

MGIX TRAINING DAYS

Cleveland March 5, 2019

PLANTS	CUSTOMER SERVICE (Retail & Landscape)	HANDS-ON
<p>9:00 - 10:00 am Tried and True and Some of the New Annuals Since 2002 The Cincinnati Zoo and Botanical Gardens has been conducting plant trials of the latest and greatest annual plants on the market. This program will highlight the results of 16 years of plant trials and best performers. <i>Steve Foltz, Cincinnati Zoo & Botanical Garden</i></p>	<p>9:00 - 10:00 am Caring for Plant Material Before Installation The success or failure of an installation project can be determined before a plant, tree or shrub even makes it in the ground. This class will cover how to mitigate mechanical damage and water-loss during loading and transportation. We will discuss different types of plant storage such as ball & burlap, container grown and bare roots. The class will also address transplant shock, factors that affect it and early plant care such as fertilization, soil amendments and watering. <i>Tina Graver, The Pattie Group</i></p>	<p>9:00 - 11:15 am Diagnosing Irrigation Electrical Problems Irrigation control systems all require a wiring network, but finding and fixing electrical system problems is difficult to learn in the field. In this session, learn what a multi-meter can do for you and practice diagnosing several real-life problems. <i>Scott Knowles, Wolf Creek Company</i></p>
<p>10:15 - 11:15 am Tried and True and Some of the New Perennials This presentation will highlight the best selections on the market in the areas of plant performance and sustainability. Emphasis will also be placed on Pollinators and their uses in the landscape and in garden beds. <i>Steve Foltz, Cincinnati Zoo & Botanical Garden</i></p>	<p>10:15 - 11:15 am Congratulations, You've Been Promoted! Now What? You have mastered every technical skill needed so now you have been promoted to supervise a team – so do you know what to do? What does it take to manage other people and be successful? How do you train your team? What skills do you need to become an awesome supervisor? Learn the tools to succeed! <i>Gail Reinhart, Hidden Creek Landscape</i></p>	
<p>KEYNOTE 11:30 am - 12:30 pm Representing Your Company <i>Jason Cromley, Hidden Creek Landscaping</i></p> <p>12:30 - 2:00 pm NETWORKING LUNCH</p>		
<p>2:00 - 3:00 pm Small Trees for the Urban Landscape Finding the right tree to fit under wires and meet the rigors of the urban environment is not easy. Take a look at the diversity and possibilities available to meet the challenges of the urban environment. <i>Bill Hendricks, Klyn Nurseries, Inc.</i></p>	<p>2:00 - 3:00 pm Keys to Training New Hires: Retail and Customer Service Ready in 3 Steps Master the method to inspire retail/customer service-ready employees in three steps by welcoming and orienting, introducing them to the “big picture”, and continually coaching and training. <i>Noelle Clark Akin, Petitti Garden Centers</i></p>	<p>2:00 - 4:15 pm Landscape Lighting Installation and Servicing Learn installation and diagnosis for low-voltage lighting and practice with work stations. Review common installation mistakes, service issues, and best practices. A great primer for beginners, “tips and tricks” shared for more seasoned installers. <i>Chuck Watterson, Wolf Creek Company</i></p>
<p>3:15 - 4:15 pm Caught in the Middle: Blending the Landscape with Medium Size Shrubs What do you use in the shrub border between the front and back of the bed or in the small garden? Join Bill for a look at 3' to 6' plants to fill the space. <i>Bill Hendricks, Klyn Nurseries, Inc.</i></p>	<p>3:15 - 4:15 pm Watering & Plant Care In The Garden Center & Nursery The Basics that make a difference: Whether your employees are new, seasonal or current, this basics' refresher will get you thinking about the to do list makes your company stand out because of the little things you do. <i>Karen Martin, Dayton Nurseries, Inc.</i></p>	