

# Human Resource Manager Job Training Track

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## Pilot - How to Master a Thriving Residential HVAC Service Business

### 1. 1-hour:

- a. How to implement a strategic business action plan
- b. How you only need employees in your business to process your book of business.
- c. How company operating and work delivery processes are for employees to follow.
- d. How you only need Manager Job Training Tracks in your business to manage your people to process.
- e. How to staff up to 100% utilization of available labor to prevent higher operating costs than your competitors.
- f. **Subscription provided or purchase these documents:**
  - i. N/A

## #7 How to Retain the Best People with Proven Employee Retention Strategies

### 1. 1-hour - #7 How to Retain the Best People with Proven Employee Retention Strategies Part #1:

- a. Review how to implement work delivery standards.
- b. Review how to implement performance-based job descriptions.
- c. Review how to implement labor billable efficiency & productivity monitoring process.
- d. Review how to implement a company culture of success.
- e. Review how performance incentives help achieve business objectives by adhering to a high standard code of conduct.
- f. Review a best practice performance incentive plan for office staff, technicians, selling technicians, and Installers.
- g. Review a best practice performance incentive plan for comfort advisors.
- h. **Subscription provided or purchase these documents:**

<p><b>Product ID</b></p> <p><b>1023</b></p>	<p><b>Complete Set Performance-Based Job Descriptions</b>  These documents are used by general managers, Sales Managers, service managers, installation managers, and operations managers. These documents are provided in Microsoft Word format to be printed on your local printer. Set includes:</p> <ul style="list-style-type: none"> <li>● Dispatcher Job Description</li> <li>● Comfort Advisor Job Description</li> <li>● Service &amp; Maintenance Technician Job Description</li> <li>● HVAC Installer Job Description</li> <li>● General Manager Job Description</li> <li>● Operations Manager job description</li> <li>● Sales Manager Job Description</li> <li>● Service Manager Job Description</li> <li>● Installation Manager Job Description</li> <li>● Human Resource Manager Job Description</li> <li>● Comptroller Job Description</li> <li>● Project Manager Job Description</li> <li>● Assistant Service Manager Job Description</li> <li>● HVAC Technician Instructor-Trainer Job Description</li> <li>● Lead Service &amp; Maintenance Technician Job Description</li> <li>● Receptionist/Customer Care Specialist Job Description</li> <li>● Office Manager Job Description</li> <li>● Accounts Payable Job Description</li> <li>● Accounts Receivable Job Description</li> <li>● Truck Driver/Warehouse Supervisor Job Description</li> </ul>	<p><b>\$99.95</b></p>
<p><b>Product ID</b></p> <p><b>1024</b></p>	<p><b>Performance Incentive plan - Office, Technicians &amp; Installer</b>  Service managers and operations managers use this document. This document is provided in original Microsoft Word format to be printed on your local printer.</p>	<p><b>\$69.95</b></p>
<p><b>1025</b></p>	<p><b>Performance Incentive plan - Comfort Advisor</b>  Service managers and operations managers use this document. This document is provided in original Microsoft Word format to be printed on your local printer for only \$69.95.</p>	<p><b>\$69.95</b></p>
<p><b>1029</b></p>	<p><b>Employment Application</b>  This job or employment application is an official form given to applicants asking a wide range of questions both about the individual and their skills related to the job. Forms are legally defensible and stand as a way for applicants to introduce themselves to employers. Employees can be justifiably terminated for providing false information on this document that may be found post-hire. his document is provided in original Microsoft Word format to be printed on your local printer.</p>	<p><b>\$69.95</b></p>

**2. 1-hour - #7 How to Stop Losing Good People with Proper Hiring & Retention Customer Care & Dispatch Part #2:**

- a. Review how to hire for the customer care and dispatch function.
- b. Review a best practice on training the customer care and dispatch function.

c. **Subscription provided or purchase these documents:**

<p><b>Product ID</b>  <b>1026</b></p>	<p><b>Customer Care Call Handling Inbound and Outbound Script</b> This script includes a professional standardized way to greet and responds to the customer inquiries. The script includes greeting the customer, identifying if they are interested in a service agreement, annual service agreement renewal reminder, identifying how the customer they pay for today's work, informing the customer of response time, identifying the lead source, calling the customer to confirm arrival time, managing the price of today's service, calling to reschedule an appointment, handling upset callers. This document is provided in original Microsoft Word format to be printed on your local printer.</p>	<p><b>\$69.95</b></p>
<p><b>Product ID</b>  <b>1027</b></p>	<p><b>Customer Care Response for "Price is Too High" Objection</b> Used by customer care, receptionist, and dispatchers. This document is designed to inform employees and your customers why we price our services, justifying the price to the customer post service. Includes a professional standardized way to respond to a price objection via letter or email. This document is provided in original Microsoft Word format to be printed on your local printer.</p>	<p><b>\$69.95</b></p>

## #10 How to Implement Proper Customer Care Call Handling Procedures

1. **1-hour:**

- a. Importance of Good Customer Care.
- b. Customer Care Inbound and Outbound Call Handling Script.
- c. Crucial Hiring Criteria for the Customer Care & Dispatcher Function.
- d. Organizing an Office Central Filing System.
- e. Implement Hiring Guidelines for the Customer Care/Dispatch Function.
- f. Customer Service 101: Proper Phone Etiquette.
- g. Implement Training for the Customer Care/Dispatch Function.
- h. **Subscription provided or purchase these documents:**
  - i. **N/A**

## #12 How to Recruit and Retain Top Performers

1. **1-hour - #12 How to Recruit and Retain Top Performers Part #1:**

- a. Proven Strategies to Help You Recruit the Best.
- b. Proven Strategies to Help You Retain the Best.
- c. Why Contractors are Making Bad Hiring Decisions.
- d. The Many Costs of Making a Bad Hire.
- e. Here are 9-Tips for Hiring the Right Candidate.
- f. Checklist for Hiring Employees.

- g. Checklist for Screening an Applicant Resume.
- h. **Subscription provided or purchase these documents:**
  - i. **N/A**

2. **1-hour - #12 How to Recruit and Retain Top Performers by Coaching & Counseling Staff Part #2:**

- a. Assessing the New Hire Training Needs.
- b. The Coaching Process to Develop the Team and Individuals.
- c. The Counseling Process to Change Troublesome Work Behaviors.
- d. Counseling Process of a Problem Employee.
- e. **Subscription provided or purchase these documents:**

<b>Product ID</b> 1030	<b>Employee Counseling Form</b> This document is used by service managers, installation managers, operations, and office managers. This document is provided in original Microsoft Word format to be printed on your local printer.	<b>\$69.95</b>
<b>Product ID</b> 1029	<b>Employment Application</b> This job or employment application is an official form given to applicants asking a wide range of questions both about the individual and their skills related to the job. Forms are legally defensible and stand as a way for applicants to introduce themselves to employers. Employees can be justifiably terminated for providing false information on this document that may be found post-hire. his document is provided in original Microsoft Word format to be printed on your local printer.	<b>\$69.95</b>

3. **1-hour - #12 How to Recruit and Retain Top Performers Coaching & Counseling Staff Part #3:**

- a. Making the Job Offer
- b. Assessing New Hire Training Needs
- c. The Top Reasons Why Continuous Job Training is Necessary
- d. The Coaching Process to Develop the Team and Individuals
- e. The Counseling Process to Change Troublesome Work Behaviors.
- f. **Subscription provided or purchase these documents:**

<b>Product ID</b> 1030	<b>Employee Counseling Form</b> This document is used by service managers, installation managers, operations, and office managers. This document is provided in original Microsoft Word format to be printed on your local printer.	<b>\$69.95</b>
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**#14 How to Self-Develop Your Leadership and People Skills**

- 1. **1-hour:**
  - a. Different Leadership Styles and When to Use Them.

- b. The Top Leadership Skills to Improve.
- c. Implement Your Leadership Skill Self-Development Plan.
- d. **Subscription provided or purchase these documents:**
  - i. **N/A**

