



LEAP Spring 2020

Tyler & NDC Residency Newsletter

TRANE
TECHNOLOGIES

Tyler Residency Week

The LEAP 2020 SPRING SESSION participants began their session by a reception on Sunday, January 26th in Tyler, Texas.

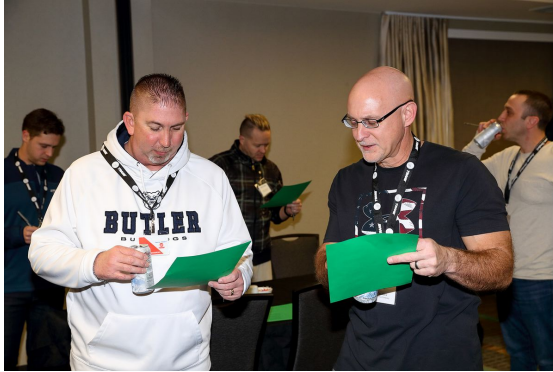
Front Row: Scott Adler (S G Torrice: Sales Leader), Mandy Beard (South Texas DSO), Andrea Hernandez-Valadez (Aces A/C Supply), Lori Meese (Kentucky DSO), Sandra Moore (South Carolina DSO), Romy Decena (North Texas DSO), Chris Nevens (Munch's Supply), Sara Alviz (Howard Industries), Don Taylor (Woodson & Bozeman) and Josh Bramhall (Howard Industries)

Second Row: Jeffrey Hannah (Georgia DSO), Ken Peck (O'Connor Company), Matt Slater (Shearer Supply), Jason Evans (Indiana DSO), John Reeves (Midwest DSO), Gabriel Edwards (South Carolina DSO), Miles Davis (O'Connor Company), Nicholas Gies (Ferguson Enterprises), Ryan Gooch (North Texas DSO), Brian McCowan (Gustave A Larson), Colin Dukles (Ferguson Enterprises), Kurtis Mumma (Ferguson Enterprises), Dana Dodge (S G Torrice)

Third Row: Mike Avery (Air Engineers), Dustin Gaspard (Butcher Distributors), Justin Carpenter (Gustave A Larson), Shane Halcomb (Heartland DSO), Christian Jenkinson (North Florida DSO), Jay Haley (North Florida DSO), Sterling Killian (Aces A/C Supply),
Not Pictured: Tim Boswell (Ferguson Enterprises)



At the LEAP reception we began by playing a game to get acquainted. Later the participants introduced themselves and shared their most embarrassing moment.



Shane Halcomb and Ken Peck comparing notes.



Meeting of the minds during the get acquainted game with Jay Haley, Colin Dukles, Sara Alviz and Chris Nevens.



Sandra Moore's moment was hysterical but you'll have to ask her to tell you!



Brian McCowan's is so bad he took a bow and Sandra Moore covers her face.



Wondering what Jay Haley's most embarrassing moment was??? Shhhh! we are all sworn to secrecy!



Matt Slater has to go wayyyy back to recall this moment!

Tyler Week Topics Included

- **Product Offerings**
- **Customer/ Dealer Journey Map**
- **DiSC Behavioral Profiles**
- **Introduction to Sandler Sales Methodology**
- **Introduction to the Right New Dealer Acquisition Process**
- **Intentional Sales Call**
- **Creating Effective Presentations**
- **Take Back Your Life**
- **9 Step Problem Solving**
- **Plant, Gas and SEET Lab Tour**

LEAP tried a new approach to product training this session. We did a product fair that was similar to the way we have the fairs at our dealer conferences.



Jim Lowell, Smart Equipment Product Manager, talks to Jason Evans, Brian McCowan, Gabriel Edwards and Dustin Gaspard about what is on the horizon for Trane Technologies products.



Tim Boswell and Romy Decena spend a few moments getting their notes organized as they prepare to learn about another product.



Mark Woodruff, Furnace Product Manager and Kellie Lindenmoyer, associate product manager, talk about our furnace offering to Danielle Hicks, Supply Trainer, John Reeves, Sandra Moore and Ken Peck.



Jeff Hannah, Shane Halcomb, Lori Meese, Jay Haley, Amy Hicks and Chris Jenkinson listen as product manager Patrick Van Deventer discusses RunTru/Ameristar families with the participants.

Product Fair



Tim Farmer, SBU Sales Excellence Coach, jumped in and taught IAQ to participants Chris Jenkinson, Jay Haley, Jeff Hannah and Lori Meese. Scott Adler. Business Development Manager Amie Hicks also took part in the session.



No product training is complete without a trip upstairs to the Nexia Diagnostics center with Business Development Specialist AJ Jones facilitating. Gabriel Edwards, Dustin Gaspard and Nicholas Gies participate.



David Garriss, Coils and Air Handlers product manager, talks to Miles Davis, Josh Bramhall, Sara Alviz, Andrea Hernandez Valadez, Matt Slater and Chris Nevens about air handlers.



Tim Storm explains the outdoor product offering to participants Chris Evans, Myles Davis, Andrea Hernandez-Valadez, Sara Alviz, Sterling Killian, Matt Slater and Josh Bramhall.



Tai McKinney, Ductless Portfolio Manager is passionate about his products as he talks to Mandy Beard, Dana Dodge, Mike Avery, Justin Carpenter and Tim Boswell.

No visit to Tyler is complete without a plant tour and trying your hand at brazing.



Tim Boswell, Dustin Gaspard and Ken Peck listen as their tour guide Andy Ginn talks about what they are observing.



You know it is serious when you have to put on a special protective apron to prepare. Just ask Brian McCowan, Shane Halcomb and Chris Nevens.



Shane Halcomb is so focused he is not even aware of the camera.



Mandy Beaird is very focused on her brazing with trainer Mark Bryant.



Is this easier or harder than it looks? You'll have to ask Andrea Hernandez -Valdez.

What Happens Between Residency Weeks?

LEAP on Line (LoL) Activities

- Listen to Simon Sinek TED Talk: Start with the Why?
 - What is your Why?
- Set your one year, five year and 10 year goals
 - Share one of your 5 year goals

Podcasts (LMS)

- 3 - 5 Ton Foundation
- Commercial Financing
- Heat Load Calculation
- HVAC Systems Options:
 - Part 1: System Overview
 - Part 2: Home Application Challenges
 - Part 3: Delivering a Performance System
- IRSMX
- Light Commercial: 3 - 5 Ton Product Comparison

Virtual Training Topics

- Time Management
- Brand Marketing
- Channel Marketing
- Elite Dealer Programs
- National Promotions
- Sandler Sales Training
- Commercial Leasing

ELearning (LMS)

- Small Foundation
- Make the Time You Need: Get Organized

Videos (LMS)

- TPCC How to Build a Local Promotion (Distributor)

NDC Residency Week Topics Included

- 9 Step Problem Solving
- Search Kings and Podium
- Market Segments: NOO, RNC, MF
- Territory Analysis
- Sandler Sales Training
- IRSMX
- Intro to Sales Force Automation (SFA)
- Right New Dealer Acquisition Process
- New Dealer On-Boarding
- Limited Warranty
- Tour of the NDC Customer Service Area
- Tour of the NDC Warehouse
- TM Digital Playbook
- Consumer Financing

The LEAP class spent 2 1/2 days utilizing the training room at the Heartland DSO and 2 days at the National Distribution Center.



During their visit to the NDC the participants took a tour of all the departments to learn how equipment and communication flows.



Sandler Sales Training at the NDC with Matt Rister.



Ken Peck, Nicholas Gies, Dustin Gaspard, Tim Boswell, Jeff Hannah and Christian Jenkinson seem to be enjoying thier Capstone work.



Justin Carpenter, Josh Bramhall, Matt Slater, Romy Decena and Lori Meese used part of their evenings to work on their Capstone project.



Brian McCowan, Dana Dodge, Andrea Hernandez-Valadez, Chris Nevens, Mandy Beaird and Dustin Gaspard take a break from working on their Capstone project to pose for a picture.

One of the highlights of the NDC Residency week is a trip to Adrenaline Zone playing Demolition Ball, arcade games and laser tag!



Justin Carpenter prepares to throw the ball as Nicholas Gies tries to move in and block him. Jay Haley seems to be preparing to back Nicholas up.



Great form! Must be working because Lori Meese has many tickets coming out of the machine.



Ken Peck is going after the ball - the competition at Demo Ball is FIERCE!

Two great residency weeks - and we can't wait until the time when we can get LEAP together again in Lynn Haven!