



Welcome to your talent planning tool

You run a successful business despite the environmental challenges including but not limited to industry-wide price increases, nation-wide labor & product shortages, increasing inflation and evolving regulatory changes.

Planning for your talent needs in a thoughtful way takes time, and we've put together a process to evaluate your employees, align their needs to your goals and create a plan to develop your talent to retain them.

The best businesses in the HVAC industry start with a plan. A plan to assess and develop top talent and put a plan in action for those at-risk of leaving. And you may already have a process like this.

Before you start assessing your employees, you should think long and hard about your business needs & goals. Don't just think about where you are now, but also about where you are a few years from now. This should be done at least once a year.

Here's where you can start if you don't already have a process:

- Review company goals/aspirations for the past year
- Evaluate how the year shaped up
- Align the needs of your people to your goals
- Discover their unique development opportunity and assign them



S.M.A.R.T. Goals

Utilizing the SMART goals methodology will help your company achieve its strategic objectives. SMART stands for specific, measurable, achievable, relevant, and time-bound goals. This strategy will focus your team members on the most important objectives for your business, which will help you in achieving them efficiently.



S

Specific

- State what you'll do
- Use action words



M

Measurable

- Provide a way to evaluate
- Use metrics or data targets



A

Achievable

- Within your scope
- Possible to accomplish, attainable



R

Relevant

- Make sense within your job function
- Improves the business in some way



T

Time-bound

- State when you'll get it done
- Be specific on date or time frame

Identifying & Assessing Your Business Needs

Dedicate the section below to a high-level and simple assessment of your business

Company Name: _____

Goals for the Year

Sales Revenue Key Performance Indicators (KPIs)

Annual Sales Goal: _____

Gross-profits: _____

of Change Outs: _____ # of Service Calls: _____

of New Construction: _____ # of Maintenance Agreements Sold: _____

Reduce Callbacks by: _____ % # of Renewals: _____

of Employees: _____

Any concern of losing employees? Yes No If so, who?

Any plans to promote employees? Yes No If so, who?

Any plans to hire new employees? Yes No If so, which areas will you hire in?

Know Your Talent

Technician Development Review

Take a few minutes to rate your employees based on each skill required to be a technician. This assessment will help you determine their skill levels and plan their development needs on the following pages.

1. List the # of technicians you currently employ _____
2. Rate each employee by writing their initials in the box that matches their skill level. There may be multiple names in one box.

Rating Scale:

- 1 - Needs improvement. Inconsistently performs job functions. Would greatly benefit from basic training.
- 2 - Meets Expectations. Consistently performs at basic job performance requirements. Would benefit from basic & advanced training.
- 3 - Exceeds Expectations. Supersedes & goes above and beyond in job performance.

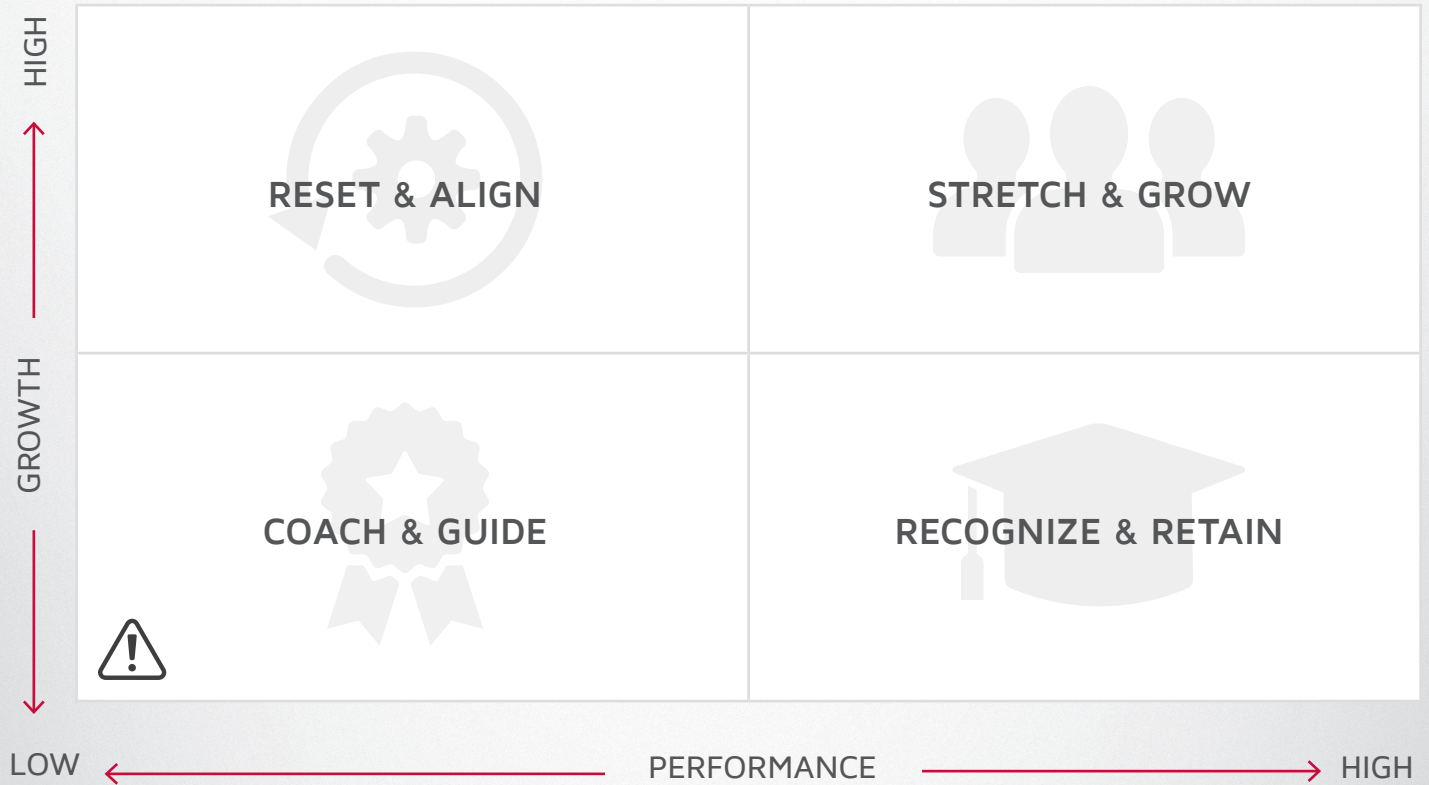
List Your Technicians

_____ Names _____

Core Technical Skills Description	1 - Needs Improvement	2 - Meets Expectations	3 - Exceeds Expectations
Electrical - Electrical understanding, wiring and controls.			
Gas Heat - Gas heating in components, sequence of operations, and venting.			
Electric Heat - Refrigeration cycle, braising, and charging & evacuation processes.			
Refrigeration - Rate each technician's proficiency in understanding of the refrigeration cycle, superheat & subcooling, refrigeration diagnostics, and charging & evacuation processes.			
Air Distribution - Airflow measurements, flex-duct installation, metal-duct installation, and air balancing.			
Diagnostic Troubleshooting - Ability to diagnose an entire system.			
Customer Service - Customer communication, customer engagement, friendly attitude, positive customer reviews, brand ambassador, and professional appearance.			
Maintenance Agreements/Sales/IAQ Lead Generation - Setting strong leads, offering IAQ product & system upgrades, and offering maintenance agreements/renewals.			
Other:			

Performance & Growth Opportunities

Assess your employees. In the area below, write their name in the quadrant which best describes them. Low growth/low opportunity - high growth/high opportunity. This process allows you to have a clear understanding of your talent pool and make the right decisions to retain and grow talent.



Once you understand where each employee stands, you can create employee development plans to maximize performance and growth.

Reset + Align

Who they are = Employees who show potential but aren't the right fit for their current position

Strategies

- Have an honest conversation about how they feel about their role.
- Uncover what's holding them back from performance and growth.
- Ask what career paths in the organization interest them.

Coach + Guide

Who they are = Employees performing below expectations

Strategies

- Get to the root of why the employee isn't succeeding.
- Talk through performance expectations and next steps.
- Decide what education or skills are needed for the employee to stay.
- Discuss a potential exit from the organization.

Stretch + Grow

Who they are = Top performers with room to grow

Strategies

- Consider individuals from this group first when a promotion arises.
- If a promotion isn't available, identify stretch assignments or other challenging tasks outside their current responsibilities.
- Have regular conversations with them about future plans and possible roles within the company.

Recognize + Retain

Who they are = Solid performers well-suited for their current position

Strategies

- Add to their core skills by offering training in new areas.
- Test their leadership abilities by having them lead a new initiative, head up a new project or advocate for the teams.
- Ask if they really want to be promoted.
- Use their skills and knowledge to impact new hires.
- Don't lose sight of their tremendous value to your organization.

Know Your Talent

Installer Development Review

Take a few minutes to rate your employees based on each skill required to be an installer. This assessment will help you determine their skill levels and plan their development needs on the following pages.

1. List the # of installers you currently employ _____
2. Rate each employee by writing their initials in the box that matches their skill level. There may be multiple names in one box.

Rating Scale:

- 1 - Needs improvement. Inconsistently performs job functions. Would greatly benefit from basic training.
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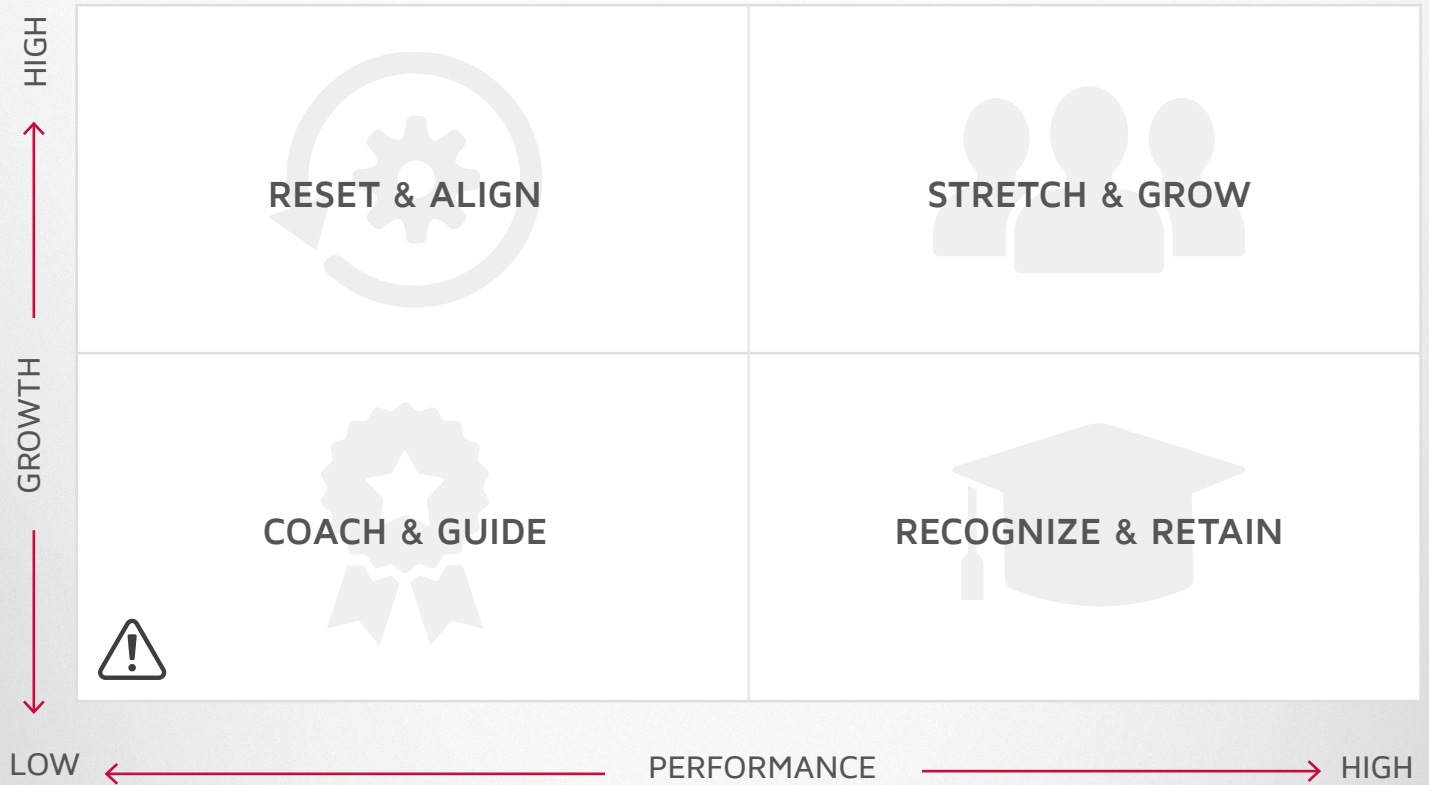
List Your Installers

_____ Names _____

Core Installer Skills Description	1 - Needs Improvement	2 - Meets Expectations	3 - Exceeds Expectations
Electrical - Electrical understanding, wiring and controls.			
Gas Heat - Gas heating in components, sequence of operations, and venting.			
Electric Heat - Refrigeration cycle, braising, and charging & evacuation processes.			
Refrigeration - Rate each technician's proficiency in understanding of the refrigeration cycle, superheat & subcooling, refrigeration diagnostics, and charging & evacuation processes.			
Air Distribution - Airflow measurements, flex-duct installation, metal-duct installation, and air balancing.			
Commissioning - Understanding airflow, static pressure related to commissioning, start up procedures through controls, and familiarity of communicating equipment.			
Sheet Metal Fabrication - Understanding tools needed, techniques for manipulating sheet metal, and duct construction.			
Customer Service - Customer communication, customer engagement, friendly attitude, positive customer reviews, brand ambassador, and professional appearance.			
Other:			

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Know Your Talent

Salespeople Development Review

Take a few minutes to rate your employees based on each skill required to be a salesperson. This assessment will help you determine their skill levels and plan their development needs on the following pages.

1. List the # of salespeople you currently employ _____

2. Rate each employee by writing their initials in the box that matches their skill level. There may be multiple names in one box.

Rating Scale:

- 1 - Needs improvement. Inconsistently performs job functions. Would greatly benefit from basic training.
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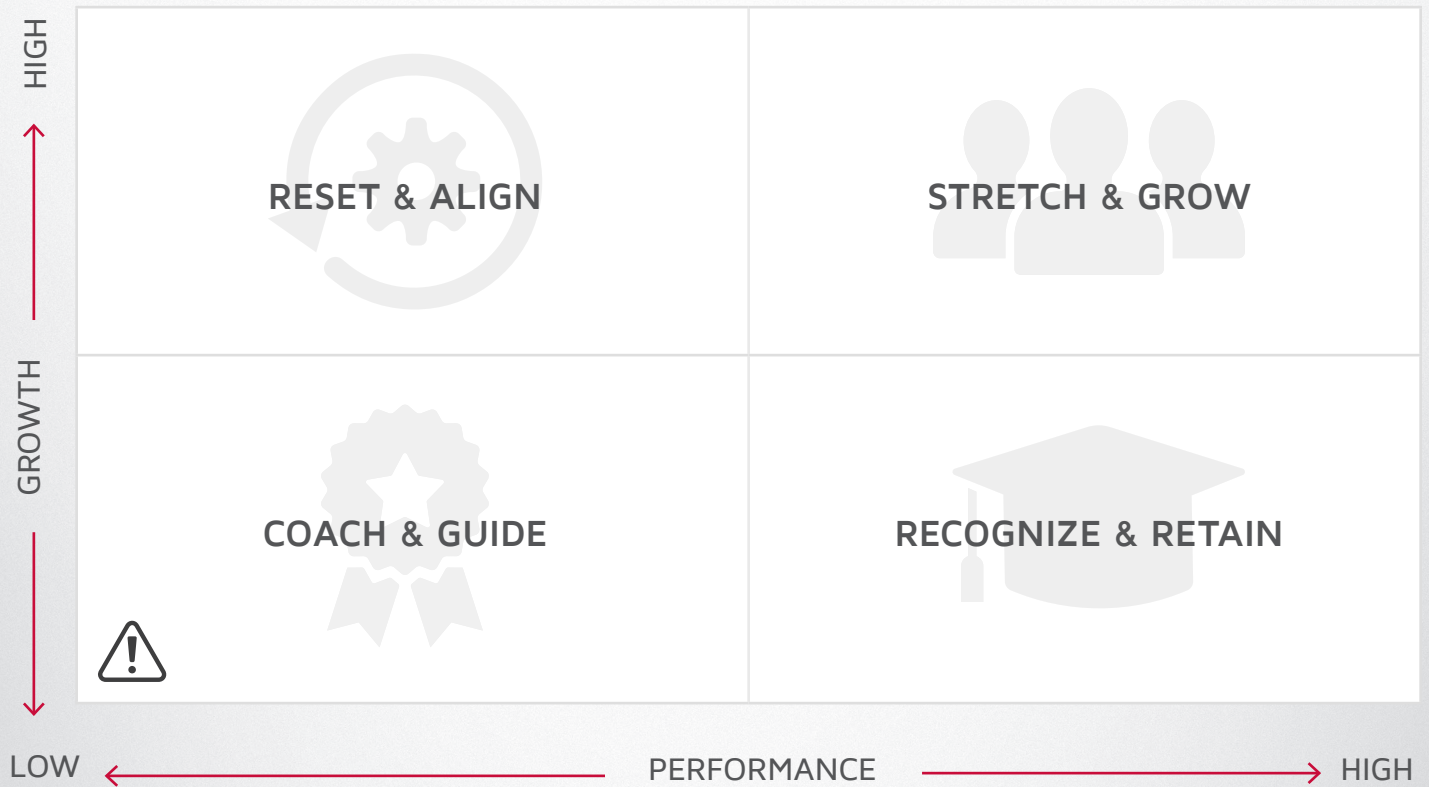
List Your Salespeople

_____ Names _____

Core Salespeople Skills Description	1 - Needs Improvement	2 - Meets Expectations	3 - Exceeds Expectations
Close Rate - Rate each salesperson's proficiency in their average annual close rate. Close rate should be 60% or more. Salesperson needs improvement if they are below 45%, meets expectations between 45-60%, and exceeds expectations 60% and more.			
Average Ticket Sale - Rate each salesperson's proficiency in their average ticket value. They need improvement if average sale is below \$8,000, meets expectations if ticket sale is \$8,000 - 15,000, Exceeds expectations if ticket sale is \$15,000.			
Annual Sales - Rate each salesperson's proficiency in annual sales. They need improvement if their sales are \$750,000 or less, meets expectations if their sales are at least \$1 Million or more, exceeds expectation if sales are at least \$1.5 Million or more.			
Product Mix - Rate each salesperson's proficiency in their ability to offer options & sell a mix of product tiers. Needs improvement if the salesperson offers limited options, meets expectations if they offer four options, exceeds expectations if they offer four options with the following product mix ratio = Best - 9%, Better and Good total - 81%, Basic - 10%			
Other: Select other criteria that you may use in your business to measure comfort advisors success such as managing open tickets, collecting referrals, driving their own leads, customer satisfaction reviews, etc.			

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Know Your Talent

Customer Service Representative (CSR)/Dispatcher

Take a few minutes to rate your employees based on each skill required to be a CSR/Dispatcher. This assessment will help you determine their skill levels and plan their development needs on the following pages.

1. List the # of CSR/Dispatcher you currently employ _____

2. Rate each employee by writing their initials in the box that matches their skill level. There may be multiple names in one box.

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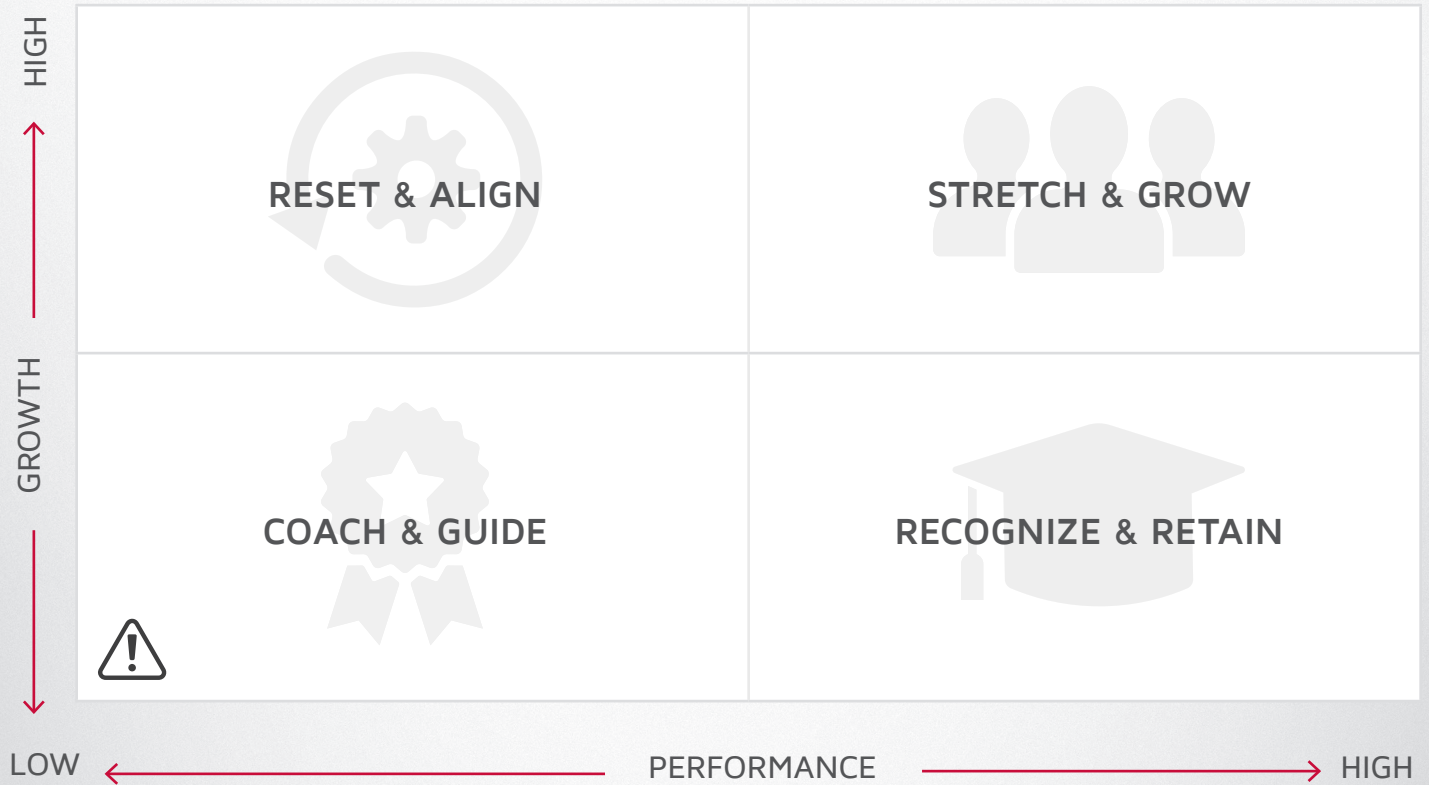
List Your CSR/Dispatchers

_____ Names _____

Core CSR/Dispatcher Skills Description	1 - Needs Improvement	2 - Meets Expectations	3 - Exceeds Expectations
Answer Customer Calls - Needs improvement if they do not follow a script, or do not answer the phone in the same manner every time and may not answer all calls. Meets expectations if they answer within 3 rings and follow a script. Exceeds expectations if they follow a script, answer within three rings and build great rapport with customers and are extremely satisfied with CSR.			
Book Appointments - Needs improvement if they book appointments 50% of calls. Meets expectations if they book 50-90%. Exceeds expectations if they book 90% or more.			
Effective Customer Communication - Needs improvement when they are not communicating effectively of appointment times and not following up with customer to ensure satisfaction. Meets expectations when they are communicating effectively to customer of appointment details. Exceeds expectations when they de-escalate customer stress, communicates effectively with customer on appointment times and keeps them up-to-date and follows up with customers when there are changes.			
Technician Routing Effectiveness - Needs improvement when they are not dispatching the technician closest to the job location to minimize windshield time. Meets expectations when they are. Exceeds expectations when they do it every time.			
Other:			

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Know Your Talent

Warehouse Parts Runner/Stocking

Take a few minutes to rate your employees based on each skill required to be a warehouse parts runner/stocking. This assessment will help you determine their skill levels and plan their development needs on the following pages.

1. List the # of Warehouse Parts Runner/Stocking you currently employ _____
2. Rate each employee by writing their initials in the box that matches their skill level. There may be multiple names in one box.

Rating Scale:

- 1 - Needs improvement. Inconsistently performs job functions. Would greatly benefit from basic training.
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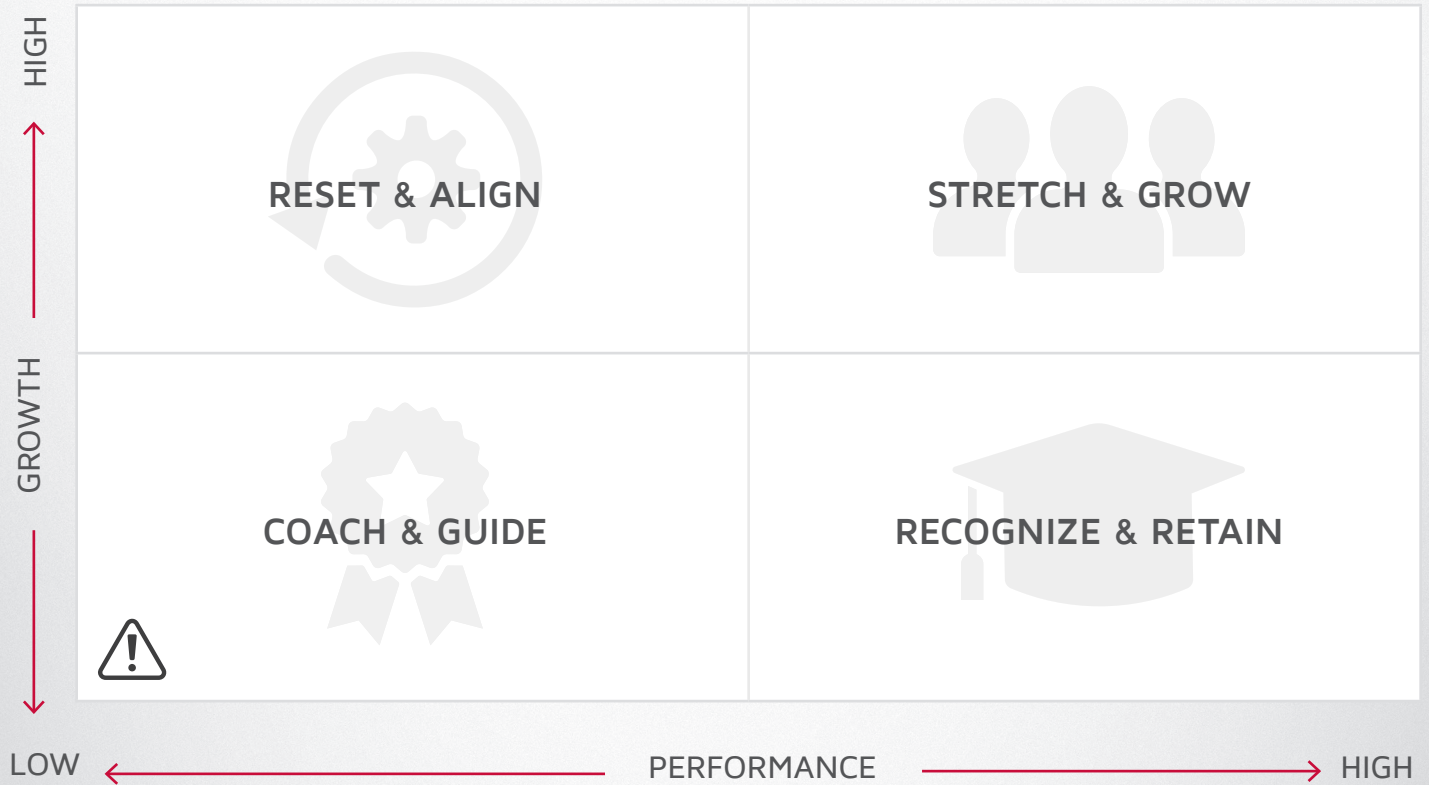
List Your Warehouse Parts Runner/Stocking

_____ Names _____

Core Warehouse Parts Runner/Stocking Skills Description	1 - Needs Improvement	2 - Meets Expectations	3 - Exceeds Expectations
Manage Truck Inventory for two days of work - Needs inventory if there is not inventory on the truck. Meets expectations if they have controlled inventory and have enough to complete jobs. Exceeds expectations if their truck inventory lasts for two days and they don't need to restock for parts in that time frame.			
Weekly parts inventory count to eliminate non-moving product - Needs improvement if there is no inventory control in the warehouse. Meets expectations if there is inventory control but there is a possibility of obsolete inventory. Exceeds expectations if there is weekly inventory count and elimination of non-moving product.			
Properly managing product inventory turnover - Needs improvement if there is significant waiting time for product to be delivered for customer's needs or there's more inventory in the warehouse than needed. Meets expectations if there is less customer wait time and sufficient inventory to meet sales requirements. Exceeds expectations if there is minimal customer wait times and product inventory is brought in based on sales history and product forecast.			
Technician Routing Effectiveness - Needs improvement when they are not dispatching the technician closest to the job location to minimize windshield time. Meets expectations when they are. Exceeds expectations when they do it every time.			
Other:			

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Admin Core Competencies

Take a few minutes to rate your employees based on each skill required to be an admin. This assessment will help you determine their skill levels and plan their development needs on the following pages.

1. List the # of Admins you currently employ _____

2. Rate each employee by writing their initials in the box that matches their skill level. There may be multiple names in one box.

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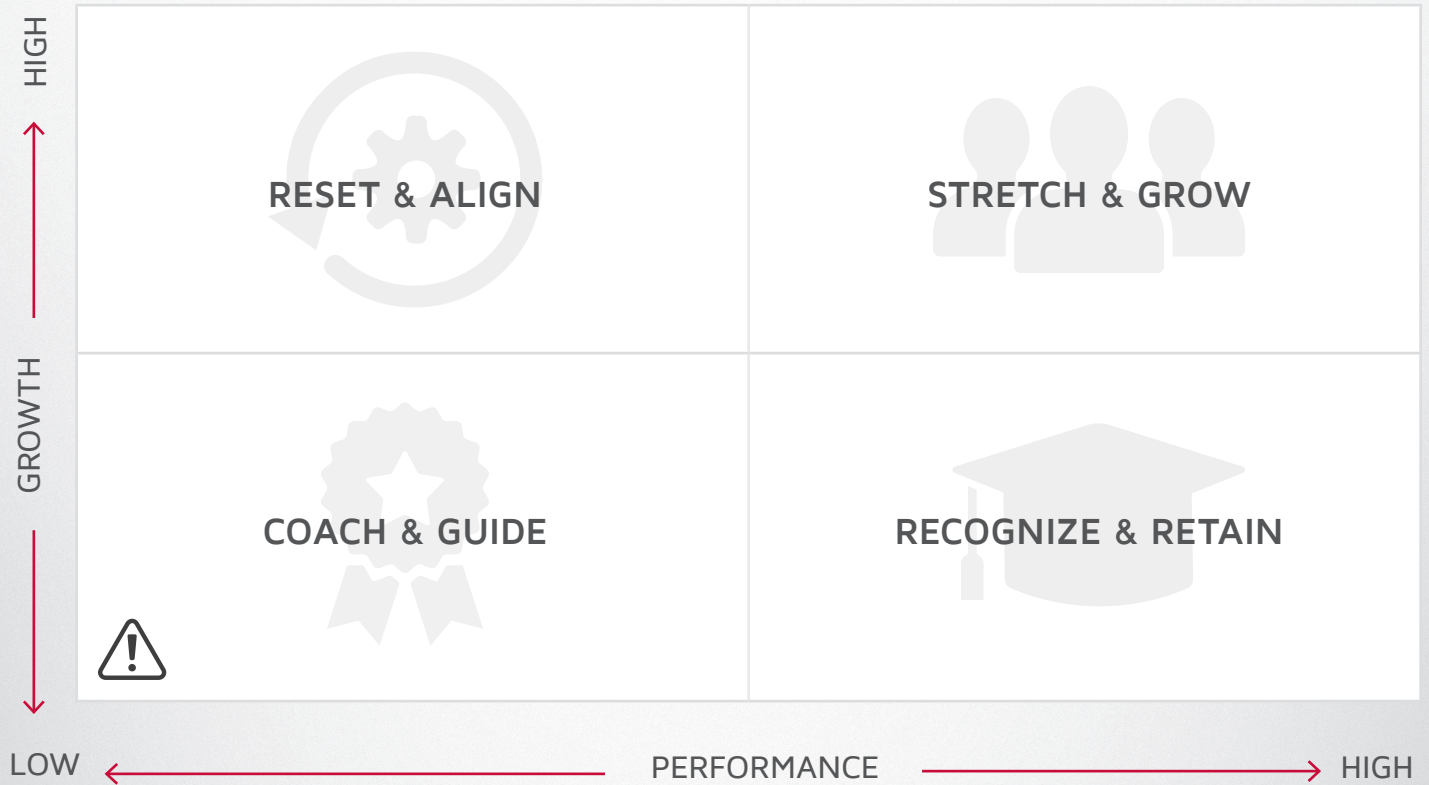
List Your Warehouse Parts Runner/Stocking

_____ Names _____

Core Admin Skills Description	1 - Needs Improvement	2 - Meets Expectations	3 - Exceeds Expectations
Bookkeeping / Accountant - fully departmentalized accounts, compare to KPI's, regular and up-to-date financial statements (reviewed weekly)			
Office Support			
Marketing - tracking success/marketing budget vs. revenue			
Other:			

Performance & Growth Opportunities

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Become a Lennox U™ Dealer

Lennox U provides all the tools necessary to train based on your business needs. After reviewing and using the Talent Development Tool, align your training requirements with our Learning Solutions courses.

Benefits include: access to training opportunities, seamless continuing education for your teams' needs, and discounts on our industry-leading instruction.

To join the program, enroll at any time throughout the year with two or more courses or two or more employees, and experience the convenience of spreading the training costs over the remaining months of the year without incurring any financing costs. As a bonus, receive a 10% discount on the total training cost plus 10% off any additional training courses you sign up for within the year.

Use this guide on the following pages to plan for upcoming courses, and when you are ready to register, reach out to our Learning Solutions Client Advisory team to enroll.

Don't wait! Join by calling 800-654-3283 (option 2) or email training@lennox.com

Lennox U Eligibility - dealers must register for two or more courses or two or more employees anytime throughout the year. Course payments are divided into monthly installments starting the month of enrollment through December 31, 2024. 10% discount applies to any courses after the dealer enrolls in the program.



= EPA Exam



= Nate Continuation Hours



= Live-Stream



= Self-Paced



= Lennox U Discount



Online Courses

HVAC training anytime, anywhere!

Online courses available 24/7/365

Convenient and affordable online training helps you and your teams operate at peak performance. For more than 20 years, Learning Solutions has been developing eLearning curriculum for our Lennox dealers. Our library contains over 400 online courses and training assets specific to the HVAC industry. A successful team never stops learning, and if you really want to increase efficiency and profits, learn from the best.

Benefits of eLearning

- ✓ Learn anywhere – not limited by place or time
- ✓ Supports individual learning styles and needs
- ✓ Self-paced
- ✓ Efficient
- ✓ Easily adaptable yet consistent
- ✓ Continual development
- ✓ Increase employee engagement



Get the most out of your HVAC training.
Log into My Learning on [LennoxPros.com](https://www.lennoxpros.com) to start your journey today.

Technical Learning Experience Overview

BuildATech®

Standard Dealer Value - **\$3,850** Premier Dealer - **\$3,080**

From earning homeowners' trust to helping them achieve perfect indoor air, technicians are at the heart of your residential HVAC business. In today's economy, do you struggle to attract new workers to the HVAC trade? Do you have a new HVAC technician or an experienced tech who's ready to learn more advanced skills?

BuildATech® is designed to train technicians who are new to HVAC, and to help experienced technicians grow in their careers through more advanced levels of training. Each BuildATech® program level is three weeks, which consists of 50% classroom instruction and 50% live lab practice. The hands-on experience allows your tech to retain all the knowledge they learn and apply it in the field.



BuildATech® Level 1



Upon completion of this three-week class, participants will have the knowledge and skills to efficiently and effectively run a residential HVAC preventative maintenance call, following a thorough check sheet. They will also be able to communicate the results to the homeowner, make recommendations and offer maintenance agreements. The curriculum includes customer communication and interaction best practices, setting a strong lead, and professionalism when in a customer's home. This program includes EPA Section 608 certification and the NATE CHP-5 Exam.

Live-stream available for BuildATech Level 1 for two weeks.



BuildATech® Level 1 Live-Stream

Standard Dealers: **\$1,500.00** Premier Dealers: **\$1,200.00**



BuildATech® Level 2

Participants who complete this three-week class will be able to perform diagnostic and repair calls on residential HVAC systems. In addition to BuildATech® diagnostic skills, the curriculum includes making recommendations in conversational terms that homeowners will easily understand. Students will practice several tech communications scenarios and how to properly discuss repair versus replace and offer maintenance agreements to ensure homeowner's peace of mind. This is not a NATE preparation course, but students will have the opportunity to take the NATE CHP-5 exam and any of the following NATE specialty exams: Gas Heat, AC, Air Distribution, or AC/Heat Pump.

**EPA Section 608 certification and one year of field experience are both prerequisites for taking this course.*



BuildATech® in Spanish

The BuildATech® Level 1 course has been redesigned for Spanish-speaking students to learn HVAC fundamentals in their native language. This allows dealers to recruit from a wider pool of candidates and gets new technicians into the industry with a foundation for success.

BuildATech® 2024 Course Dates & Locations

To access our up-to-date course schedule for BuildATech, click or scan QR code



You asked and we delivered!

In 2024, three state-of-the-art LIVE lab facilities opened in Phoenix, AZ, Chicago, IL and in the Lennox headquarters in Richardson, TX.

Private courses are available, call for more info

VISIT lennoxpros.com/hvac-training **CALL** 800-654-3283 (option 2) **EMAIL** training@lennox.com

Tech & Installer Course Overview

BuildAnInstaller™

Standard Dealer Value - **\$3,850** Premier Dealer - **\$3,080**



70% - 90% of faults that compromise the performance of residential air conditioner or heat pump systems are installation-related.* Don't let your team be apart of system fault statistics. Perfect air for your customers begins with a top-notch install. In two weeks of intensive classroom instruction and hands-on practice, the BuildAnInstaller™ program teaches new HVAC workers or experienced helpers how to properly install and commission new systems. Participants gain the technical and safety knowledge and the skills to perform excellent installs and get the system running. Support your new system sales with top-notch installs.

BuildAnInstaller 2024 Course Dates & Locations

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Technical Learning Programs Overview

Standard Dealer Value - \$650 Premier Dealer - \$520


Air Distribution (1 day)

 Want duct systems that always retrieve and deliver the right amount of air? Rules of thumb don't guarantee an adequate system. This concentrated course introduces technicians to the best practices of duct application and design, leading to satisfied customers, reduced call-backs, and higher profits. Topics include best practices for duct System design and layout, precise calculations for superior installation, and balancing the Duct system to minimize temperature fluctuation.


Advanced Electrical Diagnostics (1 day)

 Want to master the electrical side of air conditioning? Dive into our intensive course where technicians will gain the secrets of HVAC success when working with electrical components. This includes the sequence of operations and how to use a multimeter to trace circuits using a wiring diagram. Students also learn how to identify and test loads, controls, capacitors, and circuit boards.

Advanced AC & Heat Pump Diagnostics (1 day)


 Is there such a thing as advanced air conditioner and heat pump servicing, beyond the basics? What if charging conditions are less than optimal? What is "non-invasive" testing? In this one-day class, techs learn advanced diagnostic skills for today's AC & Heat Pump Systems.

Gas Heat Diagnostics (1 day)

 Is your team ready to service and maintain the gas furnaces in your market? Prep your techs, with training on proper operation, maintenance, diagnostics, and component replacement procedures for natural draft and forced draft furnaces.

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To access our up-to-date course schedule for Technical Learning, click or scan the QR code



Private courses are available, call for more info
VISIT lennoxpros.com/hvac-training **CALL** 800-654-3283 (option 2) **EMAIL** training@lennox.com

Tech Communications™ Course Overview

Tech Communications™

Standard Dealer Value - **\$1,375** Premier Dealer - **\$1,100**

There is a virtual form of this class with pricing. **Standard: \$1,250 and Premier: \$1,000**

Technicians are often the main point of contact for homeowners. That puts techs in the perfect position to build trust between your company and the customers. Are they impressing homeowners every time they interact with them? Surveys indicate that 86% of customers will pay more for a better experience. Building rapport with homeowners often starts with clear communication. Establishing trust allows techs to make suggestions for improving homeowners' overall comfort and peace of mind. In our two-day Tech Communications course, they'll learn the soft skills necessary to confidently discuss "repair versus replace," make service recommendations, offer maintenance agreements, and IAQ options.

Tech Communications Live-Stream

Standard Dealer Price: **\$1,250.00** Premier Dealers: **\$1,000.00**

**Average results gathered from past participants*

Tech Communications 2024 Course Dates & Locations

To access our up-to-date course schedule for Tech Communications, click or scan the QR code



Salespeople Learning Programs Overview

BuildASalesperson™

Standard Dealer Value - **\$5,500** Premier Dealer - **\$4,400**

Are your comfort advisors great with customers? Do they also get sales tickets that average \$10,000 - \$20,000 or more? BuildASalesperson™ students learn to sell on value, gently overcome objections, and conduct load calculations. The first two weeks of this three-week program is blended learning, consisting of online video training, on-the-job training, and homework assignments. The final week is instructor-led training, including peer-to-peer practice and critiques. Comfort Advisors who complete this program increase their closing rates to 55% - 75%* and see average sales tickets of \$12,000 - \$15,000*.

Six to twelve months after the completion of BuildASalesperson, comfort advisors are ready to take their craft to the next level with Master Selling.

BuildASalesperson™ Live-Stream

Standard Dealer Price: **\$4,500.00** Premier Dealers: **\$3,600.00**

**Average results gathered from past participants*

BuildASalesperson 2024 Course Dates & Locations

To access our up-to-date course schedule for BuildASalesPerson, click or scan the QR code



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Master \$elling®

Standard Dealer Value - **\$1,500** Premier Dealer - **\$1,200**

There is a virtual form of this class with pricing. Standard: **\$1,500** and Premier: **\$1,200**

- ☐ You can also expect sales to grow by \$300,000 or more for comfort advisors who take this course. Six to twelve months after completing Master \$elling, comfort advisors are ready to become true experts and hone in on their craft with Advanced Master \$elling. Reinvigorate your teams to keep sales performance at its highest and most productive levels.

**Average results gathered from past participants*

Master \$elling® 2024 Course Dates & Locations

To access our up-to-date course schedule for Master \$elling, click or scan the QR code



Advanced Master \$elling®

Standard Dealer Value - **\$1,350** Premier Dealer - **\$1,100**

- For every dollar invested in sales training, your company will see an average of at least \$300 in return. That's more than a 3000% return on investment (ROI). Advanced Master \$elling is a workshop program designed to build on the skills that your salespeople learned in Master \$elling to take their sales expertise to the next level. They will have the opportunity to engage with others in eight unique workshops.

**Average results gathered from past participants*

Advanced Master \$elling 2024 Course Dates & Locations

To access our up-to-date course schedule for Advanced Master \$elling, click or scan the QR code



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Business Programs Overview

Business Ignition

Who doesn't want to improve their business in 2024? We developed this coaching program specifically for our Lennox partners who are ready to take their businesses to the next level of success. If you want to grow your business, improve financial performance, prepare for succession or sale, or transition from a Residential New Construction to an Add-On Replacement business model, this program is for you. Through on-site business analysis and subsequent coaching, Business Ignition helps Lennox partners create a roadmap to increase revenue and net profit and follow through on that action plan.

For pricing and scheduling information, call Dave Nichols: [972-497-5746](tel:972-497-5746) or email dave.nichols@lennox.com

Operations Accountability

Standard Dealer Value - **\$1,750**

There is a virtual form of this class with pricing. Standard: **\$1,400**

Did you know that 82% of businesses fail because of cash flow issues and 17% of businesses fail due to lack of a business model?*

No one said building a successful business was easy, but with the right plan and structure, you can achieve your dreams. Whether this is your first year as the proud owner of an HVAC business or your 50th, every organization needs certain resources to thrive and grow in today's competitive market. Join us with your leadership team for this intensive workshop and get tools and coaching to help you position your business for long-term success.

*Source: Fundera and CBInsights

Operations Accountability 2024 Course Dates & Locations

To access our up-to-date course schedule for Operations Accountability, click or scan the QR code



Customer Service Representative Training

Standard Dealer Value - \$500 Premier Dealer - \$400

- You spend a lot of money on advertising. And if you're like most home service companies, you might wonder why the leads this ad spend generates seem to slip through your CSR's hands like sand. Most of the time, lost leads aren't because the leads are bad but because your CSRs aren't trained to book every call into a customer. The companies we coach see a massive ROI because the leads that are already calling suddenly convert. (Not to mention our clients' CSRs leave a first impression that make callers say "WOW!")

To access our up-to-date course schedule for Customer Service Representative Training, click or scan the QR code



Dispatcher Training

Standard Dealer Value - \$500 Premier Dealer - \$400

Most contractors would say a dispatcher's job is "to fill the board!" But that's not it...the real job of a dispatcher is to maximize revenue. Sometimes it requires rescheduling people. It requires being able to handle upset customers. But a dispatcher has to be trained in using the opportunities a company has to maximize revenue.

*Source: Fundera and CBInsights

To access our up-to-date course schedule for Dispatcher Training, click or scan the QR code



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LENNOX Learning Solutions

Whether it's scaling your business, developing your sales team, or training technicians and installers, Learning Solutions has engaging workshops and courses provided by industry experts to quickly take your business and your team to the next level.

Did You Know?

- ✓ **75% of the technicians** are more likely to stay with employers providing career training and certification support.
- ✓ **86% of customers** will pay more for a better experience; Lennox Learning improves communication skills and builds trust with homeowners.
- ✓ Lennox Learning Solutions sales courses boost **65%+** average closing rate and **1.5 million+** average total revenue.
- ✓ Our technical instructor-led classes give the opportunity to earn **NATE continuing education** hours for recertification.
- ✓ Increase your technical and sales knowledge through our **400+ online classes** in the Learning Center 24/7.
- ✓ Students who completed BuildATech® have a higher passing rate of **74%** compared to techs that have not taken BuildATech® with a **34% passing rate**.
- ✓ Comfort Advisors who complete BuildASalesperon™ **increase** their closing rates to **55% - 75%** and see average sales tickets of **\$10,00 to \$20,000 or more**.

*Average results from past participants

We look forward to seeing you in class!

