



# Training Essentials 2022

A Quick Guide to Training  
Implementation

Your Company Needs  
Training, Let us Show you  
the Way.

 [LearnGlazing.com](https://www.LearnGlazing.com)



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# Step 01

## Evaluate your Needs

If you are like most glazing contractors in our industry you have found it to be next to impossible to find the time and resources to develop an internal training program for your existing project managers, new project managers, and even your support staff.

This resource has been developed to streamline the process of integrating basic training into your company workflow. We are going to help you to define a process that works for you, and then to develop success paths for each role within your organization.

### Here are 5 Common Training Scenarios

#### **New Project Manager - Bring Them up to Speed Quickly**

This employee will systematically go through all of the training, starting with the 101 courses, then the PM responsibilities, systems, glass products, etc. This is the easiest of the paths to set up internally.

#### **Outside PM - Bring them into the World of Glass**

An employee with a PM background but no glazing experience is going to benefit most from starting with glazing products that they are unfamiliar with such as the systems and glass components they will be in charge of taking off and ordering. Experienced project managers can benefit from our more advanced courses as well.

#### **Smart Sales People = Happy Customers = More Sales**

LearnGlazing.com is an excellent resource to increase the overall knowledge of your sales staff. The general knowledge offered in our systems and glass courses helps the salesperson to be more knowledgeable about the products they will see on the projects they are estimating. The same is true for the door hardware courses, as well as the shop drawing courses, especially when your process involves your sales people interacting with project kickoffs.

#### **Glass Installers - Gain New Perspective**

Whether installers are looking to widen their perspective of how a glass project is managed or they are actively looking to transfer into a project management role, these courses will provide a solid foundation. PM Responsibilities are the best place to start here to begin the process.

#### **Smart Staff = Happy Company**

Your employees that answer the phones, handle the administrative tasks, or other similar roles can absolutely benefit from knowing more about their industry. The 101 courses, and product lanes are obvious choices, but having them exposed to the project management process is beneficial for them to work more efficiently with the PM's in the office. It also may give them a path for improvement and advancement within the company.

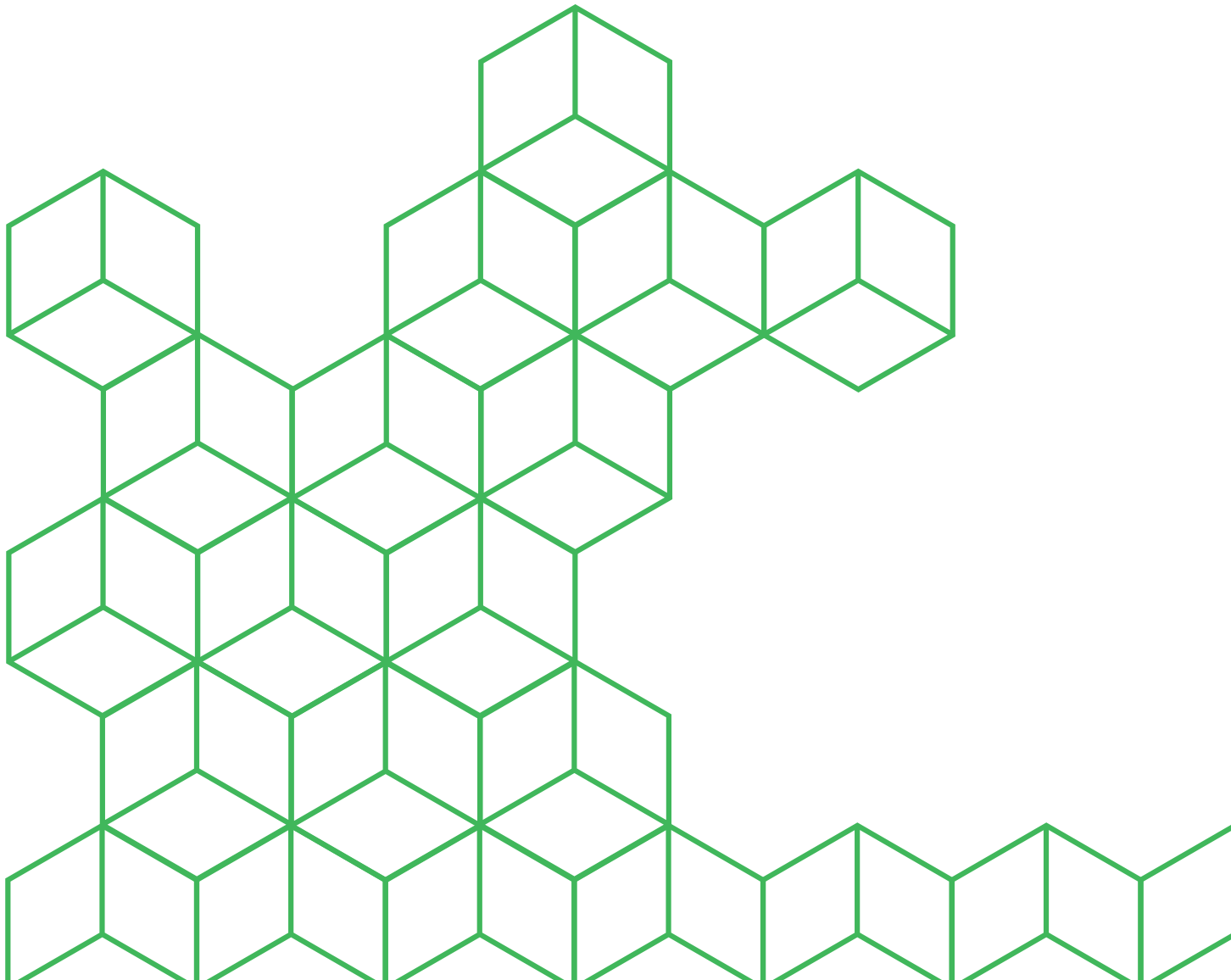
## Step Two

# Assign Training Based on Staff Role

There are 37 courses (and growing) that make up the LearnGlazing.com curriculum. The question we receive most frequently is, “where do I have my team start”?

We've seen most companies assign 2-3 courses per week depending on the course and student workload.

Use this chart as a general starting point for assigning training to your team based on their role within the organization. More experienced staff will have a chance to brush up on basic topics while employees new to the role will have a chance to establish a wide base of knowledge.

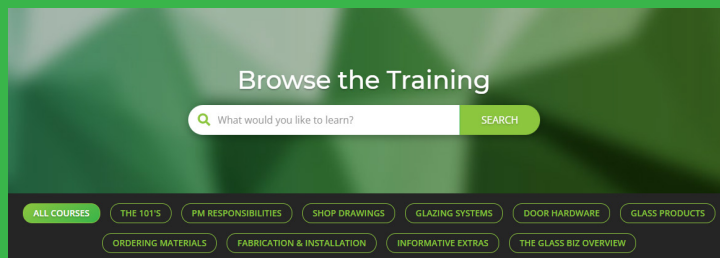


| Course Name   | Project Manager | Installers | Sales Staff | Support Staff |
|---|-----------------|------------|-------------|---------------|
| 1. Glazing Systems 101                                    | X               | X          | X           | X             |
| 2. Glass & Glazing Shop Drawings 101                      | X               | X          | X           | X             |
| 2. Submittal & Approval Process                           | X               |            | X           | X             |
| 4. Ordering Project Materials - Stock Lengths             | X               |            |             |               |
| 5. Ordering Project Materials - Accessories               | X               |            |             |               |
| 6. Ordering Project Materials - Sealant & Backer Rod      | X               |            |             |               |
| 7. Ordering Project Materials - Glass                     | X               |            |             |               |
| 8. Introduction to Fabrication                            | X               | X          |             | X             |
| 9. Installation   | X               | X          |             | X             |
| 10. Project Close-Out                                     | X               |            |             | X             |
| 11. Engineering 101                                       | X               | X          | X           |               |
| 12. Introduction to Multi Span Curtain Wall               | X               | X          | X           |               |
| 13. Common Issues that Cause Leaks                        | X               | X          |             |               |
| 14. Don't Skip the Shop Drawing Review - A Guide          | X               |            |             |               |
| 15. Accommodating System & Structural Movement            | X               | X          | X           |               |
| 16. Common Issues Glaziers Face Everyday                  | X               | X          |             |               |
| 17. Educational Resources for PM's                        | X               |            |             | X             |
| 18. Different Levels of Fabrication & Assembly            | X               | X          | X           |               |
| 19. Introduction to Design-Assist                         | X               |            | X           |               |
| 20. Initial Project Review                                | X               |            |             |               |
| 21. Metal Panels 101                                      | X               | X          | X           | X             |
| 22. Storefront System Options                             | X               | X          | X           | X             |
| 23. Door Hardware 101                                     | X               | X          | X           | X             |
| 24. Introduction to All Glass Systems                     | X               | X          | X           |               |
| 25. Finding Installation Issues Before Mobilizing On-Site | X               | X          |             |               |
| 26. Introduction to Sunshades                             | X               | X          | X           |               |
| 27. Shop Drawing Liability                                | X               |            |             |               |
| 28. Panic Hardware  | X               | X          | X           |               |
| 29. Building Information Modeling                         | X               |            | X           |               |
| 30. Introduction to Shop Glazing Curtain Wall             | X               | X          | X           | X             |
| 31. Glass Product Applications 101                        | X               | X          | X           | X             |
| 32. A PM's Intro to the Glazing Profession                | X               |            |             | X             |
| 33. Decorative Glass                                      | X               | X          | X           | X             |
| 34. Insulated Glass                                       | X               | X          | X           | X             |
| 35. Door Handing  | X               | X          |             |               |
| 36. Common Glass Defects                                  | X               | X          |             |               |
| 37. Laminated Glass                                       | X               | X          | X           |               |

# Step Two (Cont.)

## Assignment Option: Training Lanes

Alternatively, you can choose to assign training based on topic instead of role. All of the 37+ LearnGlazing.com courses are organized into 10 different training “lanes” or topics to offer an alternative to course assignment. When you’re on the LearnGlazing.com website, click on “Browse the Training” in the main LearnGlazing.com navigation.



### The 101's (4 courses)

1. Glazing Systems 101
11. Engineering 101
21. Metal Panels 101
31. Glass Product Applications 101

### PM Responsibilities (3 courses)

2. Submittal & Approval Process
10. Project Close-Out
20. Initial Project Review

### Shop Drawings (4 courses)

2. Glass & Glazing Shop Drawings 101
14. Don't Skip the Shop Drawing Review - A Guide
27. Shop Drawing Liability
29. Building Information Modeling

### Glazing Systems (5 courses)

12. Introduction to Multi Span Curtain Wall
15. Accommodating System & Structural Movement Site
22. Storefront System Options
24. Introduction to All Glass Systems
26. Introduction to Sunshades

### Door Hardware (3 courses)

23. Door Hardware 101
28. Panic Hardware
35. Door Handing

### Glass Products (4 courses)

33. Decorative Glass
34. Insulated Glass
36. Common Glass Defects
37. Laminated Glass

### Ordering Materials (4 courses)

4. Ordering Project Materials - Stock Lengths
5. Ordering Project Materials - Accessories
6. Ordering Project Materials - Sealant & Backer Rod
7. Ordering Project Materials - Glass

### Fabrication & Installation (6 courses)

8. Introduction to Fabrication
9. Installation
18. Different Levels of Fabrication & Assembly
19. Introduction to Design-Assist
25. Finding Installation Issues Before Mobilizing On-
30. Introduction to Shop Glazing Curtain Wall

### Informative Extra's (3 courses)

13. Common Issues that Cause Leaks
16. Common Issues Glaziers Face Everyday
17. Educational Resources for PM's

### The Glass Biz Overview (1 course)

32. A PM's Intro to the Glazing Profession

# Step 03

## Review and Evaluate

**Identify a Training Lead** - Let the team at LearnGlazing.com know who will be responsible for tracking student progress. The Training Lead or Group Analyst will have the ability to see their team's progress in the admin dashboard. It will be important to assign a "training leader" to discuss the training with the students each week, monitor their progress and help bridge the gap between the training and the specifics of what makes your company successful.

← STUDENT PROGRESS

### Progress report

**Group**  
LearnGlazing.com Staff

User  
Buechel, Alex APPLY CLEAR

EXPORT (CSV)

| Viewed | Completed | Name          | Email                 | Course Name                        | Completed at | Started at  |
|--------|-----------|---------------|-----------------------|------------------------------------|--------------|-------------|
| 100%   | 25%       | Buechel, Alex | alex@learnglazing.com | Ordering Project Materials - Glass |              | October 26, |

**Schedule Timely Discussions** - Help students draw parallels between the LearnGlazing.com training material and your business. Whether the discussions are weekly or at the end of each training "lane", these discussions will help you and your team get the most from your investment. We recommend using the discussion points in the syllabus to start these discussions.

#### Example of Discussion Points:

- What are some of the critical details or components your company might look for in your shop drawings?
- Who might use shop drawings that you communicate with on a regular basis?
- What items does your PM require for his / her drafter to get started on drawings?

**Test for Success** - While LearnGlazing.com offers training and quizzes along the way, we also offer separate, detailed evaluations for both "Field" and "office" operations. Both evaluations consist of 70+ questions meant to evaluate your existing and prospective staff. Use these evaluations in the hiring process or to help pinpoint future training needs.

# Let's Get Started

**There's no better time than now to bring LearnGlazing.com into your business. We make it easy to sign up and get started.**

1. **Choose a package**, single seat or multiple seat (5 or 10). The vast majority of glazing contractors go with a 5 seat package. It allows one seat for the training leader plus 4 seats that can "rotate" as students finish the training.
2. **Once you sign up**, start training right away under your account. In the meantime we'll prepare a link for you to pass around to your team. In the future, if you need to unenroll one student and enroll another shoot us an email at, [support@learnglazing.com](mailto:support@learnglazing.com)

## **Have More Questions? Sign up for a Live Demo**

<https://learnglazing.com/contact-us/schedule-a-demo/>

## **Contact LearnGlazing.com**

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