

Team Training: Essential Skills for Water Damage Response

Fast action after water damage makes the difference between a [swift recovery](#) and a prolonged, costly disruption. While having the right tools – such as high-quality airmovers and dehumidifiers – is essential, the true key to success lies in also cultivating a skilled, knowledgeable team.

A well-trained facilities team understands not only how to operate equipment but also how to assess damage, prioritize safety, and [communicate effectively](#) under pressure. These skills transform a good response into a great one, minimizing downtime and protecting assets.

The core skills facilities teams need to manage water damage with confidence and effectiveness include:

1. *Initial assessment* – The first step in handling water damage response is assessing the situation accurately. Teams must be able to conduct an initial scan of the affected area to quickly identify the source of water and evaluate the extent of damage. They also must [determine the category of loss](#) – whether it's clean, gray, or black water – as this dictates drying strategies and whether a contractor needs to be called in to help handle hazardous materials.
2. *Safety precautions* – [Safety](#) should always come first! Teams need to know how to stop the water source (if it hasn't stopped already), secure the affected area, shut off utilities if needed, and assess risks such as electrical hazards and structural instability. Knowledge



about using personal protective equipment (PPE) is also crucial.

3. *Basic drying skills* – Effective drying begins with thoroughly extracting standing water and strategically placing airmovers, dehumidifiers, and air filtration units. Team members can benefit from training in using and [maintaining equipment](#) to ensure it is always functioning optimally.
4. *Measurement* – Accurate moisture measurement is critical for tracking progress, informing strategy adjustments throughout the drying process, and confirming when drying is complete. Teams should be proficient with moisture meters and thermal imaging equipment to identify areas of hidden dampness.
5. *Documentation* – Detailed documentation is needed for insurance claims and is also important for internal tracking and [post-drying analysis](#). Teams should know how to photograph damages, record timelines, and

track equipment usage to create a comprehensive record.

6. *Communications* – Clear communication keeps everyone informed and on the same page. Team members must often communicate with building occupants impacted by damage, supervisors, and outside contractors.

At the manager and supervisor levels, the [ability to coach and lead teams](#) is just as important as technical expertise. Strong leadership ensures that skills are constantly reinforced, team members are confident and satisfied in their roles, and everyone works together seamlessly in high-pressure situations like water damage. A well-coached team is ready to tackle challenges with precision and collaboration.

[Contact the R2R team](#) for help with hands-on and virtual team training options. For more drying tips, follow us on [LinkedIn](#) and [subscribe](#) to our Facility Insights newsletter.

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