

TEAM IS A FOUR  
LETTER WORD

GLTE 2021



JACKI HART, CLP

**CBH**  
Consulting By Hart  
Coaching | Training | Live Events



TEAM IS A FOUR LETTER WORD

Still trying to find team  
players who will:  
work together  
show up  
want to learn  
and be careful?



“

“There are only two ways to influence human behavior:  
You can manipulate it or you can inspire it.”

Simon Sinek

# 4 STEPS TO BETTER RESULTS

STEP 1: ATTRACT CURIOSITY AND INTEREST

STEP 2: SEEK AND DESTROY ANXIETY

STEP 3: WALK YOUR TALK: IT'S ABOUT CULTURE

STEP 4: ALIGN WITH THE TEAM TREND



# WANTED: PRO-ACTIVE IRRIGATION TECH

MARKETING TO  
NEW RECRUITS



WHAT ARE THE  
**QUALITIES** THAT  
YOU NEED ON YOUR  
TEAM?

“Candidates are more likely to filter themselves based on adjectives. A ‘Dynamic Team Leader’ will attract a more powerful and confident person than simply a ‘Team Leader’. They will self-qualify.”

Alyssa Light

Amazing	Efficient	Incredible	Quick-witted
Ambitious	Empathetic	Independent	Remarkable
Awesome	Energetic	Jack of all Trades	Resourceful
Brave	Enthusiastic	Kind	Reliable
Calm	Excellent	Lively	Silly
Cheerful	Fabulous	Observant	Spectacular
Considerate	Fantastic	Openminded	Splendid
Decisive	Gentle	Organized	Stellar
Delightful	Gregarious	Outstanding	Straightforward
Dependable	Gorgeous	Passionate	Stupendous
Determined	Hardworking	Patient	Super
Diligent	Happy	Perfect	Upbeat
Diplomatic	Helpful	Persistent	Versatile
Dynamic	Impartial	Polite	Witty



## Versatile Horticultural Technician

Garden Holistics Inc. - Blue Mountains, ON

**Apply Now**



Blue Mountains, ON



Full-time, Permanent



\$800 - \$1,200 a week

Do you adapt easily to different tasks? Our team completes a variety of objectives each day. Are you interested in nature and the science of how it grows? Do you have a positive attitude?

By combining the science of horticulture with expert practices, we're masters at having fun doing what we do best.

We would love to hear how you could help our team grow.

Please visit our careers page <https://gardenholistics.com/careers-2/> to find a description of this job.

Job Types: Full-time, Permanent

Salary: \$800.00 to \$1,200.00 /week

Experience:

- Horticulture: 2 years (Preferred)

Education:

- AEC / DEP or Skilled Trade Certificate (Required)

“The resumes just keep coming and way better quality too. I looked at my emails from last year, and I put up similarly timed job postings at the end of February, and only had about 4 or 5 resumes before the end of March and then about 25 in the first two weeks of April. I've already had over 30 in 4 days. I'm excited to find out more about why people are applying. I think we will actually be in a position to ‘hire slow’ this year for the first time in a long time.”

*Gabriel Matamoros, General Manager, Garden Holistics Inc.*

# “SO THAT, BECAUSE” MAKING SENSE OF EACH ROLE



## Our Focused Operations

**Supervisor** manages the smooth flow of information so that our crews are set up to succeed, because at [our company], we need to connect client wishes with our teams and our targets with results.

## Our Awesome Client Experience

**Managers** listen well to customer wishes so that our work meets their goals because we build our future on referrals.



## STEP 2 : BANISH ANXIETY IT'S THE MILLENNIAL CURSE



# SOURCES OF ANXIETY

A Clumsy First Day

New Employees Left Feeling Uncertain / Untrained

New Team Leads Promoted For Loyalty Not Leadership

Unkept Promises, Unsure of Performance Results

Perceived Lack of Contribution, Hope or Pride

# DESTROY ANXIETY BY RECOGNIZING IT FIRST

Ask a question about the  
worst part of the job



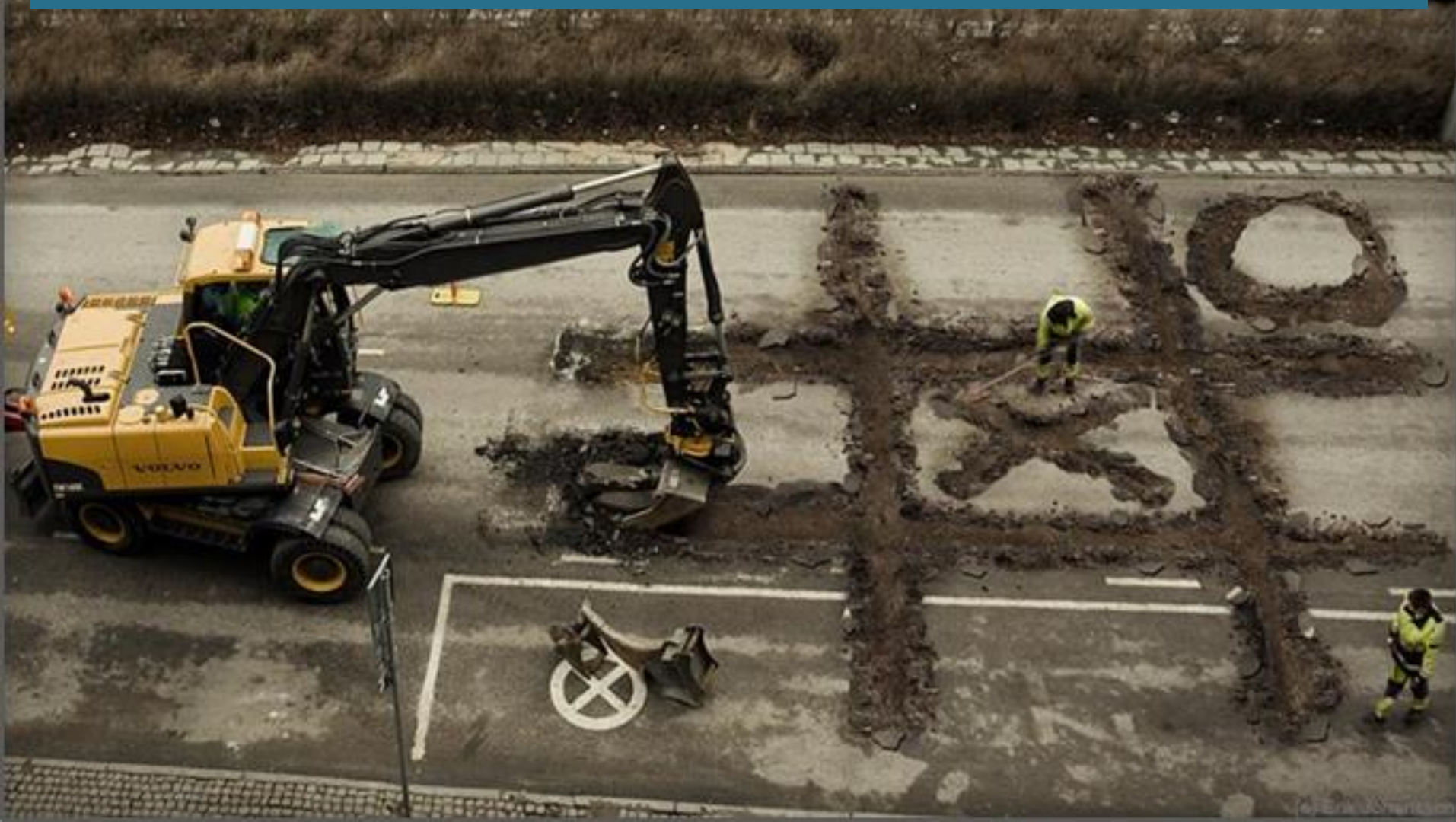
Ask a question about a  
tough part of the job



Talk through solutions and create training systems to  
manage anxiousness and stress

# STEP 3

## WALK YOUR TALK: IT'S ABOUT CULTURE



# CBH POSITION CLARITY PACKAGE.®

Equip your staff to engage and succeed

1. Right Person For The Job (who) – ROLE
2. Give Them Clarity (what) - RESPONSIBILITIES
3. Define Their Purpose (why) - RESULTS
4. Identify Wins/Gaps (how) – FEEDBACK
5. WifME (when) – PERSONAL LEARNING PATH

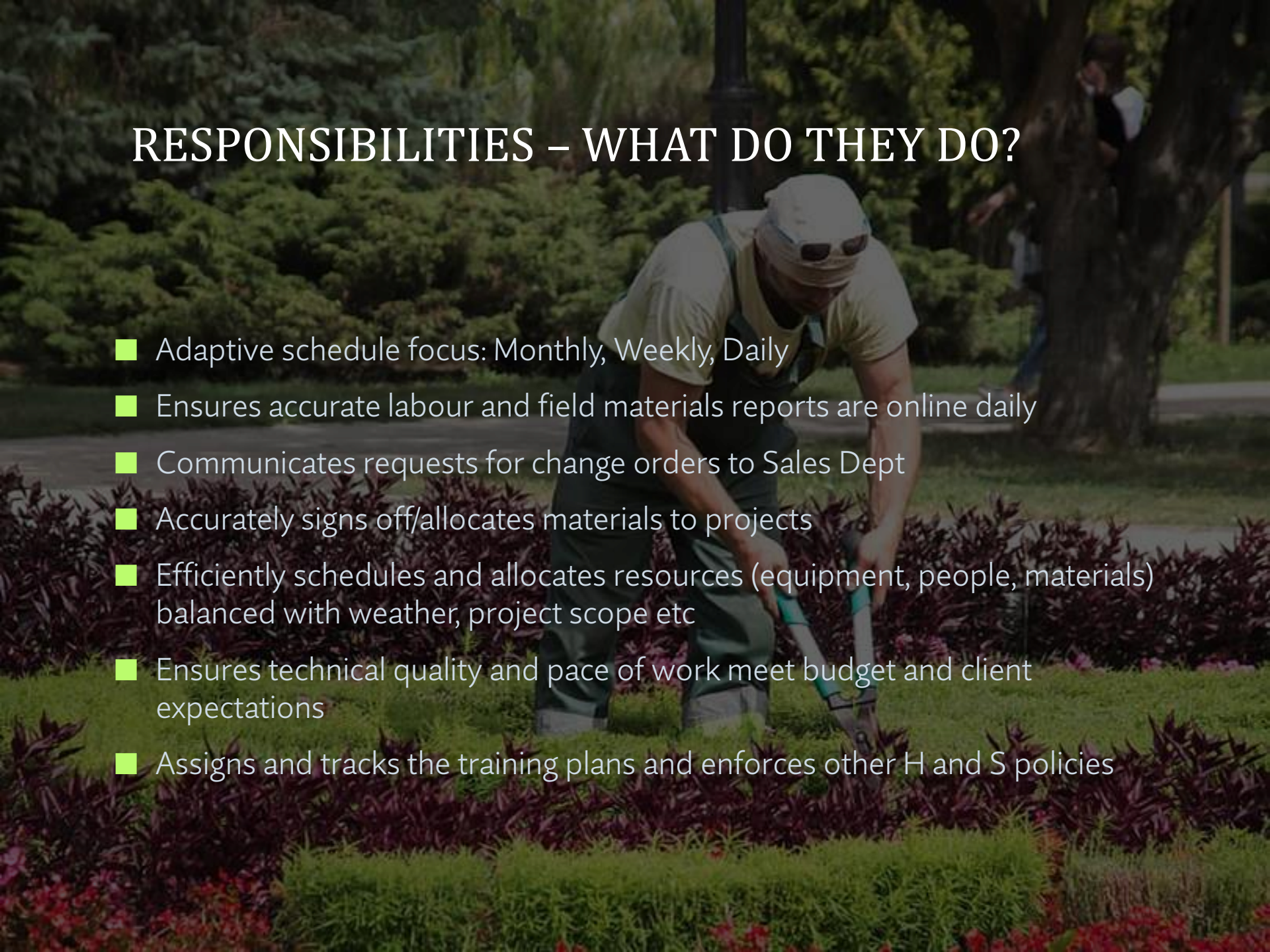
<http://bit.ly/CBH-Operations-Supervisor-Clarity-Package>

## DEFINE THEIR ROLE

This important position is focused on logistics, implementation, efficient use of company resources and enhancing the client/team experience. A focus on safe work practices and the Company Health and Safety policies and procedures is paramount. Our Operations Supervisor is adaptive, taking unforeseen changes into stride with effective outcomes. He/she is involved in team recruiting, hiring, training and motivation. He/she is willing and capable to jump into any production team task when pressure is high and resources are low.

They feel completely aligned with our core values ( \_\_\_\_ ), and are inspired by our vision: \_\_\_\_\_

# RESPONSIBILITIES – WHAT DO THEY DO?

- 
- A person wearing a light-colored t-shirt, dark overalls, a white cap, and sunglasses is bent over, using a green and black tool to trim a bush in a park. The background shows a paved path, trees, and other people in the distance.
- Adaptive schedule focus: Monthly, Weekly, Daily
  - Ensures accurate labour and field materials reports are online daily
  - Communicates requests for change orders to Sales Dept
  - Accurately signs off/allocates materials to projects
  - Efficiently schedules and allocates resources (equipment, people, materials) balanced with weather, project scope etc
  - Ensures technical quality and pace of work meet budget and client expectations
  - Assigns and tracks the training plans and enforces other H and S policies

# RESULTS –WHAT’S EXPECTED?



- Project profitability is maximized via careful planning and management
- Effective allocation of all resources (people, equipment, materials, fleet)
- Complete and successful management of the Company H&S and Training Programs
- All data required for AR is accessible and accurately completed on time
- Effective purchasing and inventory management
- Consistent service delivery, proactive communication
- Well represented brand – high client retention
- Absence of call-backs or complaints

# GIVE ME FEEDBACK

## Performance Evaluation and Personal Development Planning Worksheet

Operations Supervisor: _____	Does not meet expectations consistently	Meets expectations consistently	Exceeds expectations Consistently	Comments
<b>The Operations Supervisors' Responsibilities:</b>				
Adaptive schedule focus: Monthly, Weekly, Daily				
Ensures accurate labour and field materials reports are online daily				
Communicates requests for change orders to Sales Dept				
Accurately signs off/allocates materials to projects				
Efficiently schedules and allocates resources (equipment, people, materials) balanced with weather, project scope etc				
Ensures technical quality and pace of work meet budget and client expectations				
Assigns and tracks the training plans and enforces other H and S protocols/policies				
<b>Plan to Improve:</b>	<b>Steps to reach improvement</b>	<b>Metrics to track progress</b>	<b>Timeline/Goal</b>	<b>Comments</b>

## STEP 4: ALIGN WITH THE TRENDS



# WIIFME? THE PATHWAY TO RETENTION

## Performance Evaluation and Personal Development Planning Worksheet

Personal Development Goals:

What Can We Do To Help

Career Development Goals:

What Can We Do To Help

NAME:

POSITION: Operations Supervisor

Responsibility:

Adaptive schedule focus: Monthly, Weekly, Daily

TASKS:

STARTING COMPETENCE:

SKILL/TRAINING REQUIRED

TIMELINE/TRAINER

Adaptive Schedule

Focus Monthly

Focus Weekly

Focus Daily

Evaluation Completed By:

Evaluator (Name, Date, Signature):

Employee: (Name, Date, Signature):

Responsibility:

Ensures accurate labour and field materials reports are online daily

TASKS:

STARTING COMPETENCE:

SKILL/TRAINING REQUIRED

TIMELINE/TRAINER

Accurate Tracking of  
daily activities of  
labour

Accurate tracking of  
daily activities of  
materials

Online reporting  
platform

Responsibility:

Communicates requests for change orders to Sales Dept

# <http://bit.ly/CBH-Operations-Supervisor-Clarity-Package>

## Performance Evaluation and Personal Development Planning Worksheet

Operations Supervisor: _____	Does not meet expectations consistently	Meets expectations consistently	Exceeds expectations Consistently	Comments
<b>The Operations Supervisors' Responsibilities:</b>				
Adaptive schedule focus: Monthly, Weekly, Daily				
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### My Company Operations Supervisor

**Reports to:** General Manager, President

**Works Daily with:** Forepersons, Lead Hands, Logistics Team, Administrator

**The Position Background:** Our Operations Supervisor is an integral part of our operation. He/she is aligned with who we are and where we are going as a company: <Enter your company core values, mission statement, vision of success here.>

**The Operations Supervisors' Role:** This important position is focused on logistics, work order implementation, efficient use of company resources and enhancing the client/team experience. A focus on safe work practices and the Company Health and Safety policies and procedures is paramount. Our Operations Supervisor is adaptive, taking unforeseen changes into stride with effective outcomes. The incumbent is involved in team recruiting, hiring, training and motivation throughout the work season. He/she is willing and capable to jump into any production team task when pressure is high and resources are low.

### The Operations Supervisors' Responsibilities:

- Adaptive schedule focus: Monthly, Weekly, Daily
- Ensures accurate labour and field materials reports are online daily
- Communicates requests for change orders to Sales Dept
- Accurately signs off/allocates materials to projects
- Efficiently schedules and allocates resources (equipment, people, materials) balanced with weather, project scope etc
- Ensures technical quality and pace of work meet budget and client expectations
- Assigns and tracks the training plans and enforces other H and S protocols/policies

### The Results We See From A Great Operations Supervisor:

- **Schedule / Budget**
- Project profitability is maximized via careful planning and management

**NAME:**

**POSITION:** Operations Supervisor

**Responsibility:**

Adaptive schedule focus: Monthly, Weekly, Daily

**TASKS:**

**STARTING COMPETENCE:**

**SKILL/TRAINING REQUIRED**

**TIMELINE/TRAINER**

Adaptive Schedule

Focus Monthly

Focus Weekly

Focus Daily

**Responsibility:**

Ensures accurate labour and field materials reports are online daily

**TASKS:**

**STARTING COMPETENCE:**

**SKILL/TRAINING REQUIRED**

**TIMELINE/TRAINER**

Accurate Tracking of daily activities of labour

Accurate tracking of daily activities of materials

Online reporting platform

**Responsibility:**

Communicates requests for change orders to Sales Dept



A Ladder/Journey to continually improve



A Career Development Fund (let me pick)



Industry Certification / Red Seal Apprenticeship



Equipment Certification, Licenses



Culture of Pride, Hope, Empathy, Collaboration



Agile Cooperative Structure

THE TREND:  
VALUED,  
PURPOSEFUL  
WORK THAT  
MAKES A  
CONTRIBUTION  
TO OTHERS



# TEAM IS A FOUR LETTER WORD

## ONE WAY OR THE OTHER!

STEP 1: ATTRACT CURIOSITY AND  
INTEREST

STEP 2: SEEK AND DESTROY  
ANXIETY

STEP 3: WALK YOUR TALK, IT'S  
ABOUT CULTURE

STEP 4: ALIGN WITH THE TEAM  
TREND

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# CBH RESOURCES

## TEAM ENGAGEMENT

- ✓ In-House Virtual Coaching
- ✓ Downloadable Resources
- ✓ Pre-recorded Webinars



## CRISIS MANAGEMENT

