

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


- 24/7 access to courses for 1 year
- Factory Elite Dealer & NATE credit available (see path details page for more information)
- Factory Elite Dealer training hours can be utilized to fulfil the Distributor training hour requirement


1. Log in through your GoSite or create an account at **MLCtraining.com**


2. Click **Learning Paths** from any page in My Learning Center


3. Search and click **Purchase Path**

- Customer Service Representative
- Financial Operations 1 & Financial Operations 2
- Marketing Manager
- People Management
- Sales Consultant 1 & Sales Consultant 2
- Sales Manager
- Service Manager 1 & Service Manager 2
- Technician Start-up
- Technician Fundamentals of Installation
- Technician Fundamentals of Servicing
- Technician Advanced Servicing



Home


Learning Paths


Courses


Events

MLCtraining.com



Technician Start-up

12 Online Courses

Purchase Path for Self
Purchase Path for Others







0 OF 12 COURSES COMPLETED

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.

The Technician Start-up learning path has been designed to benefit the Technician new to the field. The path consists of 12 video based courses. Technicians may also find content relevant to their role in the *Fundamentals of Installation, Fundamentals of Servicing, Advanced Servicing* and the *Product Overview Learning Path*.

Purchase Path for Self
Purchase Path for Others

REQUIRED COURSES

<div>Basic Tools (HVAC 103) 2 hour(s)</div> <div style="text-align: right;">▼</div> <div style="text-align: center;">  </div> <div style="background-color: #888; color: white; text-align: center; padding: 2px;">AVAILABLE TO REGISTER</div>	<div>Electrical Safety (ELEC 103) 2 hour(s)</div> <div style="text-align: right;">▼</div> <div style="text-align: center;">  </div> <div style="background-color: #888; color: white; text-align: center; padding: 2px;">AVAILABLE TO REGISTER</div>
<div>Electrical Tools (ELEC 106) 1 hour(s)</div> <div style="text-align: right;">▼</div> <div style="text-align: center;">  </div> <div style="background-color: #888; color: white; text-align: center; padding: 2px;">AVAILABLE TO REGISTER</div>	<div>Evaporators and Condensers (HVAC 108) 2 hour(s)</div> <div style="text-align: right;">▼</div> <div style="text-align: center;">  </div> <div style="background-color: #888; color: white; text-align: center; padding: 2px;">AVAILABLE TO REGISTER</div>
<div>Fundamental Electrical Concepts (ELEC 101) 1 hour(s)</div> <div style="text-align: right;">▼</div> <div style="text-align: center;">  </div> <div style="background-color: #888; color: white; text-align: center; padding: 2px;">AVAILABLE TO REGISTER</div>	<div>HVAC Maintenance (HVAC 113) 2 hour(s)</div> <div style="text-align: right;">▼</div> <div style="text-align: center;">  </div> <div style="background-color: #888; color: white; text-align: center; padding: 2px;">AVAILABLE TO REGISTER</div>

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Customer Service Representative

FACTORY ELITE HOURS [10] 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
- Gas Furnace Function & Efficiency
- HVAC Basics

Customer Service Representative

17 Online Courses

Financial Operations

Path 1: FACTORY ELITE HOURS [8.5] NATE HOURS [2]

Path 2: FACTORY ELITE HOURS [7] NATE HOURS [2]

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.

[Path 1 Courses]

- Compensating Comfort Consultants
- Job Pricing Made Simple
- 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
- Pricing Residential Service Agreements
- Pricing That Wins the RIGHT Jobs
- Service Manager University
 - Building Profitable Lifetime Customers
 - Key Performance Indicators

[Path 2 Courses]

- Business Best Practices with Financing
- How to Departmentalize Your Income Statement
- Making Sense of Your Balance Sheet
- Making Sense of Your Income Statement
- Managing Cash With Your Cash Flow Statement
- Service Manager University
 - ProfitSmart Activities
 - Goal Setting & Motivation
- The 2% Romp

Financial Operations 1

8 Online Courses

Financial Operations 2

10 Online Courses

Marketing Manager

FACTORY ELITE HOURS [6]

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
- Finding Capacity, Promoting Agreements
- Gas Furnace Function & Efficiency
- HVAC Basics
- Lead Generation
- Running a Service Agreement Program



Marketing Manager

9 Online Courses

People Management

FACTORY ELITE HOURS [5] NATE HOURS [1.5]

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]

- Customer Service Teamwork
- Communication for Contractors - Understanding Behavioral Communication
- Reviewing Performance, Coaching Behavior
- Service Manager University 7
 - Goal Setting & Motivation
- Taking Your Company to the Next Level
 - Assessing the Team
 - Building a Productive Team
 - Measuring Productivity
 - Positioning for Growth
 - Leading the Team



Sales Consultant

Path 1: FACTORY ELITE HOURS [10] NATE HOURS [.5]

Path 2: FACTORY ELITE HOURS [8] NATE HOURS [2.5]

The Sales Consultant learning paths are designed to benefit those who are either currently selling systems to homeowners or would like to in the future. The Sales Consultant paths features content on the topics of understanding why customers buy, HVAC Systems basic, customer service, finance options and how to approach sales with each generational group.

[Path 1 Courses]

- Clarifying a Buyer's Needs
- Create Lifetime Customers
 - Increasing Customer Satisfaction
 - Customer Care and Retention Plan
 - Resolving Customer Complaints
 - Best Practices
- 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
- Gas Furnace Function & Efficiency
- HVAC Basics
- Introduction to SPIN Questions
- Only YOU Can Prevent Objections

[Path 2 Courses]

- Build an Unstoppable Call Handling Team
 - Trust Based Relationships
 - Closing the Call
 - Overcoming Objections
 - Angry Customers
 - Selling Service Agreements
- Communication for Contractors - Understanding Behavioral Communication
- Customer Service Attitude
- Customer Service Leadership
- Customer Service Persuasion
- Customer Service Superiority
- Customer Service Teamwork
- The Market is Ripe for Service Agreements
- Using Financing as a Sales Tool
- Why Do We Need to Charge so Much?

Sales Consultant 1

18 Online Courses

Sales Consultant 2

14 Online Courses

Sales Manager

FACTORY ELITE HOURS [9.5]

The Sales Manager learning path has been designed to benefit those who are either currently leading a team of sales consultants or would like to in the near future. The Sales Manager path features content on compensating, hiring, and training sales consultants as well as a series on how to take your team to the next level.

[Courses]

- Business Best Practices with Financing
- Communication for Contractors - Understanding Behavioral Communication
- Compensating Comfort Consultants
- Hiring Good Sales Talent
- Job Pricing Made Simple
- Lead Generation
- Managing the Sales Process
- Pricing that Wins the RIGHT Jobs
- Training Comfort Consultants
- Using Financing as a Sales Tool
- Taking Your Company to the Next Level
 - Assessing the Team
 - Building a Productive Team
 - Measuring Productivity
 - Positioning for Growth
 - Leading the Team



Service Manager

Path 1: FACTORY ELITE HOURS [11] NATE HOURS [8]

Path 2: FACTORY ELITE HOURS [3.5]

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.

[Path 1 Courses]

- Finding Capacity, Promoting Agreements
- Lead Generation
- Pricing Residential Service Agreements
- Running a Service Agreement Program
- 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

[Path 2 Courses]

- Communication for Contractors - Understanding Behavioral Communication
- Create Lifetime Customers
 - Increasing Customer Satisfaction
 - Customer Care and Retention Plan
 - Resolving Customer Complaints
 - Best Practices
- The 2% Romp

Service Manager 1

12 Online Courses

Service Manager 2

6 Online Courses

Technician Start-up

FACTORY ELITE HOURS [19] NATE HOURS [19]

The Technician Start-up learning path has been designed to benefit the Technicians new to the field. The path consists of 12 online courses. Technicians may also find content relevant to their role in the Technician Fundamentals of Installation, Fundamentals of Servicing, Advanced Servicing and Product Overview learning paths.

[Courses]

- Basic Tools
- Electrical Safety
- Electrical Tools
- Evaporators and Condensers
- Fundamental Electrical Concepts
- HVAC Maintenance
- HVAC Ready to Work
- HVAC Safety Basics
- Introduction to Heat Pumps
- Introduction to Refrigeration Systems
- Metering Devices
- Temperature, Pressure and Heat



Technician Start-up

12 Online Courses

Technician Fundamentals of Installation

FACTORY ELITE HOURS [17] NATE HOURS [17]

The Technician Fundamentals of Installation learning path has been designed to benefit the installer new to the field. The path consists of 9 online courses. Technicians may also find content relevant to their role in the Technician Start-up, Fundamentals of Servicing, Advanced Servicing and Product Overview learning paths.

[Courses]

- Ampacity and Wire Sizing
- Charging 1
- Charging 2
- Electrical Panel: Components & Safety
- Introduction to Residential Circuits
- Leak Check and Evacuation
- Symbols and Wiring Diagrams
- Thermostats and Heating Controls
- Wire Types and Sizing

Technician Fundamentals of Installation

9 Online Courses

Technician Fundamentals of Servicing

FACTORY ELITE HOURS [14.5] NATE HOURS [14.5]

The Technician Fundamentals of Servicing learning path has been designed to benefit the installer new to the field. The path consists of 10 online courses. Technicians may also find content relevant to their role in the Technician Start-up, Fundamentals of Installation, Advanced Servicing and Product Overview learning paths.

[Courses]

- Compressor Starting Relays and Capacitors
- Compressors
- Contactors and Motor Starters
- Diagnosing A/C Systems
- Diagnosing Compressor Problems
- ECM Troubleshooting
- HVAC Motors
- Meters, Switches, Loads, & Circuits
- Refrigeration System Accessories
- Troubleshooting Motors



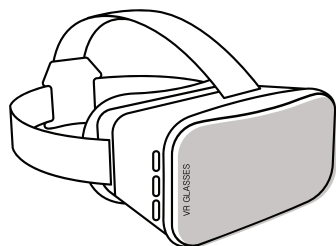
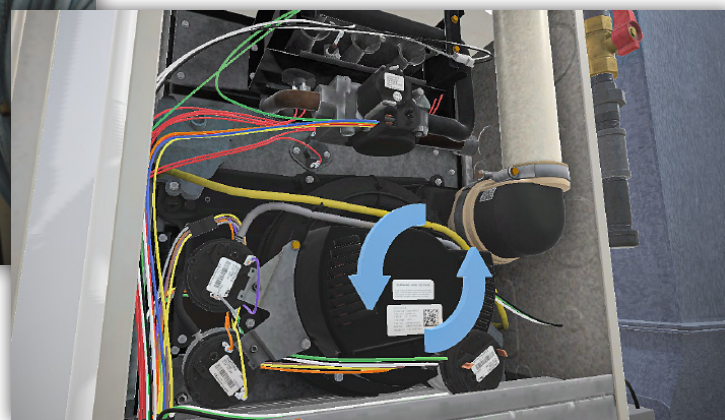
Technician Advanced Servicing

FACTORY ELITE HOURS [42] NATE HOURS [42]

The Technician learning path has been designed to benefit Service Technicians with troubleshooting. The path consists of 4 interactive 3D simulations that are also Virtual Reality (VR) ready. Technicians may also find content relevant to their role in the Technician Start-up, Fundamentals of Installation and Fundamentals of Servicing learning paths.

[Courses]

- Gas Boiler Troubleshooting - **3D Simulation/VR Ready**
- Gas Furnace Troubleshooting - **3D Simulation/VR Ready**
- Heat Pump Troubleshooting - **3D Simulation/VR Ready**
- Residential AC Troubleshooting - **3D Simulation/VR Ready**



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.