

Teaching Aids

Maybe the most important step in training is to give staff the tools for review and for continuing education. Resources abound — but be sure to point employees to the right ones, since bad as well as good advice can be found on the internet.

A first stop should be the websites of companies that provide care and handling products and expertise, like Chrysal and Floralife. Both companies also have YouTube channels replete with how-to videos. Consider placing a digital tablet in your work area where staff can access videos and other information.

For a quick visual aid, take a photo of the instructions on the back of flower-nutrient packaging or other care products and get it enlarged at a copy shop. Do the same with any checklist of basic procedures and reminders. Add a different information sheet (in large type) for seasonal flowers and change it out as needed.