# QUALITY LABORTRAINING

YOU HAVE THE RIGHT TO RECEIVE SERVICE FROM A KNOWLEDGE ABLE, WELL-TRAINED CREW



### TRAINTHE TRAINER

Four day comprehensive certification workshop, facilitated by United Van Lines home office personnel, gives Fry-Wagner Quality Trainers information and skills for teaching adults and training the front-line crews

## TRAIN THE COACH

Trainer identifies senior lead crew members who will be trained on "coaching" new crew in the field, reinforcing training for performance improvement





#### TRAIN PACKER AND MOVER

> 30-hrs classroom training > Orientation review > 200-hrs field training > Demonstrate mastery of 80-skills > Demonstrate competencies > Final review for Certification

#### **ACERTIFIED TRAINER**

Sets a good example
Completed the Train-the-Trainer workshop
Facilitates a scheduled training program for all new crew members
Conducts a complete series of packer-mover classes
Completes an orientation review on each trainee
Approves 200-hrs of field work performance on each trainee
Completes a final review on each trainee
Requests certification for Packers and Movers who completed all requirements



**WEHAVE WHATIT TAKES** 

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