driver Teams** – Participants will learn and practice the basic skills needed to contribute to high performing departmental, production or cross-functional teams.
- **Communicate with Success** – Team members assess their own and co-workers' interaction styles in creating an action plan for team improvements.
- **Resolving Conflicts** - We focus on conflict in the workplace and how it reduces team productivity. Through role-plays and discussions, team members will learn how to improve the outcome of conflict in order to create more efficient teams.
- **Getting Back on Track – Helping Troubled Teams** – A hands-on approach for teams which need to get back on the road to high performance. A series of “real-life” team challenges and solutions which will help teams to refocus. We provide tools and resources as teams develop action plans to become more effective.

Benefits:

- Directed skill-building sessions, hands-on approach, active participant involvement
- Action plans for use upon return to workplace

- Specific to unique work challenges, custom-designed, applicable to job requirements
- Team approach to problem-solving and skill development
- Follow-up training and communication
- Written materials and manuals to complement training activities

Results

- Teams for many processes/functions such as:
 - Soil Sort, Wash, Extract, Dry, Tunnel
 - Fold, Sort, Mend, Assemble, Check, Issue
 - Stockroom
 - Drivers
 - Administrative areas

Training Enhances Process Re-Engineering

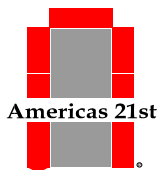
- Cross-trained teams - members' tasks are broader, not specialized
- Greater productivity – work is steady, even, continuous flow
- Lower labor cost, but better pay possible
- Faster throughput: process time only
- Continuous flow offers better utilization of staff
- Real teams with members working together to get task done
- Improved process as teams are built to focus on proper goals

Training Staff/Fees

- Knowledgeable of issues unique to Uniform Rental/Laundry business situations
- 15 years of experience in facilitation of team training and organization improvements
- Offer practical hands-on approach to training workshops
- Trained in all professional Human Resources activities – recruitment, assessment, compensation, benefits
- Comprehensive to include training, materials and travel expenses of facilitators

Languages:

- All programs/materials available in English, Spanish and French
- Facilitators work with on-site translators in other languages
- Conduct programs at your on-or off-site location
- Will train your in-house facilitators in programs



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