

PHCC Academy®

ServiceSkills -Technician/Apprentice Syllabus

Course Contact for Registration and Non-LMS Questions

State Chapter Partner

Refer to <https://phccacademy.org/state-chapter-partner-contacts/>

Course Contact for Technical Problems in Absorb LMS

PHCC Academy® Staff - AcademySupport@naphcc.org

Prerequisites

None - Focus on soft skills that complement existing technical expertise

Welcome to the ServiceSkills training modules for plumbing and HVACR Technicians, Apprentices, and more!

This course is specifically designed for technicians and apprentices who interact with customers and work in team environments. While technical expertise is crucial, the professional skills covered in this program are equally important for career advancement and customer satisfaction. Through 6 focused modules with 62 practical lessons, participants will master customer service excellence, workplace communication, and professional relationship skills essential for success.

Course Goals

Address communication challenges that can be applied in the plumbing and HVACR industry:

- In-home service calls
- Emergency service situations
- System diagnosis and explanation
- Interpersonal communication with teammates and supervisors

Develop professional skills that lead to career advancement and increased bottom line:

- Increased service call efficiency – reduce misunderstandings and callbacks
- Sales opportunities – effectively communicate system upgrades and improvements
- Career advancement – professional skills that distinguish top performers
- Company reputation – represent the company professionally
- Higher customer satisfaction scores – leads to more referrals

Learning Format & Accessibility

- Duration: approximately 15 hours of expert-led content
- Format: Interactive video training with real-world applications
- Mobile-Friendly Content: Access training on phones and tablets for learning on-the-go
- Self-Paced Professional Development: Learn at your own speed around work schedules
- Short, Focused Lessons: *Most* content in 8-30 minute segments for busy professionals

Course Modules

- **Module 1: Telephone Doctor** (~ 404 minutes)

Master the Telephone Doctor® proven customer service techniques from America's premier customer service training expert, Nancy Friedman, for real-world, immediate application.

- The Service Mentality (37 minutes)
- Listening Skills (29 minutes)
- Questioning Techniques (30 minutes)
- Five Forbidden Phrases (33 minutes)
- Six Cardinal Rules of Customer Service (33 minutes)
- Proactive Customer Service (34 minutes)
- Essential Telephone Skills (35 minutes)
- Six Steps to Service Recovery (39 minutes)
- An Attitude for Service (39 minutes)
- Business Friendly Customer Service (32 minutes)
- Killer Words of Customer Service (27 minutes)
- How to Handle the Irate Customer (36 minutes)

- **Module 2: Service Matters** (~ 130 minutes)

Learn from high-performing service professionals about what drives excellence in customer-facing roles.

- Service Matters - Introduction (11 minutes)
- Motivation to Excel (11 minutes)
- What's In It for You? (10 minutes)
- Advice for New Team Members (10 minutes)
- Taking Ownership (10 minutes)
- Building Rapport (12 minutes)
- Handling Bad Days (11 minutes)
- Handling Varied Customer Styles (10 minutes)
- Is the Customer Always Right? (12 minutes)
- Demonstrating You Care (10 minutes)
- Who Would Replace You? (11 minutes)
- Excellent Customer Service: Natural or Learned? (11 minutes)

- **Module 3: “WTSW” What To Say When – Team Building** (~98 minutes)

Essential workplace relationship skills for working in team environments.

- A Coworker is Negative (9 minutes)
- You Have a Personality Clash With a Coworker (10 minutes)
- Someone Resists Change (9 minutes)
- You See an Opportunity to Do Things Better (11 minutes)
- You Need Help With Work (9 minutes)
- You Need to Persuade a Colleague (10 minutes)
- You're Asked to Host a Meeting (10 minutes)
- There's a New Team Member (12 minutes)
- A Coworker Has an Embarrassing Problem (9 minutes)
- You're New on the Job (9 minutes)

- **Module 4: - 8 Keys to a More Respectful Workplace** (103 minutes)

Creating inclusive, ethical, and supportive environments in work settings.

- 8 Keys - Introduction (8 minutes)
- Act Ethically (12 minutes)
- Disagree Constructively (11 minutes)
- Stop Workplace Harassment (11 minutes)
- Champion Diversity (12 minutes)
- Neutralize Bullying (11 minutes)
- In Doubt? Find Out! (10 minutes)
- Listen for Understanding (11 minutes)
- Demonstrate Appreciation (9 minutes)
- Recap (8 minutes)

- **Module 5: “WACTEO” We Are Customers To Each Other** (63 minutes)

Treating coworkers, supervisors, and support staff with the same excellence as external customers.

- What is WACTEO? (8 minutes)
- Know Your Organization's Mission and Your Role (8 minutes)
- Internal Service is Everyone's Responsibility (8 minutes)
- Respect and Embrace Differences (8 minutes)
- Recognize the Personal Space of Others (8 minutes)
- Work to Resolve Conflict with Others (9 minutes)
- Recognize and Appreciate Coworkers (7 minutes)
- WACTEO Recap (7 minutes)

- **Module 6: “WTSW” What To Say When - Conflict** (88 minutes)

Advanced strategies for handling challenging situations common in work environments.

- You're Asked to Compromise Your Ethics (9 minutes)
- Someone Disagrees With You (9 minutes)
- Your Boss Doesn't Notice Your Contributions (9 minutes)
- It's Someone Else's Fault (8 minutes)
- Someone Criticizes You (8 minutes)
- A Team Member is Uncooperative (9 minutes)
- You Need to Break a Commitment (8 minutes)
- Someone Breaks a Commitment (8 minutes)
- A Coworker is Too Social (9 minutes)
- The Boss Keeps Changing Priorities (11 minutes)