

Training Outline
The Crew Chief/Site Supervisor
16 Hours of Classroom Instruction

Day 1 – 8 Hours

I. Introductions and overview of training goals

II. The dynamics of a performance team

- Crew configuration

- Team skill sets and training requirements

- The importance of a “chain of command”

- Expectations of team members

- Qualifications of the team leader

III. Responsibilities of the Crew Chief

Administrative:

- Evaluations of crew members

- Incident, injury & accident reports

- Customer evaluations/complaints and post analysis

- Conflict resolution & managing grievances

- Federal, state and agency required documentation (i.e. acts of confidentiality, non-discrimination, Lead awareness, Moisture disclosure)

Training:

- Tool, equipment, and personnel safety

- Installation skills, standards and related certifications

- Creating educational opportunities and incentives

- Building science and diagnostic reasoning

Day 2 – 8 Hours

Jobsite Production:

- Customer communication and education

- Work scope interpretation & implementation

- Organization of work site

- Scheduling & delegating crew assignments

- Inventory accountability

- Work site safety & MSDS

- Installation standards & quality control

- Team building and productivity

- Equipment maintenance

IV. Supervisory Skills:

- Diagnostic reasoning

- Interpretation of the work order

- Communications – written, verbal and non-verbal

- The employment interview

- Locating & utilizing resources