

My Learning Center Learning Paths: online training specific to your role.

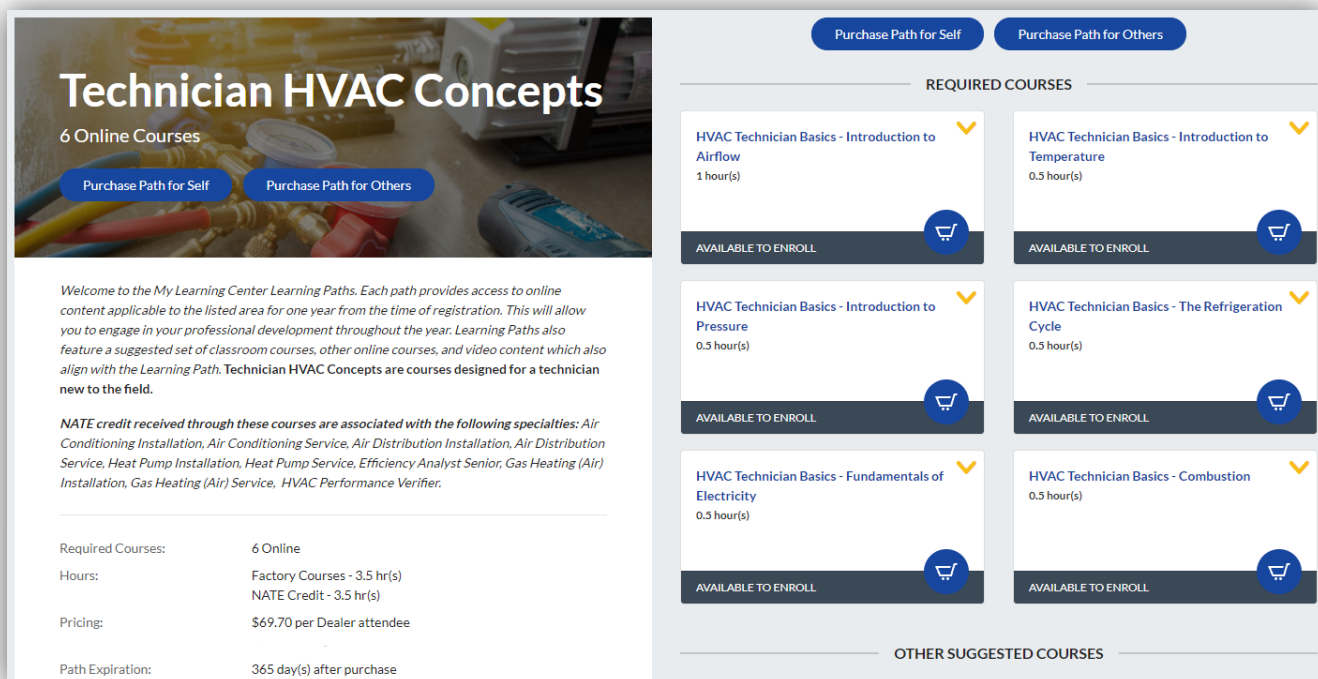
- 24/7 access to courses for 1 year
- Factory FAD & NATE credit available (see path details page for more information)

1. Log in to My Learning Center at **MLCtraining.com**
2. Click **Learning Paths** from any page in My Learning Center
3. Select Path and click **Purchase**

- Product Overview
- Business Owners
- Customer Service Representative
- Financial Operations
- General Safety
- Marketing Manager
- People Management
- Sales Consultants
- Service Managers
- Technician AC/HP Training
- Technician Gas Heat Training
- Technician HVAC Concepts



MLCtraining.com



Technician HVAC Concepts
6 Online Courses

Purchase Path for Self | Purchase Path for Others

Welcome to the My Learning Center Learning Paths. Each path provides access to online content applicable to the listed area for one year from the time of registration. This will allow you to engage in your professional development throughout the year. Learning Paths also feature a suggested set of classroom courses, other online courses, and video content which also align with the Learning Path. Technician HVAC Concepts are courses designed for a technician new to the field.

NATE credit received through these courses are associated with the following specialties: Air Conditioning Installation, Air Conditioning Service, Air Distribution Installation, Air Distribution Service, Heat Pump Installation, Heat Pump Service, Efficiency Analyst Senior, Gas Heating (Air) Installation, Gas Heating (Air) Service, HVAC Performance Verifier.

Required Courses:	6 Online
Hours:	Factory Courses - 3.5 hr(s) NATE Credit - 3.5 hr(s)
Pricing:	\$69.70 per Dealer attendee
Path Expiration:	365 day(s) after purchase

REQUIRED COURSES

HVAC Technician Basics - Introduction to Airflow 1 hour(s) AVAILABLE TO ENROLL	HVAC Technician Basics - Introduction to Temperature 0.5 hour(s) AVAILABLE TO ENROLL
HVAC Technician Basics - Introduction to Pressure 0.5 hour(s) AVAILABLE TO ENROLL	HVAC Technician Basics - The Refrigeration Cycle 0.5 hour(s) AVAILABLE TO ENROLL
HVAC Technician Basics - Fundamentals of Electricity 0.5 hour(s) AVAILABLE TO ENROLL	HVAC Technician Basics - Combustion 0.5 hour(s) AVAILABLE TO ENROLL

OTHER SUGGESTED COURSES

Product Overview

The Product Overview learning path has been designed to benefit anyone who would like to know more about product functionality, line-ups and features.

[Courses]

- AC and Heat Pump Nomenclature
- AC and Heat Pump Product Line-up
- Connected Portal
- Controls Overview featuring ecobee
- FZ Fan Coil
- Gas Furnace Nomenclature
- Gas Furnace Product Line-up
- HVAC Basics - Creating Comfort with HVAC
- HVAC Basics - AC and Heat Pump Functionality
- HVAC Basics - Ductless basics
- HVAC Basics - Gas Furnace Function & Efficiency
- HVAC Basics - VRF Basics
- Healthy Home Air Products
- Infinity® 18VS Heat Pump: Selling to Homeowners
- Infinity® 19VS Air Conditioner: Selling to Homeowners
- Selling the Infinity® 26/24 System with Greenspeed Intelligence



Carrier Product Overview

16 Online Courses

Business Owners

FACTORY FAD HOURS [4.25]

The Business Owner learning path is designed to benefit those managing the overall direction of a dealership. This path features core content related to a company's approach to change, culture and growth.

[Courses]

- Building Your Business for the Future
 - How to Drive Your Business With a Powerful Mission and Vision Statement
 - How to Structure Your Business for Success
 - A Game Worth Playing-
 - Moving from Point A to Point B
- Creating a Winning Culture
 - Leading Strategic Change
 - Recognizing the Need for Change
 - Preparing for Change
 - Introducing Change
 - Cementing Change

Financial Operations

9 Online Courses

Customer Service Representative

FACTORY FAD HOURS [8] NATE HOURS [3]

The Customer Service Representative learning path is designed to benefit those who are engaging with existing and potential customers. This path features content centered around providing exceptional customer service, managing customer complaints, as well as a basic overview of HVAC systems

[Courses]

- Build an Unstoppable Call Handling Team
 - Trust Based Relationships
 - Closing the Call
 - Overcoming Objections
 - Angry Customers
 - Selling Service Agreements
- Create Lifetime Customers
 - Increasing Customer Satisfaction
 - Customer Care and Retention Plan
 - Resolving Customer Complaints
 - Best Practices
- Customer Service Attitude
- Customer Service Leadership
- Customer Service Listening
- Customer Service Persuasion
- Customer Service Superiority
- Customer Service Teamwork

Customer Service Representative

15 Online Courses

Financial Operations

FACTORY FAD HOURS [7] NATE HOURS [3]

The Financial Operations learning paths are designed to benefit those managing the overall financial health of the dealership. This path features core content related to how to approach service agreement pricing, income statements, balance sheets, and utilizing financing.

[Courses]

- Money Matters
 - Foundations of the Financial Review
 - The Profit and Loss Statement
 - The Balance Sheet
 - Payables and Receivables
 - Hill and Valley, Debt Reduction and Profit Sharing
 - Tying it all Together
- Service Manager University
 - Building Profitable Lifetime Customers
 - Key Performance Indicators
 - ProfitSmart Activities
- Why Do We Need to Charge so Much?



General Safety Training

FACTORY FAD HOURS [4] NATE HOURS [4]

The General Safety learning path is designed to assist dealerships with safety training. This path features core content related to safety in a standard workplace environment.

[Courses]

- Back Safety
- Basic Electrical Safety
- New Worker Orientation
- Personal Protective Equipment
- Safety Attitudes and Actions
- Slips, Trips and Falls
- Stairways and Ladders



Marketing Manager

FACTORY FAD HOURS [4]

The Marketing Manager learning path is designed to benefit those who are either currently in a marketing role or would like to be in the future. The Marketing Manager path features content on how to foster lifetime customers, lead generation, promoting service agreements, and key concepts to consider when marketing to each generational group.

[Courses]

- Create Lifetime Customers
 - Increasing Customer Satisfaction
 - Customer Care and Retention Plan
 - Resolving Customer Complaints
 - Best Practices
- HVAC Marketing Fundamentals - 1 - Create a Marketing Plan Using 7 Steps
- Social Media Basics for HVAC Dealers
 - How to Create Your Company's Brand
 - Principles for Success on Social Media
 - How to Create and Implement an integrated Social Media Strategy



Marketing Manager

8 Online Courses

People Management

FACTORY FAD HOURS [6]

The People Management learning path is designed to benefit anyone who is responsible for managing the performance of others. Managers may also find content relevant to their role in the Talent Recruitment learning path.

[Courses]

- Communication is Key
 - Understanding DISC Behaviors
 - Managing Your Team with DISC Behaviors
 - DISC Hiring and Promoting
- Taking Your Company to the Next Level
 - Assessing the Team
 - Building a Productive Team
 - Measuring Productivity
 - Positioning for Growth
 - Leading the Team



Sales Consultants

FACTORY FAD HOURS [8]

The Sales Consultant learning path is designed to benefit those who are either currently selling systems to homeowners or would like to in the future. The Sales Consultant path features content on the topics of understanding why customers buy, how to increase sales and communication.

[Courses]

- Communication is Key
 - Understanding DISC Behaviors
 - Recognizing, Understanding and Appreciating Others
 - DISC Behavioral Selling
 - Understanding Motivators
- Five Customer Buying Principles
- How to Increase Sales
 - Understanding Why Buyers Buy
 - Increasing Confidence
 - Sell Up by Selling Down
 - Turning Objections into Opportunities
 - Three Magic Words
 - With a Quality Sales Call



Service Managers

FACTORY FAD HOURS [8] NATE HOURS [8]

The Service Manager learning paths are designed to benefit those who are either currently leading a team of technicians or would like to become a Service Manager in the future. The Service Manager path features content on how to establish a profitable service department, how to manage a service agreement program as well as how to best provide the service expected by each generational group.

[Courses]

- Service Manager University
 - Profitable Service Starts with a Solid Foundation
 - Demand Service - It's All about That Price
 - Demand Service - Key Performance Indicators
 - Building Profitable Lifetime Customers
 - Maintenance Agreements - Key Performance Indicators
 - ProfitSmart Activities
 - Goal Setting & Motivation
 - Service Department Leadership



Service Managers
8 Online Courses

Technician HVAC Concepts

FACTORY FAD HOURS [3.5] NATE HOURS [3.5]

The Technician HVAC Concepts learning path has been designed to benefit the Technicians new to the field. Technicians may also find content relevant to their role in the Technician AC/HP and Gas Furnace Learning Paths.

[Courses]

- Combustion
- Fundamental Electricity
- Introduction to Airflow
- Introduction to Pressure
- Introduction to Temperature
- The Refrigeration Cycle

Technician HVAC Concepts

6 Online Courses

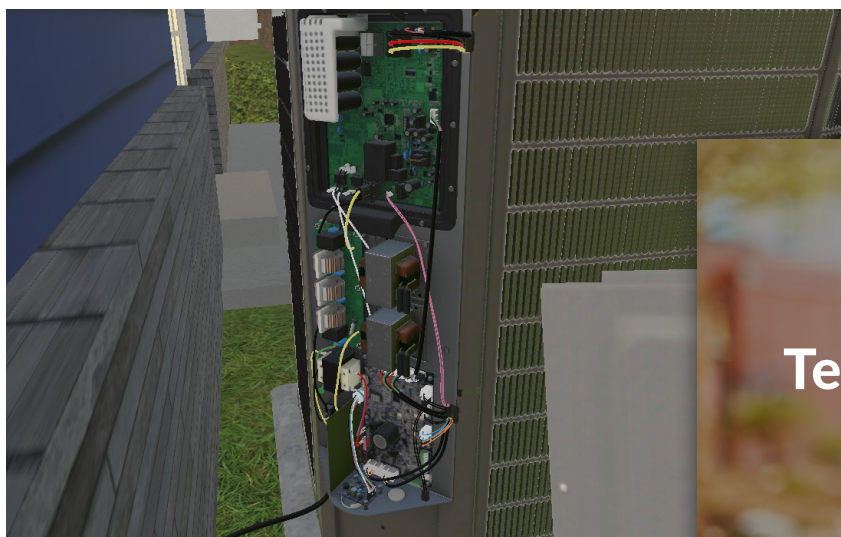
Technician AC/HP Training

FACTORY FAD HOURS [17.5] NATE HOURS [17.5]

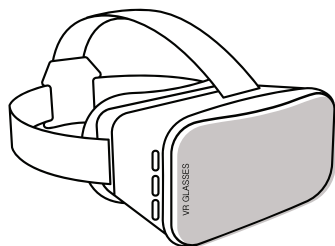
The Technician AC/HP path is designed for technicians installing or servicing AC and HP units. Technicians may also find content relevant to their role in the Technician HVAC Concepts and Gas Furnace Learning Paths.

[Courses]

- Carrier Heat Pump Troubleshooting - **3D Simulation**
- Carrier Infinity 26/24 with Greenspeed Intelligence HP/AC Troubleshooting - **3D Simulation**
- Carrier AC Maintenance - **3D Simulation**
- Introduction to ECM Motors and Troubleshooting
- Infinity 26/24 System with Greenspeed Intelligence - Installation Best Practices



Technician AC/HP Training
3 Simulation Courses
& 2 Online Course



Simulations are available through a browser or Windows desktop application. The desktop application can be paired with Virtual Reality (VR) equipment for a fully immersive training experience. Please refer to the My Learning Center help menu for VR requirements and recommendations.

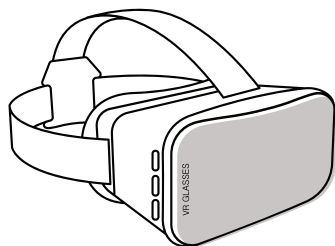
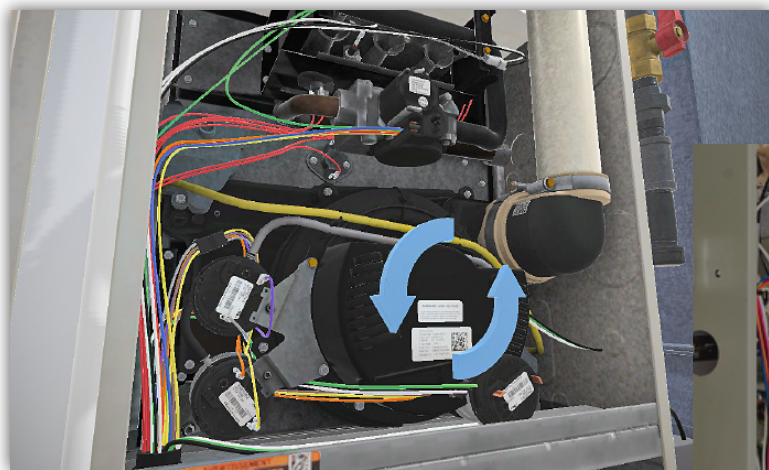
Technician Gas Furnace Training

FACTORY FAD HOURS [7] NATE HOURS [7]

The Technician AC/HP path is designed for technicians installing or servicing Gas Furnaces. Technicians may also find content relevant to their role in the Technician HVAC Concepts and AC/HP Learning Paths.

[Courses]

- Carrier ECM Motor and Board Troubleshooting - **3D Simulation**
- Carrier Gas Furnace Maintenance - **3D Simulation**
- Carrier Gas Furnace Commissioning - **3D Simulation**
- Infinity with Greenspeed Intelligence Modulating Gas Furnace Troubleshooting - **3D Simulation**



Simulations are available through a browser or Windows desktop application. The desktop application can be paired with Virtual Reality (VR) equipment for a fully immersive training experience. Please refer to the My Learning Center help menu for VR requirements and recommendations.