Your Success Group International Arsenal of Advantages

Financial/Reporting
- SGI HUB: Admin and Reporting Manual
- Basic Budget Tool
- Daily Management Essentials Report: Basic
- Daily Management Essentials Report: Simple
- Month End Checklist
- New Comp Instructions and Calculator
- Pinnacle Budget Tool

Management/Leadership
- SGI HUB: Operations Manual
- SGI HUB: Call Center Manual
- SGI HUB: Leadership Manual
- Balance Between Profit & Growth Guide
- Building a Winning Culture Guide
- Managing Your Managers Best Practices and Guide
- Motivation Incentive Programs Guide
- Necessary Endings: Best Practices and Guide
- OSHA Program Audit Guide
- OSHA Safety Training Log
- Organizational Chart Models
- Paying Your People Guide

People Management & Recruiting
- SGI HUB: HR Support Portal
- SGI HUB: People Management Manual
- Accounting Test and Answers
- Career Pages: Best Practices and Guide
- Interview Best Practices and Guide
- Interview Tools: Interview Packet, 100+ Behavioral Interview Questions, Checklists
- Performance Management Toolkit (43 Pieces)
- Performance Management and Coaching Basics Video Series (8 Episodes)
- Recruiting Best Practices and Guide

Sales
- SGI HUB: Sales Manual
- New Sales Systems (RSI and ASI)
- Selling with a Story: Best Practices and Guide
- Success After the Sale Guide
- Success After the Sale 10-Piece Folder

Training
- Building an All-Star Team (81 Episodes)
- Business Basics (9)
- Mountain Mover Attitude (11)
- Profits Through Customer Service (3)
- Leadership (8)
- Time Management (19)
- Dealing with Difficult People (7)
- Responding Positively to Change (7)
- Negotiation (7)
- Managing Bad Seeds (7)
- Motivation (3)

- CCR Onboarding Manager Guides
- CCR and/or Dispatchers Trainee Guides
- CCR Call Center Success Basics (20+ Videos)
- CCR Tips of the Trade: Best Practices & Guide
- Culture of Club Memberships Guide
- Growing Your Own Technicians Guide
- Service Technician Training Task Form
- Technician Onboarding Mgr. & Trainee Guides
- Technician Onboarding: Service Call Basics Video Series (4 Episodes)
- Technician Assessment Tool (Trade Specific)

Since declaring our independence five years and turning our focus 100% on you, the independent home services contractors of North America, your SGI Team has developed these systems, tools, content and competitive advantages to help you succeed!

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- Training Kits (96 Weeks of Training)
  - Change Management (8)
  - Negotiation Skills (9)
  - Motivating Your Team (9)
  - Handling a Difficult Customer (10)
  - Stress Management (10)
  - Body Language (10)
  - Performance Reviews (10)
  - Communication Strategies (11)
  - Goal Setting (11)
  - Customer Service (8)

- LA On Demand (By Subscription)
  - 27 On Demand Sessions

Marketing

- SGI HUB: Marketing Manual
- Building Your Brand Best Practices and Guide
- Marketing 20/20: Questions Guide and Session Recording
- Marketing at Different Stages: Best Practices and Guide

Other Content to Help You Succeed

- Weekly Success Calls: Covering topics in all areas of your business (85 Episodes)
- The Compass Magazine (10 per year)
- The Compass: Interview Videos on the HUB
- Success Spotlight Interviews (4 Episodes)
- SGI Support Team Portal & Online Help Desk
- Scoreboard Reporting Portal Upgrade
- Expo Session Recordings available for you on demand, including:
  - 7 Steps to Topline Growth
  - Acquisitions
  - Build it to Sell it
  - Building a Brand of Distinction
  - Building a Pricing Strategy
  - Business Review
  - Call Center Management Essentials
  - Coaching for Performance
  - Creating a Value-Based Business
  - Daily Technician Management

- Developing an Operational Plan
- DISC Profile in the Workplace
- Dispatching for Profits
- Effectively Managing Your Managers
- Fraud: Limiting its Impact on Your Business
- Future of Home Services Marketing
- Goal Setting
- Growing Your Own Techs: A Framework for Growth
- Handling Negative Online Reviews
- Hiring Strategies: Steps to Conducting a Behavioral Interview
- Holding an Effective Training Meeting
- Leadership: Progressive Discipline
- Making Motivation Fun Again
- Managing Your Club Membership Program
- Marketing in Your Own Backyard
- Mastering Your DME Report
- Online Marketing Trends
- Online Reputation Management
- Planning and Budgeting for the Year Ahead
- Recruiting: Building Your Technician Pipeline
- Shoestring Marketing: Low Cost/No Cost Strategies
- Should I Add Another Trade?
- Technician Onboarding Excellence
- The Art of the Service Ride Along
- Top Reasons You're Not Earning 15% Training Strategies for Your CCRs

- Expo Keynote Speakers that you can share with your team to get them pumped up!
  - Keynote: Larry Winget
  - Keynote: Kyle Maynard
  - Keynote: Clint Bruce
  - Keynote: David Rutherford
  - Keynote: Dr. Rick Rigsby
  - Keynote: Inky Johnson
  - Keynote: Jeff Havens
  - Keynote: John O' Leary
  - Keynote: Walter Bond

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