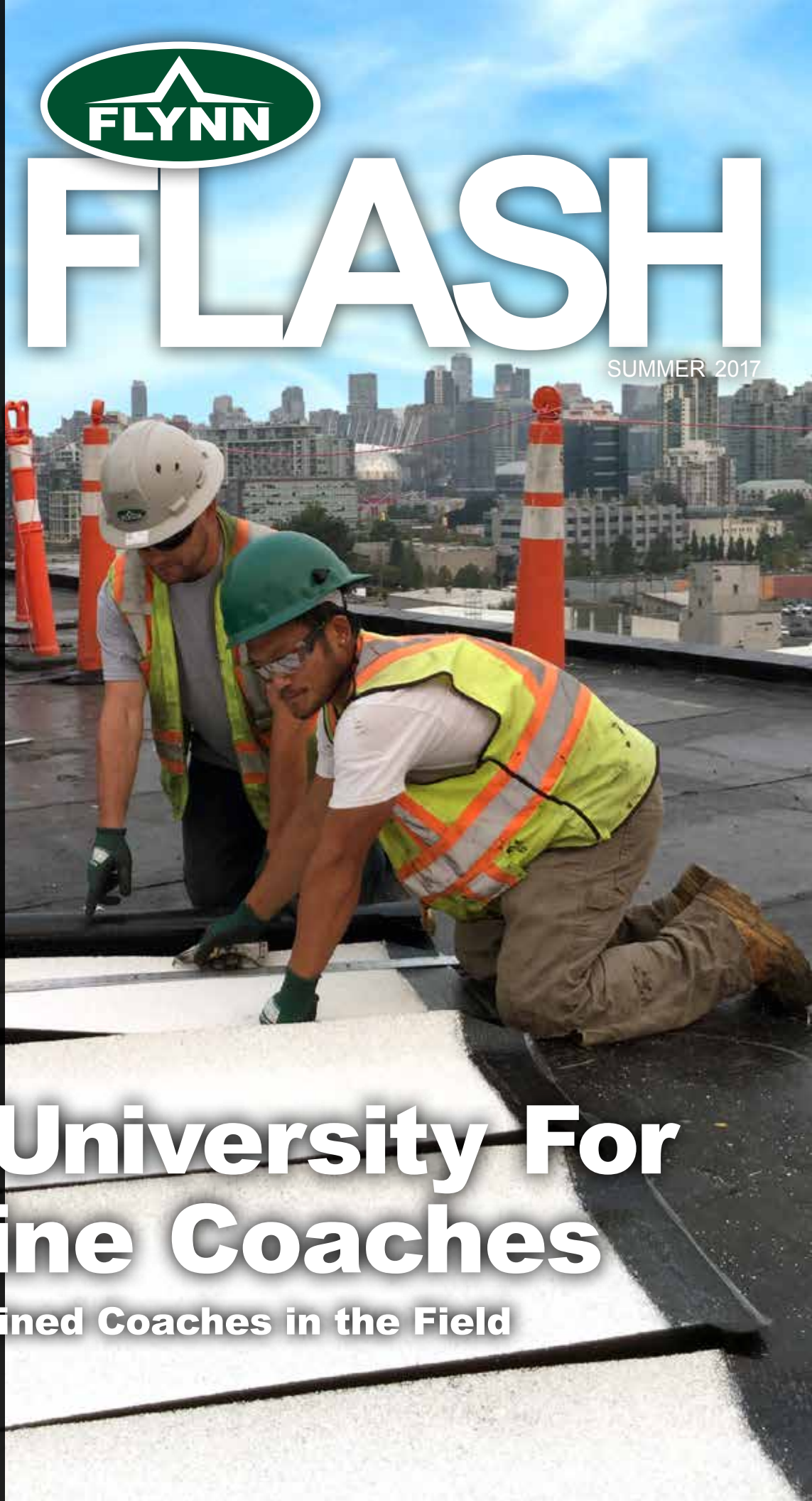




# FLASH

SUMMER 2017



University  
of Kansas  
Hospital

Page 7

Olympic  
Stadium

Page 27

Largest  
Contract Award

Page 28

Mentorship  
Matters

Page 57

# Flynn University For Frontline Coaches

Nearly 100 Trained Coaches in the Field

Page 47

# CALLING ALL COACHES

Got what it takes to coach  
Flynn's rookie roofers?

We want Flynn's rookies to have all the  
tools and support they need to succeed  
from day one.

Apply at [FlynnUniversity.com](http://FlynnUniversity.com)



**FLYNN UNIVERSITY**  
FOR FRONTLINE COACHES

At this time, Flynn University for Frontline coaches  
(FUFC) is being offered to production roofers only.  
To apply to FUFC, please visit [FlynnUniversity.com](http://FlynnUniversity.com)

# FLYNN COACHES IN THE FIELD

Flynn University for Frontline Coaches (FUFC) launched in February this year, and since then has run six sessions and trained 94 roofing production coaches. These coaches have returned to their crews and are providing training to rookies while creating a better onboarding experience. The feedback from our coaches and rookies has been very encouraging, and that is why FUFC aims to provide a coach for all of our roofing crews in the near future.



Trea Keepness with Kurtis Thurston showing how to do a cricket.



"The coaching course gives you the knowledge and support to be confident in leading a crew to success. I was really impressed at how well the content at FUFC was kept interesting. One thing I really enjoyed, was how hands on it was

teaching teamwork and how to lead by example," said David McGregor, Brandon Coach. "I enjoy coaching my rookies. Helping them go from the start of their career, to becoming successful is very fulfilling. Great ideas can come from anyone on the crew, you never know who is going to have the next great idea. If you put the time and patience into them, and make them feel like they are part of the crew, you will be surprised at what they can teach you."

"I just joined David's crew recently, and I think having a coaching program is a great thing for the rookies," said Zach Sinclair, Rookie. "We are working with Tremco, and this was all new to me, but David (my coach) has been teaching me how to do my angle cuts, working on the curbs, and how to run the sprayer. I could have done it without him, but with his help it was much easier, and I got better at it quicker."

"Personally I focus more on the mental side of coaching, such as teaching people how they should approach their job. Having the right attitude is an important thing to learn when you are starting your career," said Jesse Faulkner, Kansas City Coach. "Learning to be accountable for your actions, having a positive attitude, and knowing you can ask questions if you don't understand something. Building the right team attitude from the start lets us all know that we all want to get the job done, and everyone on the crew is needed to do that."

Lluis Cardiel and rookie Salvador Garcia.

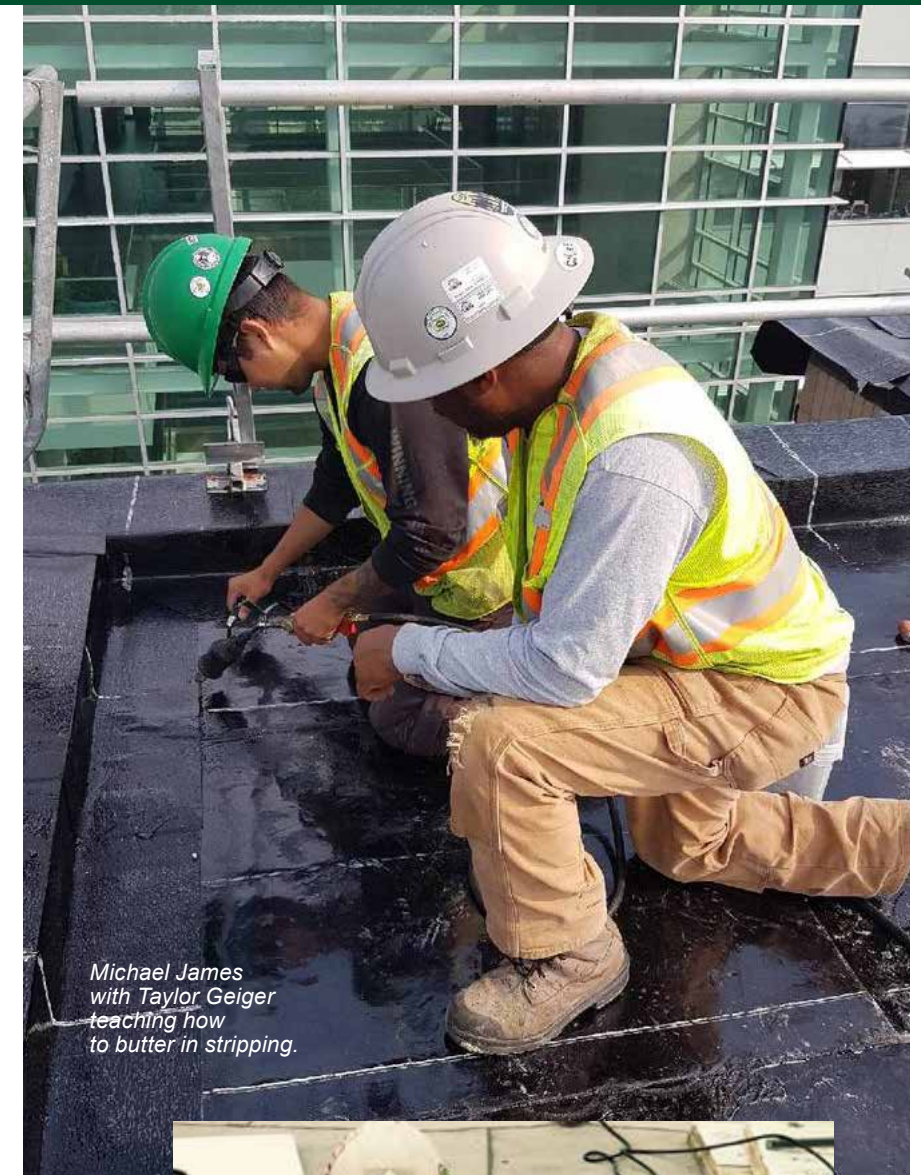


"I just started working at Flynn two months ago, and not only have I learned from my coach, but it helps me feel part of the team." said Jacob Carver, Rookie. "I've learned better and quicker ways of measuring and cutting materials, and it's good to know you have someone you can go to who can teach you this stuff."

With nearly 100 Flynn coaches in the field, we are well on our way to providing a coach to all of our roofing crews. Flynn University for Frontline Coaches has already had a visible impact on our coaches, and that benefit is carrying over into the field to our rookies.

If you are interested in learning more about Flynn University for Frontline Coaches or attending, visit [www.FlynnCrew.com](http://www.FlynnCrew.com)

Coaches (left side) Foreman Piotr Wozniak and (middle) Lead Hand Shawn Gallagher showing Jacob Carver how to do a fire extinguisher inspection.



Michael James with Taylor Geiger teaching how to butter in stripping.



Yvon Ladouceur & Alex Liberty

## FIRST WINNER OF “COACHING IN ACTION”

Jamie Massan, who has recently been promoted to foreman at our Edmonton branch, volunteered to attend Flynn University for Frontline Coaching 2 where he learned how to become a better coach and help his rookies beginning their careers in roofing. “It has been nice teaching the younger guys coming up and getting them interested in roofing.”

When you can tell and show the guys the company is interested in them and investing in them – that makes them want to stick around,” he said.

One of the ways he does this is by using the Flynn Coaching App. “When I showed them the app for the first time, they were surprised a roofing company was doing these kinds of innovative things, especially when compared to other companies they’ve worked for,” he said.

Jamie commented that his experience with the app has made it easier for him and his crew to exchange information with each other. “There’s no confusion. When I’m coaching and teaching them most times one-on-one, they can go to the app on coffee time or whenever they want and look back at what I just coached them on. It’s all there. That helps them understand it better and faster.”

**Thanks, Jamie for sharing your experience as a coach to date. The Flynn Store Credits for you and Tyson Murdy (pictured below) are on the way!**



**As your coach, I commit that:**

- I have a strong interest in and commitment to developing others by sharing my knowledge, skills, and experience.
- I believe that anyone can be successful if they are given the right support and opportunity.
- I take pride in seeing people I coach succeed.
- I am willing to invest a few minutes a day in order to be an effective coach.
- I am positive and optimistic that I can make a difference as your coach.

## WINNER OF “COACHING IN ACTION”

Congratulations to Justin Lediard and his rookies for winning the Caught Coaching contest! This award recognizes frontline crew members and rookies who are the most active in Flynn’s coaching app. As part of the award, Justin gets 250 credits for merchandise from the Flynn Award Store. His rookies get 100 credits each.

Justin is a lead hand in the production division at the Hamilton, Ontario branch. In his five years with Flynn, Justin has eagerly sought opportunities for personal and professional growth. Joining the coaching program last May was the logical next step.

Around the same time, Justin’s crew brought on a new member. Since then, Justin has coached the rookie and added a second one this spring. “They’re making pretty good progress as far as their knowledge of the roof,” Justin says. “[Coaching] also changes their mindset.” He notes coaching motivates his rookies to learn and advance their careers. “They know this can lead somewhere,” Justin adds.

His approach to coaching has two parts: hands on training and “homework assignments” through the app.

The first helps rookies in a practical sense on the job site. The second is for reinforcing their learning and taking it even further. Moreover, learning benefits everyone on the job site, not just the rookies. “Everyone’s job becomes easier when rookies learn more,” Justin says. Apart from helping his rookies, coaching has also been rewarding for Justin. “It has given me a sense of accomplishment knowing I helped someone further their career, which motivates me,” he says.



**As your coach, I commit that:**

- I have a strong interest in and commitment to developing others by sharing my knowledge, skills, and experience.
- I believe that anyone can be successful if they are given the right support and opportunity.
- I take pride in seeing people I coach succeed.
- I am willing to invest a few minutes a day in order to be an effective coach.
- I am positive and optimistic that I can make a difference as your coach.

