



MY LEARNING CENTER TRAINING ANNOUNCEMENT

Service Sales Success School: 12 Steps to the Ultimate Client Experience

Cost: per person \$475 FAD / \$500 non-FAD

Date: October 31, 2019 at the Ybor Hub

Hours: 8 FAD Factory Hours

Trainer: Kenny Chapman, Blue Collar Success Group

Time: 8:30am – 4:30pm - (breakfast & lunch provided)

Course Description

Mediocre sales numbers really can be a thing of the past! In this class the instructor will help technicians form strong connections with clients, deliver proven sales techniques, and take their sales to the next level. From new techs who need a solid foundation of sales skills, to seasoned technicians who can use a refresher in order to maximize every service/sales call, they will leave this session excited to improve their average tickets.

Specific topics covered are:

- The 12-Step Ultimate Client Experience
- Building Confidence to Increase Sales
- Directing the Service Call Process
- How to Ask the Right Questions & Expertly Handling Objections
- Delivering Options for Maximum Results
- Selling Service Agreements - How and Why
- How to Get More Positive Reviews Than Ever Before

You already give them the tools they need to do the technical work; now give them the tools they need to improve their sales and customer service skills.

Training Locations:

Thursday, October 31, 2019
CE- Florida – Ybor Hub
1802 Grant Street, Ste 100
Tampa, FL 33605

Dealer: _____ Acct. #: _____ Phone: _____

Contact: _____ Email: _____

Attendee Names: _____

Contact: Donna.Pennachiette@carrierenterprise.com / 813-242-7762

Carrier Infinity, Performance and Comfort Dealers may use training vouchers, when applicable, to offset the cost of this course.

Carrier Infinity & Performance and Bryant Evolution Marketing Dealers may use coop dollars, if funds are available.

Self- registration: See next page

Cancellation must be done 72 hours prior to the date of the class or the company will be billed for any No Shows.



Register through My Learning Center

- Log into **HVACpartners.com**
- From the **Learning Center** menu select **My Learning Center (Residential Training)**
- Click **Access My Learning Center**
- Select the **Upcoming Events** category at the bottom
- At the top click on the **+ FILTER**, Select **CATEGORY**, Select **FACTORY COURSES**
- Use the **< >** arrows to choose the month of the course.
- Locate **Service Sales Success School: 12 Steps to the Ultimate Client Experience**
- On the right of the course name click the down arrow - Click **REGISTER**
- Select Register Myself or Others and ADD TO QUEUE. Click **Confirm Registration**
- **Confirm Registration** – If you do not receive a confirmation email, please contact us.



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Event Calendar

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Event ID	Start Date/Time	Course Name	City/State	No. Enrolled	
27382	10/31/19 8:30am EDT	Service Sales Success School: 12 Steps to the Ultimate Client Experience	Tampa, FL	0	▼
26896	11/20/19 8:30am EST	The New Supervisor	Ft. Myers, FL	0	▼
27383	12/4/19 8:30am EST	Leadership and Coaching by Department	Tampa, FL	0	▼

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MY LEARNING CENTER TRAINING ANNOUNCEMENT

Leadership and Coaching by Department

Cost: per person \$500 FAD/ \$525 non-FAD

Date: December 4, 2019 at the Ybor Hub

Hours: 8 FAD Factory Hours

Trainer: Will Smith – Service Business Evolution (SBE)

Time: 8:30am – 5:00pm - (breakfast & lunch provided)

Course Description

The #1 problem in business is communication. During this 1-Day Leadership & Coaching workshop, we help you build a structure that maintains open lines of communication, resolves conflicts, and helps you consistently communicate in a positive manner while still holding everyone in the business accountable for results. It takes happy workers to make happy customers, and that demands outstanding leadership!

Course attendees will learn to:

- Clearly define roles & goals by department.
- Identify and remove the obstacles that cause people to fail.
- Deliver an exceptional company experience.
- Coach to help people live up to their potential.
- Resolve conflict like a professional.
- Use games & incentives to drive focus and performance.

It's been said that we don't build a business, we build people and people build the business. By enrolling today you will commit to build your people.

Training Locations:

Wednesday, December 4, 2019
CE- Florida – Ybor Hub
1802 Grant Street, Ste 100
Tampa, FL 33605

Dealer: _____ **Acct. #:** _____ **Phone:** _____

Contact: _____ **Email:** _____

Attendee Names: _____

Contact: Donna.Pennachiette@carrierenterprise.com / 813-242-7762

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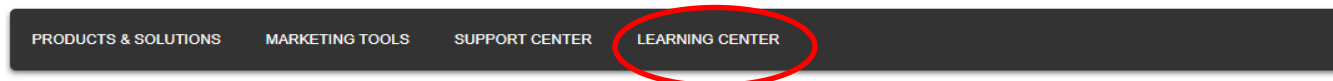
Self- registration: See next page

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- At the top click on the **+ FILTER**, Select **CATEGORY**, Select **FACTORY COURSES**
- Use the **< >** arrows to choose the month of the course.
- Locate **Leadership and Coaching by Department**
- On the right of the course name click the down arrow - Click **REGISTER**
- Select Register Myself or Others and **ADD TO QUEUE**. Click **Confirm Registration**
- **Confirm Registration** – If you do not receive a confirmation email, please contact us.



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Event ID	Start Date/Time	Course Name	City/State	Hours	
26896	11/20/19 8:30am EST	The New Supervisor	Ft. Myers, FL	8	▼
27383	12/4/19 8:30am EST	Leadership and Coaching by Department	Tampa, FL	8	▼

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MY LEARNING CENTER TRAINING ANNOUNCEMENT

The New Supervisor

Cost: per person \$500 FAD/ \$525 non-FAD

Date: November 20, 2019 in Ft. Myers

Hours: 8 FAD Factory Hours

Trainer: Monty Lewis, Lewis Associates - monte@lewisadvantage.com

Time: 8:30am - 4:30pm - (breakfast & lunch provided)

Course Description

One of the top challenges for the HVAC business today is to get the next generation ready to assume roles in management. This workshop is designed for the newly assigned supervisor or for the worker that is demonstrating management potential.

As a result of this workshop, participants will be able to:

- Recite four management styles that reflect worker readiness.
- Define three management practices that creates accountability and ownership.
- Share the three qualities of the best managers.
- Practice the skills of giving workers feedback, i.e. constructive criticism.
- Communicate effectively with workers, particularly the new modern younger worker.
- List the three principles of creating a peak performance work environment.

Get your new or future supervisors ready by signing them up for the course.

Training Locations:

Wednesday, November 20, 2019
Fairfield Inn by Marriott
7090 Cypress Terrace
Ft. Myers, FL 33907

Dealer: _____ **Acct. #:** _____ **Phone:** _____

Contact: _____ **Email:** _____

Attendee Names: _____

Contact: Donna.Pennachiette@carrierenterprise.com / 813-242-7762

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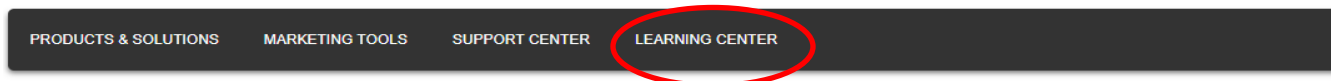
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26191	11/20/19 8:00am EST	Sending Sales Champions - 1 Day Comfort Consultant Boot Camp	Knoxville, TN	8	▼
26496	11/20/19 8:30am EST	The New Supervisor	Ft. Myers, FL	8	▼
27042	11/21/19 8:00am EST	The New Supervisor	Orlando, FL	8	▼
26327	11/25/19 12:00pm CST	HVAC Onboarding - Live Stream Online	Green Bay, WI	8	▼