



Newton S. Hillyard established the first Professional Cleaning and Maintenance School in the United States at Colorado State College in the late 1930s. Hillyard Training programs and training support aids are still considered by many to be among the best in the industry. We believe a trained staff is a successful staff. Standardization of methods, products, and equipment is critical to your overall success, and is easiest to accomplish through regularly scheduled training.

Building upon a 70-year tradition of providing quality-training for our customers, Hillyard is pleased to offer two updated training libraries. The first is for Custodians, Housekeepers, and Environmental Services personnel. The second library is for Custodial, Housekeeping, and Environmental Services Supervisors. These libraries make it possible to create training programs tailored to fit the requirements of any facility. In addition to these training libraries, newly updated Train-The-Trainer modules and training records for in-house trainers mean that training can better match current needs and schedules.

Hillyard's Training Library

Regulatory Compliance Training

- Bloodborne Pathogens
- Hazard Communications
- Introduction To Mold

Custodians, Housekeeping, and Environmental Services Personnel

- Beyond Customer Service
- Carpet Care
- Cleaning Cafeterias, Kitchens and Break Rooms
- Cleaning Classrooms, Offices and Workrooms
- Cleaning Equipment
- Cleaning Gyms and Auditoriums
- Cleaning Methods
- Cleaning Products
- Cleaning Restrooms and Shower Rooms
- General Work Safety and PPE (Personal Protective Equipment)
- Hand Tools of the Trade
- Hard Floor Care
- How Important Are You?
- Organizing an Area, a Building, or a Facility
- Principles of Cleaning Efficiency and Time Management
- Project Organization
- Resilient Floor Care
- Supervisory Styles
- Synthetic and Non-Wood Sports Floor Care
- Wood Gym Floor Care



Supervisory Personnel

- A Coaches Clinic
- Communication Skills
- Creative Problem Solving
- Dealing With Difficult People
- Effective Planning
- Employee Evaluations
- Getting Organized
- Holding and Participating in Effective Meetings
- Interviewing and Screening Guide
- Managing Multiple Projects and Deadlines
- Motivating Others
- Moving From Groups To Teams
- Moving Toward Performance-Based Standards
- Supervisor's Styles For Supervisors
- Team Development
- Time Management
- Time Is Money
- Change Management
- Overcoming Resistance To Change
- Effective Delegation
- Training To Performance-Based Standards
- Writing Performance-Based Standards
- Progressive Discipline
- Documentation

Train-The-Trainer

- Creating a Training Program
- Implementing a Training Program
- Training Adults
- Training Trainers To Use Hillyard Training Programs

In addition to these libraries, Hillyard has developed training aids to supplement the training modules. These training aids include Job Cards, Flow Charts, and Training Cards—each being able to be used independently or in concert with the training library.