

Carrier/Bryant South Central Fall Business Training Schedule

| Workshop | Location | Date | Who Attends? | What Should They Learn? | Class Length | FAD Price | Other Price | Dual Branded? | Course Length | Instructor |
|--------------------------------------------|-------------------|------------|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------|-------------|---------------------|---------------|------------------------------|
| Financial Management II | Harahan, LA | 10/12/2010 | Principals, Accountants & Bookkeepers | Wayne Atkins guides participants to better understanding of their company's financial health by building on ideas discussed in Financial Management ONE — but, this class is valuable even to those who haven't taken ONE! | 1 Day | \$325 | \$350 | Yes | 1 Day | Wayne Atkins |
| Carrier Comfort College | Carrollton, TX | 10/19/2010 | Anyone in a customer facing sales role | Jim Hinshaw teaches dealers to sell complete systems from a position of integrity and respect as participants role play system selling scenarios while learning to use professional presentation binders they created in class. | 4 days | \$1,275 | \$1,300 | <u>Carrier Only</u> | 4 Days | Jim Hinshaw |
| Clean Air Dynamics | San Antonio, TX | 11/9/2010 | Principals, Managers and Salespeople | Pat McCormick provides participants a glimpse of how IAQ problems rob the homeowner of comfort. Using the IAQ-ology resource, he demonstrates how to explain the problem and sell the solution to our customers. | 1 Day | \$274 | \$299 | Yes | 1 Day | Pat McCormick |
| | Carrollton, TX | 11/11/2010 | | | | | | | | |
| | Houston, TX | 11/12/2010 | | | | | | | | |
| World Class Customer Service | Carrollton, TX | 10/12/2010 | CSRs, Managers and Technicians | Steve Coscia uses role-play and interactive scenarios to focus participants on improving "soft Skills" that are often overlooked - but critical to customer perceptions of quality and service levels. | 1 Day | \$374 | \$399 | Yes | 1 Day | Steve Coscia |
| | Houston, TX | 10/14/2010 | | | | | | | | |
| | Memphis, TN | 10/26/2010 | | | | | | | | |
| | Little Rock, AR | 10/27/2010 | | | | | | | | |
| | Harahan, LA | 11/16/2010 | | | | | | | | |
| Creating a Company People Love to Work For | Oklahoma City, OK | 10/19/2010 | Principals, Owners, and Managers | Bob Gee demystifies the difference between companies and leaders for whom people want to work and those for whom they don't. Key topics include how to create a company culture that will attract, motivate and retain the best people. | 1 Day | \$274 | \$299 | Yes | 1 Day | Bob Gee |
| HIPS - Advanced Systems | Shreveport, LA | 10/19/2010 | Dealer Sales and Tech staff | Improve sales and presentation skills which help make a sale from the question "Why do I need a variable speed system?". | 1/2 Day | \$65 | \$80 | Yes | 0.5 Days | Ext Services: Leonard Yoakum |
| HIPS - IAQ | Shreveport, LA | 10/19/2010 | Dealer Sales and Tech staff | Learn how to show the homeowner the IAQ products designed specifically to solve problems in the home and be part of a complete system solution. | 1/2 day | \$65 | \$80 | Yes | 0.5 Days | Ext Services: Leonard Yoakum |
| Product Essentials | Shreveport, LA | 10/21/2010 | Dealer Sales and Tech staff | Learn the essential facts about Carrier products including industry exclusives and tips for selling to homeowners. | 1 Day | \$ 125 | \$ 150 | yes | 1 Day | Ext Services: Leonard Yoakum |