



DELANEY Employees Hit the Classroom

February 21, 2011

Classes are in Session at Delaney University. February 16th marked the first full day of Classes at Delaney U, and 22 employees attended one or more of the 11 classes that were offered the first week. Commercial Product Training was the major concentration for the instructors and students alike. Mike Norris, Delaney's AHC on staff, stood at the front of the classroom to lead six classes on Commercial Locksets, Door Closers, and Exit Hardware. "The classes are a great way for all of our employees to get their hands on the locks," said Norris. "You can only learn so much from looking at a brochure. These classes give employees the opportunity to get really hands on."

Students were given all the tools needed to install a variety of Commercial locksets on a Display Block. Elizabeth McFarling admits, the training was invaluable for her. "I thought that I really knew our Commercial Locksets, but actually taking them apart, adjusting them, and installing them on a door gave me a much better understanding. The main thing that I learned was that you need three hands to do some of this stuff!"

The idea for Delaney University started when employees were asked to fill out a survey to identify certain things about their jobs and workplace. The desire for more training was a prevalent theme. "We make sure that all of our employees are adequately trained before they assume their job responsibilities, but they want more training – so we're giving it to them," says Bethany Preston, Assistant General Manager. Other classes being offered include Keying Training, Safety Training, Forklift Certification, Sales and Customer Service Training and more.

Delaney employees are proving that they themselves are experts and can lend their knowledge to their peers. Two of the company's youngest employees stepped up to the podium to refresh peers on the process of Keying Alike. Rogelio Gutierrez and Dalvid Dedic, both expert keyers in the KA process, put together the first session of KEYING



Mike Norris, Commercial Specialist, instructs fellow Delaney employees on how to install Commercial Locksets.

101 – Basic Keying. Students were given a refresher course on how to assemble, disassemble, and key alike Callan and EZSET locksets. "It's been a while since I've actually keyed a lock, so it was really good for me to get my hands on one again," said Melody Fowler, Inside Sales Representative. "It just makes me feel so much more confident when I'm talking to customers to know that process inside and out. And these boys did a great job teaching! They really are the experts."

Even more classes are headed to Delaney U in the near future, and plans are in the work to take the classroom on the road. If you are interested in learning how you can have a Delaney U class taught at your place of business, contact your Inside Sales Rep for assistance or email info@delaneyinc.com