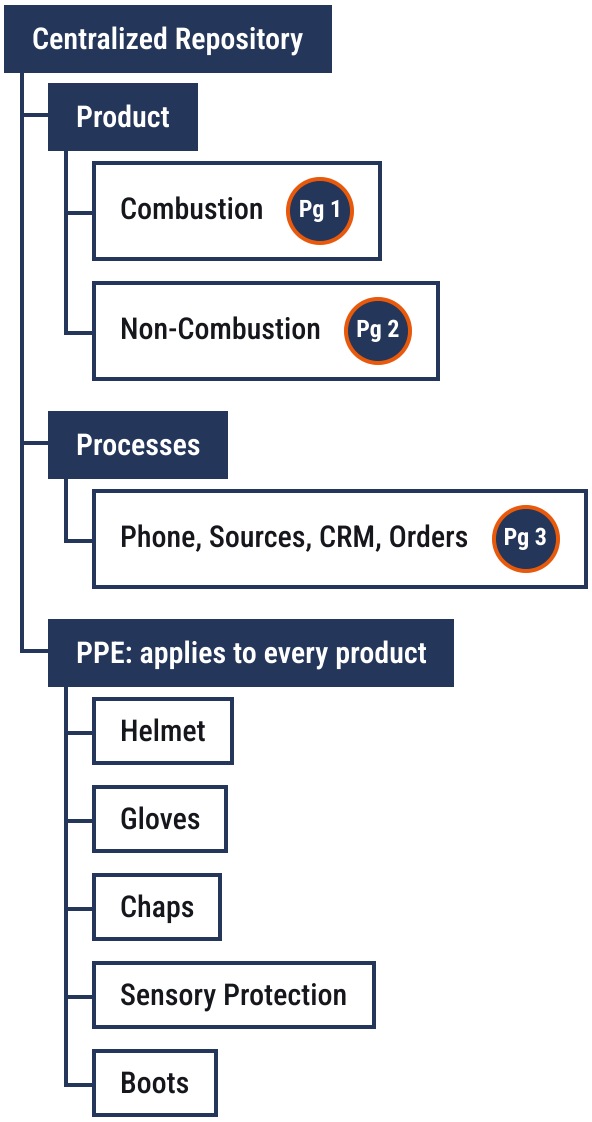
Centralized Training Hierarchy mk2 · Pg 0

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The Map



Legend

Learn. Training by Style: taught in sequence before agents take calls.

Look up. General Troubleshooting and Processes: referenced mid-call.

Category — A branch. White boxes are topics.

Pg — Continues on that page.

Who Calls (Teach This First)

Yard culture. American yards are a point of pride. Neighbors compare ("keeping up with the Joneses"), and HOAs set and enforce standards.

Two callers. Homeowners and professional landscapers know different things and have different stakes. Identify which one is on the line.

Teaching Order

00	**Before products**	Yard culture, then who calls
01	**Spring / summer**	Cutting, edging, trimming, mowing
02	**Fall**	Blowers, mower attachments, chainsaws
03	**Winter**	Chainsaws, snow throwers, ice augers

Within each season, teach the products behind the most calls first. **Cutting** covers everything that isn't mowing: hedge trimmers, pole trimmers, string-trimmer cutting attachments.

NOT ON THIS MAP: PUSH MOWERS

Push mower calls are rare on this line; that customer mostly buys another brand. Omitted by decision, not by oversight.

Centralized Training Hierarchy mk2 · Pg 1

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Training by Style — LEARN

2-Stroke

- Engine
- Chainsaw
- Polesaw
- Line Trimmer
- Edger
- Hedge Trimmer
- Brushcutter
- Blower
- Power Cutter

4-Stroke

- Engine
- Transmission
- Tractor
- Zero Turn
- Tillers
- Stump Grinder
- Snow Thrower
- Auger
- Line Trimmer
- Edger

General Troubleshooting — LOOK UP

2-Stroke

- Engine
- Chainsaw
- Polesaw
- Line Trimmer
- Blower

4-Stroke

- Engine
- Transmission
- Tractor
- Zero Turn
- Snow Thrower

NOT HERE: PUSH MOWERS
Rare on this line; omitted on purpose. See Pg 0.

PPE MOVED
PPE applies to every product, so it now sits beside Product and Processes on Pg 0.

Non-combustion products continue on Pg 2

Centralized Training Hierarchy mk2 · Pg 2

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Training by Style

LEARN

- **Electric**
  - Chainsaw
  - Line Trimmer
  - Vacuum
- **Battery**
  - Automower
  - Chainsaw
  - Line Trimmer
  - Blower
- **Non-Power**
  - Sprayer
  - Forestry Tools

General Troubleshooting

LOOK UP

- **Electric**
  - Chainsaw
  - Line Trimmer
  - Vacuum
- **Battery**
  - Automower
  - Chainsaw
  - Line Trimmer
  - Blower

Centralized Training Hierarchy mk2 · Pg 3

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Processes

LOOK UP — Apply to every product; referenced mid-call.

- **Phone**
  - Dialer
  - Scripts
  - When to Transfer
- **Primary Sources**
  - Husqvarna Official Site ↓
  - Shared Drive
- **Unofficial Site Use**

Husqvarna Official Site

Under Primary Sources

- **CRM**
  - RGA
    - Consumer Error
    - Husq Error >$50
    - Husq Error <$50
    - B2C
    - EPP
  - Incident Management
  - PER (Burn Report)
- **Power**
  - Orders
    - B2C
    - EPP
    - FPS
    - GW
  - Manual Lookup
  - Registration
- **Brand Sites**
- **EPC**