

MGIX TRAINING DAYS

Dayton, March 7, 2019

PLANTS	CUSTOMER SERVICE (Retail & Landscape)	HANDS-ON
<p>9:00 - 10:00 am 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>9:00 - 10:00 am 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>Tim Clark, H. J. Benken Florist & Greenhouses, Inc.</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 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>10:15 - 11:15 am Training for Excellence-An Open Forum How can we build our new team members into confident ambassadors? What tools can we give them to excel in customer service and engagement? Open discussion on strategies for training new hires. Bring your own stories (both cringe-worthy and praiseworthy) to share. <i>Evan Webeler & Jeremy Newell, White Oak Gardens</i></p>	
<p>KEYNOTE 11:30 am - 12:30 pm Representing Your Company <i>Marty Grunder, Grunder Landscaping Co.</i></p> <p>12:30 - 2:00 pm NETWORKING LUNCH</p>		
<p>2:00 - 3:00 pm 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>2:00 - 3:00 pm 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>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 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>3:15 - 4:15 pm Recruiting, Hiring and Training Every successful culture shares similar qualities. Each recruit, train, and sustain their respective culture. This session will dive into each quality to ensure you and your teams do not fall victim to the labor shortage plaguing America. <i>Joe Lewis, EMI</i></p>	