



PRODUCT TRAINING CATALOG

START

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The power behind **your mission**



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SECTION 1 INTRODUCTION



Overview

Get trained on JCI's latest innovations and improve your proficiency with our comprehensive training portfolio! With versatile training solutions and best practices from our expert instructors and designers, you ensure excellent installation, operation, and maintenance throughout the product and system lifecycle.

Choose from individual online courses or enroll in a comprehensive certification path to obtain a mix of eLearning, virtual, and classroom training.

Policies and Requirements

Cancellation and Rescheduling

JCI reserves the right to change or cancel classes up to 10 business days prior to the class start date. You will be notified at that time of such change or cancellation. Student initiated cancellation within 10 business days of a class date will incur a fee equal to the cost of the class at the time of cancellation. If a qualified learner is replaced on the roster, the fee may be waived. In-person classes are reviewed for minimum attendees at 4-weeks from the class date and 2-weeks for virtual classes, with a go-no go decision. If classes are cancelled you will receive an automated notification from the LMS.

Travel and Living

Refer to your local office before scheduling your training visit.

Professionalism

Students are expected to always maintain professional conduct and dress. Class dress is business casual, which means collared shirts and trousers (long pants, please no jeans). For safety and security reasons, we cannot permit shorts, sandals, or tank tops in the classroom. Consult current JCI dress codes for more information.

Laptop Requirements

We provide all laptops for use in classes, so there is no need to bring yours! All class materials are brought home by the student for future review and refresher learning.

Training Content and Disclaimer

All of JCI's product training classes are designed to support and align with the JCI strategy for each product. This strategy may include a combination of (but not limited to) processes, procedures, recommendations, and instructor experiential advice. This information may vary from product to product. Codes and AHJ interpretation may vary by geographical area. Please consult with your local AHJ. JCI product training reserves the right to change the structure and content of all courses at any time. Consult the JCI Learning Network for latest course offerings.



SECTION 1 INTRODUCTION



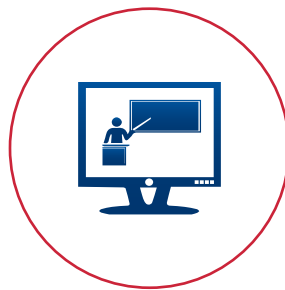
Training Types

There are three training types shown in this catalog. The symbols and definition for each are shown in the table below:



ILT

This symbol indicates Instructor-Led Training (ILT) that takes place in one of our training centers or remotely in a designated training area.



VILT

This symbol indicates a Virtual Instructor-Led Training (VILT) where an instructor leads the class via video conferencing.



eLearning

This symbol indicates a self-paced learning module that you would access via the JCI Learning Network or other electronic delivery method.

How to Register for Training

Registering for classes listed in this catalog is simple and easy. Just log on to the LMS <https://fdna.johnsoncontrolsinstitute.com> using your User ID and password, search for the class you want (listed later in [this catalog](#)) and register. Refer to the "How to Register" brochures available upon request by contacting us (refer to the Contact Us section of this catalog). If you need an account, please visit the training page on [Autocall.com](https://www.autocall.com) for the request form.



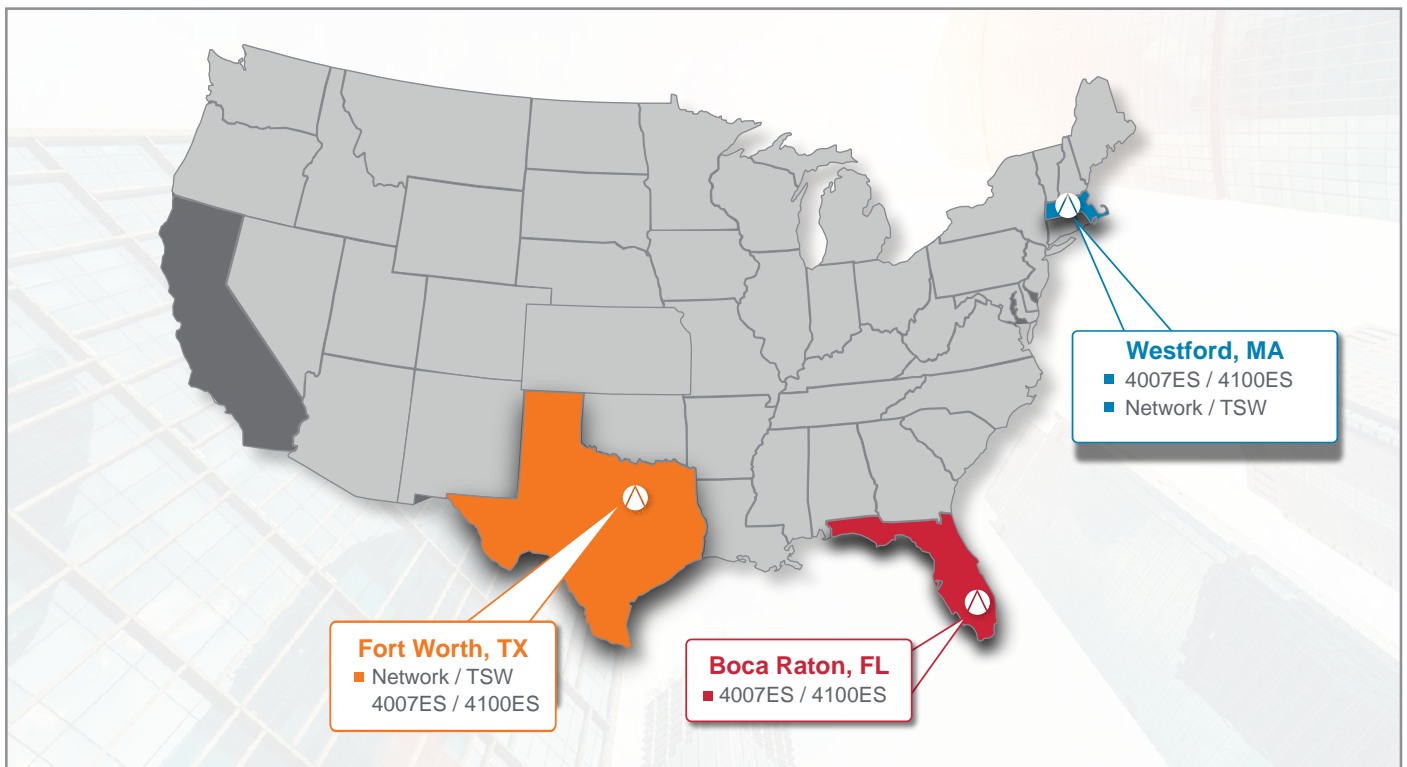
SECTION 1 INTRODUCTION



Training Classroom Locations

Instructor Led Training (ILT) for technicians may be conducted in our fully equipped training centers or remotely at your location. Our classrooms are designed so that each student is provided with their own workstation to execute the course tasks.

Our classrooms are located at the locations shown in the map below.



SECTION 1 INTRODUCTION



Contact Us

The Johnson Controls Institute for Fire Detection is your portal to finding the courses to meet your unique needs. Keep up to date with the latest training news and download videos and documents to find information on lodging and directions to our training centers. You can also contact our operations staff using the information below.

General Mailbox

Training Support:

autocallacademy@jci.com

Customer Training Administrator

PHONE: 978-577-4752



SECTION 2 TRAINING FOR TECHNICIANS



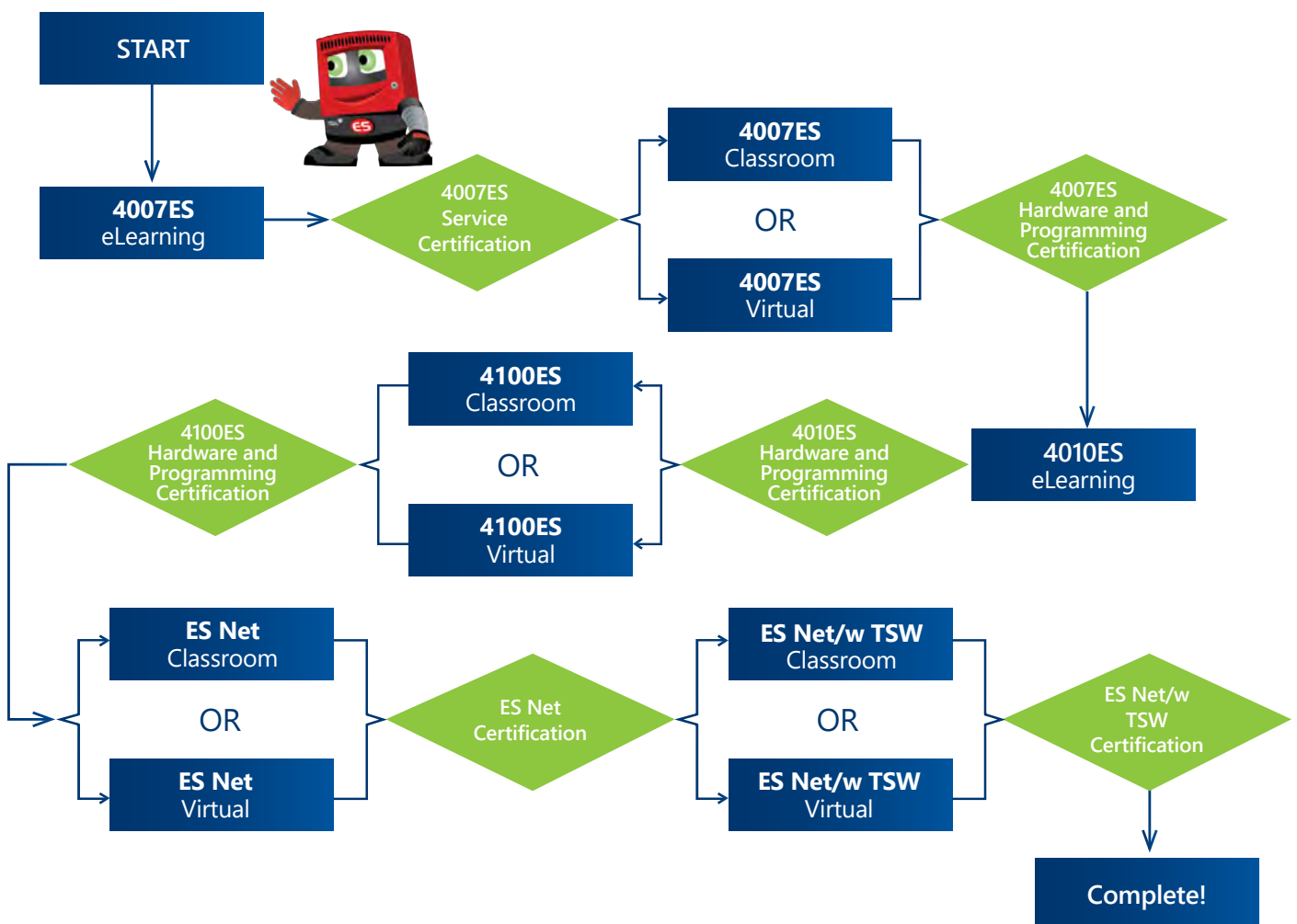
SECTION 2 TRAINING FOR TECHNICIANS



Technical Training Certification Path

The graphic below shows the learning path that leads to factory certifications for the ES Family of products. The path indicates training for the entire ES product line. Consult with your manager for information on the most appropriate certification level for your job.

ES Panels, ESNet, and TSW Certification Path



SECTION 2 TRAINING FOR TECHNICIANS



Courses for Technicians

This section describes each of the courses intended for the technician audience.



Autocall 4007ES Fire Alarm System – Service Course No. AC201

This course will enable you to differentiate between the hybrid and addressable version of the 4007ES fire alarm control panel. You will also be able to perform functions such as acknowledge alarms, silence piezos, manually override points and troubleshoot earth faults on a 4007ES panel.

Course Duration	Prerequisite
2 Hours CEU: 0.2	None



SECTION 2 TRAINING FOR TECHNICIANS



Autocall 4007ES Fire Alarm (AC206)

This course enables students to perform critical tasks required of Commissioning and Break-Fix Technicians while working on the 4007ES Fire Alarm Control Unit. Students will learn how to install, operate, and program a general alarm system, elevator control, SDACT and other common applications. They will use the 4007ES front panel interface and ES Programmer to perform several basic programming, reporting, diagnostic, and troubleshooting tasks. Other course modules focus on addressable initiating device circuits (IDNet), addressable notification appliance circuits (IDNAC), LCD Annunciators, and additional peripheral devices.

Course Duration	Prerequisite
4 Days CEU: 2.2	AC201



SECTION 2 TRAINING FOR TECHNICIANS



Autocall 4007ES Fire Alarm - Virtual (AC206V)

This virtually delivered course enables students to perform critical tasks required of Commissioning and Break-Fix Technicians while working on the 4007ES Fire Alarm Control Unit. Students will learn how to install, operate, and program a general alarm system, elevator control, SDACT and other common applications. They will use the 4007ES front panel interface and ES Programmer to perform several basic programming, reporting, diagnostic, and troubleshooting tasks. Other course modules focus on addressable initiating device circuits (IDNet), addressable notification appliance circuits (IDNAC), LCD Annunciators, and additional peripheral devices.

Course Duration	Prerequisite
4 Days CEU: 2.2	AC201



SECTION 2 TRAINING FOR TECHNICIANS



Autocall 4010ES Fire Alarm (AC207)

This self-paced course enables 4007ES certified technicians to continue learning critical tasks required of Commissioning and Break-Fix Technicians while working on the 4010ES Fire Alarm Control Unit. Students will learn how to install, operate, and program a general alarm system. They will learn how to use the 4010ES front panel interface and ES Programmer to perform several basic programming, reporting, diagnostic, and troubleshooting tasks. Other course modules focus on addressable initiating device circuits (IDNet), addressable notification appliance circuits (IDNAC), and additional peripheral devices.

Course Duration	Prerequisite
3 Hours CEU: 0.3	4007ES



SECTION 2 TRAINING FOR TECHNICIANS



Autocall 4100ES Fire Alarm System Course No. AC202

This course will enable you to perform critical tasks required of Commissioning and Break-Fix Technicians while working on Autocall 4100ES Fire Alarm Systems. You will learn how to install, configure, program, test and troubleshoot hardware and programming problems. You will also learn how to best use the productivity enhancing features designed in the 4100ES system, including TrueAlert ES / IDNAC addressable notification.

Course Duration	Prerequisite
5 Days CEU: 2.8	4010ES



SECTION 2 TRAINING FOR TECHNICIANS



Autocall 4100ES Fire Alarm System Course No. AC202V

This virtual course will enable you to perform critical tasks required of Commissioning and Break-Fix Technicians while working on Autocall 4100ES Fire Alarm Systems. You will learn how to install, configure, program, test and troubleshoot hardware and programming problems. You will also learn how to best use the productivity enhancing features designed in the 4100ES system, including TrueAlert ES / IDNAC addressable notification.

Course Duration	Prerequisite
5 Days CEU: 2.8	4007ES



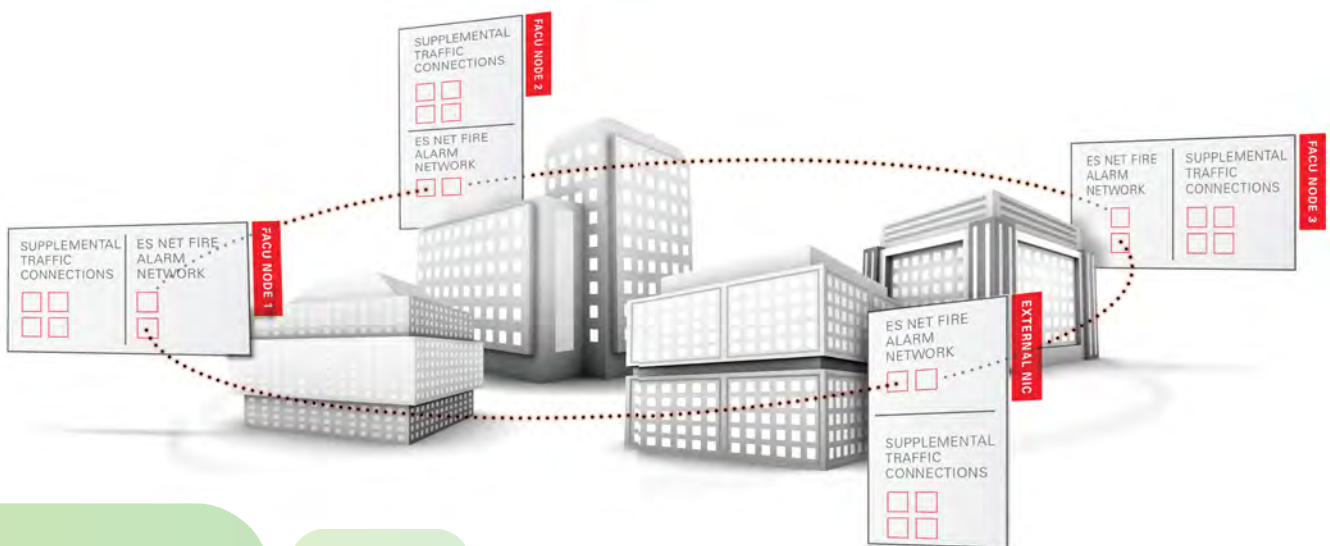
SECTION 2 TRAINING FOR TECHNICIANS



Autocall ES Net Fire Alarm Network Course No. AC050

This course enables the student to create, install, program, operate, and troubleshoot an Autocall ES Net Fire Alarm Network and Network Digital Audio. Providing hands-on opportunities to work with the ES Net, with an emphasis on the ES Net Diagnostic Tool software application. This ES Net includes: 4100ES with audio, 4007ES, Network Display Unit (NDU) and Network Voice Command Center (NVCC). The TrueSite Workstation is not covered in this course.

Course Duration	Prerequisite
3 Days, 4 Hours CEU: 2.2	AC202 OR AC202V



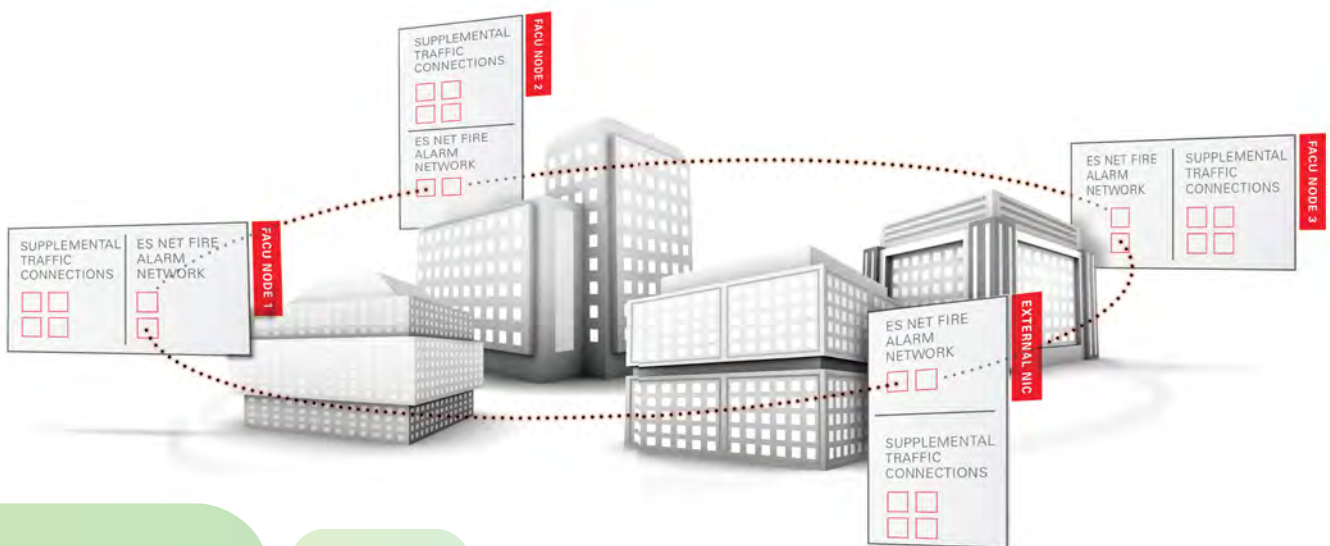
SECTION 2 TRAINING FOR TECHNICIANS



Autocall ES Net Fire Alarm Network Course No. AC050V

This virtual course enables the student to create, install, program, operate, and troubleshoot an Autocall ES Net Fire Alarm Network and Network Digital Audio. Providing hands-on opportunities to work with the ES Net, with an emphasis on the ES Net Diagnostic Tool software application. This ES Net includes: 4100ES with audio, 4007ES, Network Display Unit (NDU) and Network Voice Command Center (NVCC). The TrueSite Workstation is not covered in this course.

Course Duration	Prerequisite
3 Days, 4 Hours CEU: 2.2	AC202 OR AC202V



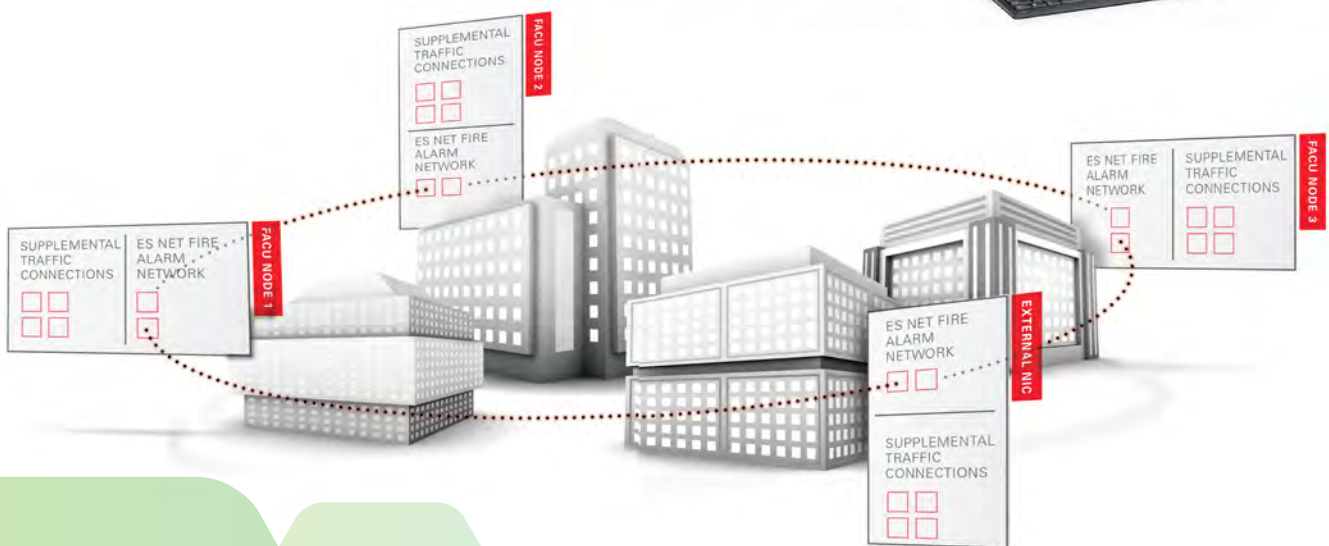
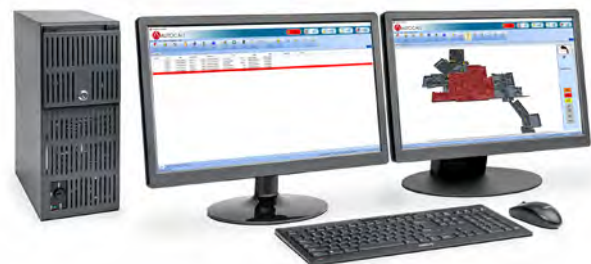
SECTION 2 TRAINING FOR TECHNICIANS



Autocall TrueSite Workstation on ES Net Fire Alarm Network Course No. AC051

This course enables the student to create a TrueSite Workstation (TSW), create and edit graphic screens, command buttons, travel buttons, action messages, and custom sounds with the TrueSite Workstation. Additionally, the students will create and link status icons to include color, shape changes, and learn the operation and programming required for the Remote Client feature. Additionally, the student will review the process required to upgrade a GCC or IMS to a TrueSite Workstation. Finally, the student will use the TSW File Transfer Utility to transfer configuration data between nodes and view network activity using the Network features of the ES Net.

Course Duration	Prerequisite
4 Days CEU: 2.2	AC050 OR AC050V



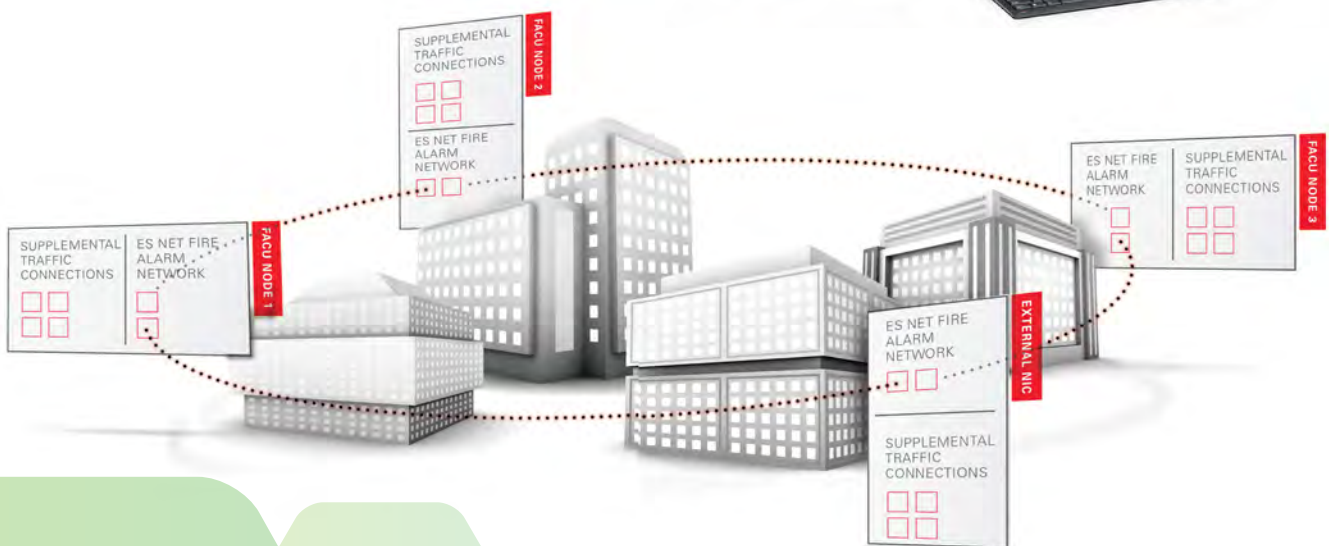
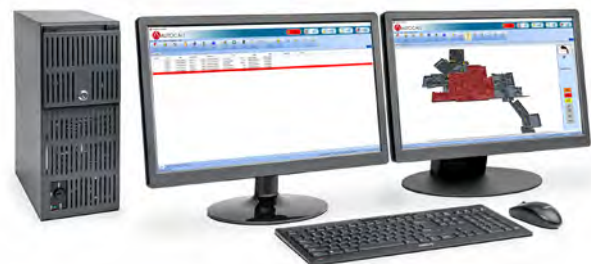
SECTION 2 TRAINING FOR TECHNICIANS



Autocall TrueSite Workstation on ES Net Fire Alarm Network Course No. AC051V

This virtual course enables the student to create a TrueSite Workstation (TSW), create and edit graphic screens, command buttons, travel buttons, action messages, and custom sounds with the TrueSite Workstation. Additionally, the students will create and link status icons to include color, shape changes, and learn the operation and programming required for the Remote Client feature. Additionally, the student will review the process required to upgrade a GCC or IMS to a TrueSite Workstation. Finally, the student will use the TSW File Transfer Utility to transfer configuration data between nodes and view network activity using the Network features of the ES Net.

Course Duration	Prerequisite
4 Days CEU: 2.2	AC050 OR AC050V



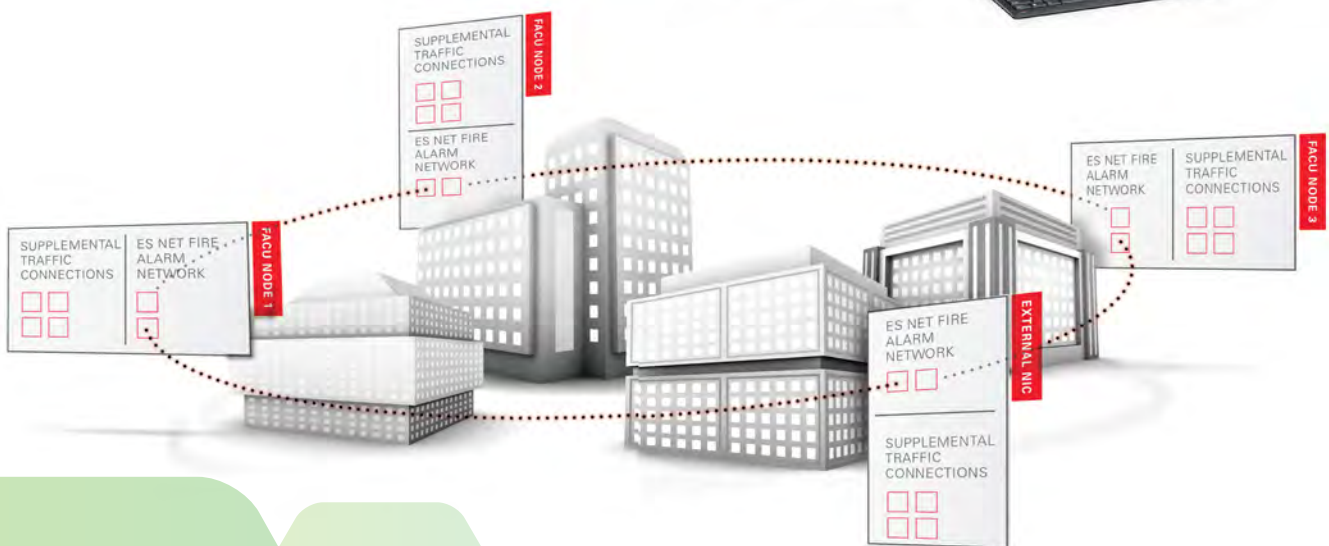
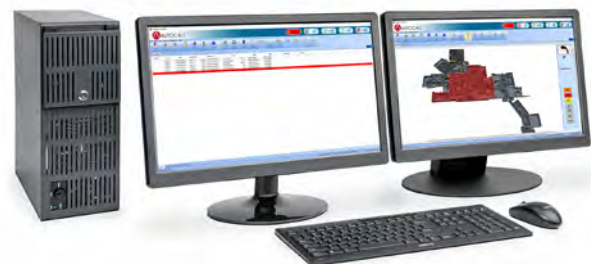
SECTION 2 TRAINING FOR TECHNICIANS



Autocall ES Net with TSW Differences Course No. AC172

This eLearning enables the network trained technician to perform service tasks on an Autocall ES Net with TSW Network. It enables you to configure manual evacuation, create a TSW Remote Client using Supplemental Traffic, operate a TSW Supervised Remote Client with Auto Connect with a Secondary Server, operate In-Control, configure and map pseudo points for In-Control, configure and program In-Control, and configure and troubleshoot Network Synchronization. It also provides Sales and Support personnel with ES Net/TSW information to support our customers.

Course Duration	Prerequisite
1 Hour CEU: NA	AC050 OR AC050V



SECTION 2 TRAINING FOR TECHNICIANS



TSW V6.03 Addendum Course No. AC060

This short verification module covers TrueSite Workstation Version 6.03 features and enhancements so that the previously network trained service technician is up to date on the latest product features and TSW certification.

Course Duration	Prerequisite
10 Mins	AC051 OR AC051V



SECTION 2 TRAINING FOR TECHNICIANS



Configuring & Servicing ES Net Network Synchronization Course No. AC056

This training enables the network trained technician to configure and service ES Net Network Synchronization. The student will learn how network synchronization operates, how to plan for Network Synchronization, as well as how to identify and troubleshoot Network Synchronization troubles.

Course Duration	Prerequisite
40 Mins	AC050 OR AC050V



SECTION 2 TRAINING FOR TECHNICIANS



TSW V6.02 Addendum Course No. AC059

This short verification module covers TSW Version 6.02 features and enhancements so that the previously network trained service technician is up to date on the latest product features and TSW certification.

Course Duration	Prerequisite
10 Mins	AC051 OR AC051V



SECTION 2 TRAINING FOR TECHNICIANS



TSW V6.02 Addendum with Remote Client Auto Connect Simulation Course No. AC058

This short verification module covers TSW Version 6.02 features and enhancements so that the previously network trained service technician is up to date on the latest product features and TSW certification. It also includes an interactive simulation on how to configure a TSW Supervised Remote Client for Auto Connect with a Secondary Server.

Course Duration	Prerequisite
30 Mins	AC051 OR AC051V



SECTION 2 TRAINING FOR TECHNICIANS



Overview of ES Product Line Course No. FD001

This course provides an overview of the ES line of Fire Alarm Control Units (FACU). You will learn how to identify the marketplace for the ES Fire Alarm Control Units and communicate the benefits of their technology.

Course Duration	Prerequisite
15 Mins. CEU: NA	None



SECTION 2 TRAINING FOR TECHNICIANS



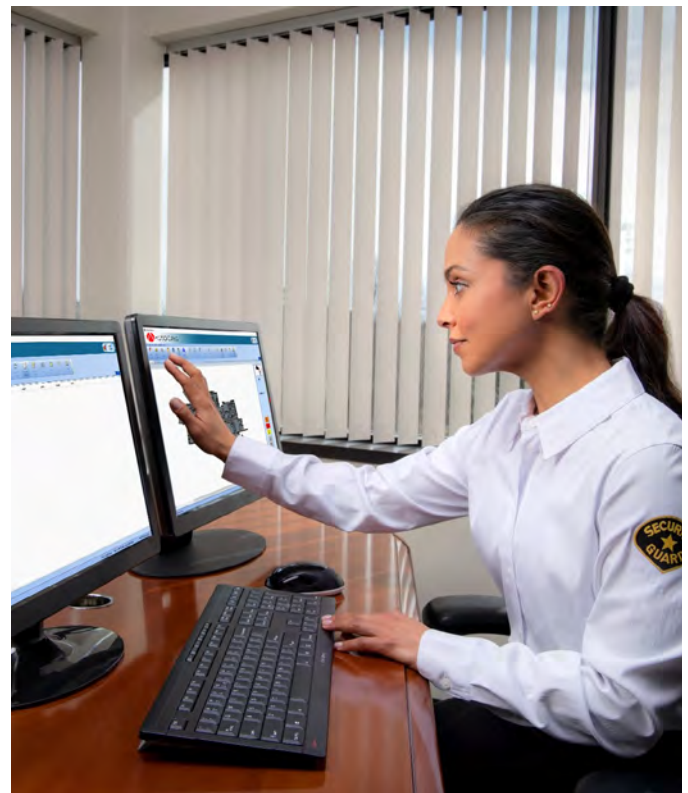
TrueSite Workstation Basic Operator Training Course No. FD004

In this interactive eLearning, students learn how to perform the basic operations of the TrueSite Workstation (TSW).

Topics covered include:

- General overview of TSW interface
- Key operator processes, including logging on and off, responding to alarm conditions, performing an Alarm Silence, and performing a System Reset
- TSW Historical Log, including opening a log and finding events within the log
- Performing Operator notations, including creating, viewing and appending operator notes

Course Duration	Prerequisite
1 Hour	None



SECTION 2 TRAINING FOR TECHNICIANS



4007ES Hardware Simulator Course No. FD003

This eLearning course contains an installation scenario for an 8-Point Zone/Relay Card in a 4007ES FACU. The learner will virtually install the card and required harnessing and then perform configuration tasks with the DIP Switches and Jumpers. After successfully completing these tasks, the learner is then presented with troubleshooting scenarios where they must interpret trouble messages and return the 4007ES to a normal state.

Course Duration	Prerequisite
30 Mins. CEU: NA	None



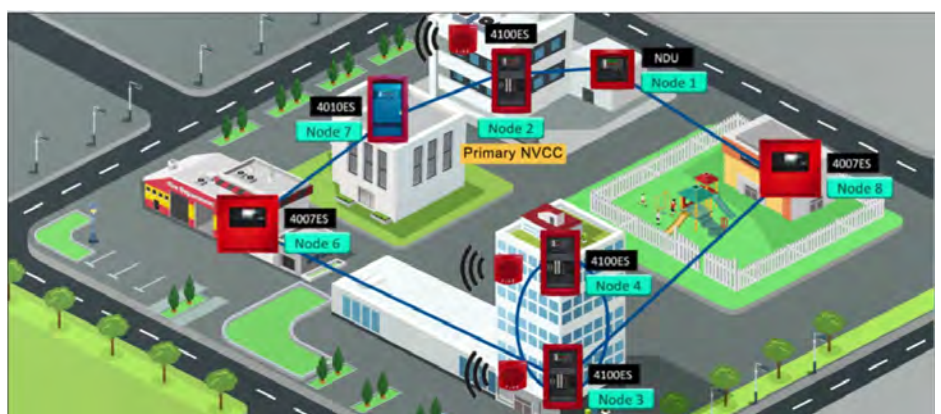
SECTION 2 TRAINING FOR TECHNICIANS



Digital Audio over ES Net Fire Alarm Network Course No. AC054

This training focuses specifically on how to install, configure, program and troubleshoot Digital Audio over an ES Net Network. This course is divided into six modules, including: Installing the ES Net Digital Audio Controller Card, Configuring the ES Net Digital Audio Controller, Configuring non-audio ES Panels and TSW, Programming ES Nodes in a High Rise, Programming ES Nodes in a Campus, and Diagnosing Audio System and Device Faults. For previously network trained technicians, you must complete the ES Net (AC050) instructor-led training prior to taking this course. For FA049 graduates, this course requires that you have completed ES Net Fire Alarm Network Technician (AC152) eLearning prior to taking this course.

Course Duration	Prerequisite
120 Mins	ES Net (AC050) ILT/VILT For FA049 graduates, ES Net Fire Alarm Network Technician (AC152) eLearning



SECTION 3 FUNDAMENTALS TRAINING



SECTION 3 FUNDAMENTALS TRAINING



Courses on Fire Alarm, Sprinkler, & Code Fundamentals

This section describes bundles of courses that are focused on providing the learner with knowledge and skills in the fire alarm industry.



Automatic Sprinkler Fundamentals

This self-paced online training series introduces students to the basic principles of the components, application, design, installation, testing, maintenance, and use of automatic sprinkler systems. The series covers the components of the four basic types of automatic sprinkler systems and describes how these components interrelate to form a fire control or fire suppression system that will achieve a facility's fire safety objectives for life safety, property protection, mission continuity, heritage preservation, and environmental protection. Complete all nine courses and earn .9 CEU.

These modules are included in the series:

- Automatic Sprinkler Inspection, Testing & Maintenance
- Introduction to Automatic Sprinklers and Sprinkler Heads
- Introduction to Clean Agents
- Planned Sprinkler System Impairments
- Fire Behavior- Introduction to Fire Suppression
- Authorities, Specifications and Codes & Standards
- Plan Reading and Symbols
- Sprinkler System Basics
- Occupancy and Commodity Classifications

Upon completion you should be able to:

- Outline the history of automatic sprinkler system development, explain how to prevent the main causes of automatic sprinkler system failure, and discuss the procedures for handling impairments.
- List and define the major components of a different types of sprinkler systems and understand how the components operate.

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
9 Hours CEU: 0.9	None



SECTION 3 FUNDAMENTALS TRAINING



Automatic Sprinkler Intermediate

This self-paced online training series introduces students to the basic principles of the components, application, design, installation, testing, maintenance, and use of automatic sprinkler systems. The series covers the components of the four basic types of automatic sprinkler systems and describes how these components interrelate to form a fire control or fire suppression system that will achieve a facility's fire safety objectives for life safety, property protection, mission continuity, heritage preservation, and environmental protection. Complete all eight courses and earn .8 CEU.

These modules are included in the series:

- Dry-Pipe Systems
- Hydraulic Calculations
- Special Sprinkler Systems
- Water Supply Requirements
- Piping Configurations
- Sprinkler Spacing and Positioning
- Hanging and Bracing
- Seismic Protection

Upon completion you should be able to:

- Define the inspection requirements of sprinkler valves for wet-pipe, dry-pipe, deluge and preaction systems, and other types of sprinkler systems and list how often to conduct a main drain test and other tests, depending on the type of sprinkler system.
- Understand the basic principles of designing a sprinkler system and the advantages and disadvantages of the most common piping configurations.

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
8 Hours CEU: 0.8	Automatic Sprinkler Fundamentals



SECTION 3 FUNDAMENTALS TRAINING



Electrical Installations in Hazardous Locations

This self-paced online training series covers the fundamentals of electrical installations in hazardous locations. Students who complete the series will be able to recognize areas that are likely to be classified and to select and apply wiring methods and electrical equipment in those areas. The series has been updated for the 2008 National Electrical Code. The EIHL Certificate Program serves professionals who need CEUs, want an efficient refresher, or need fundamental levels of guidance regarding hazardous locations. Complete all eight modules and earn .8 CEU.

These modules are included in the series:

- Classification Basics
- Identifying Materials & Equipment
- Protection Method Concepts
- Class I Applications
- Sealing in Class I Areas
- Zone Classification
- Class II Wiring Methods
- Class III Areas

Upon completion you should be able to:

- Explain the difference between area classifications, the protection methods, wiring methods and equipment used in each area, and the hazards associated with each classification.
- Explain the difference between explosionproof equipment and intrinsic energy methods and define key terms, including explosionproof, nonincendive and intrinsically safe, and explain the methods of creating dust-ignitionproof enclosures.
- Understand the hazards and concerns specific combustible fibers and flyings, the special hazards of metal dust and explain why stringent housekeeping requirements are important in Class III areas.
- Explain why stringent housekeeping requirements are important in Class III areas
- Know the methods of identifying appropriate electrical equipment for a given classified area based on the flammable or combustible materials that are present.

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
8 Hours CEU: 0.8	None



SECTION 3 FUNDAMENTALS TRAINING



Emergency Communications Systems

This self-paced online training series covers the basics of emergency communication systems. The series focuses on the introducing the learner to emergency communication systems, risk analysis concepts and emergency planning. Complete all four modules and qualify for .4 CEU.

These modules are included in the series:

- Introduction to Emergency Communications Systems
- Module 1: Introduction to Emergency Communications Systems Fire Alarm System Functions
- Module 2: Risk Analysis Concepts within Emergency Communication Systems Inspection, Testing, & Maintenance
- Module 3: Emergency Planning and the Role of Risk Analysis for ECS NEC Requirements

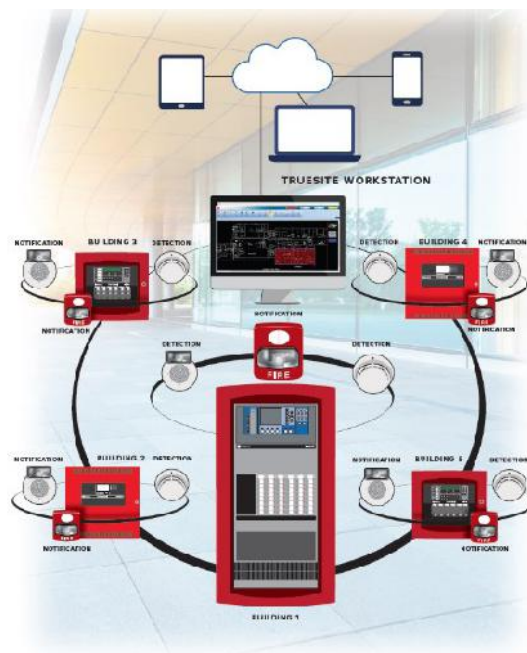
Upon completion you should be able to:

- Discuss the history of NFPA 72 relating to ECS.
- List the types of emergency communications systems
- Describe major components of the ECS
- Identify the role of and responsibilities of a risk analysis within emergency communications systems
- Describe the role of risk analysis in Emergency Planning

Who Will Benefit

Anyone whose job involves emergency planning, including: building owners, designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
4 Hours CEU: 0.4	None



SECTION 3 FUNDAMENTALS TRAINING



Fire Alarm Fundamentals

This self-paced online training series covers the basics of fire alarm systems. The series focuses on the wiring requirements, circuit design, power supplies, and detector appliances outlined in NFPA 72®: National Fire Alarm Code®. Complete all nine modules and qualify for .9 CEU.

These modules are included in the series:

- Basic Circuit Design
- Basic Signal and Circuit Means
- Fire Alarm System Functions
- Heat Detectors
- Inspection, Testing, & Maintenance
- Introduction to Initiating Devices
- NEC Requirements
- Power Supplies
- Smoke Detectors

Upon completion you should be able to:

- Distinguish between the different types of alarm system functions, components, and power supplies, and smoke detectors; and, identify the NEC® requirements for fire alarm systems.
- Explain how fire alarm system signals are transmitted, list the different types of signals and describe how the integrity of the signaling system and the fire alarm system as a whole is maintained.
- List and explain the devices used to initiate signals in a fire alarm system, including manual fire alarm boxes, smoke detectors, heat detectors, flame detectors, sprinkler waterflow detectors, switches indicating actuation of fire suppression systems, valve supervisory devices, pressure supervisory devices, and level supervisory devices.

Course Duration	Prerequisite
9 Hours CEU: 0.9	None



Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

SECTION 3 FUNDAMENTALS TRAINING



Fire Alarm Intermediate

This self-paced online training series covers specialized fire detectors, notification appliances, signal transmission, and the various fire alarm systems as outlined in NFPA 72®, the National Fire Alarm Code®. Continue your fire alarm education with this series. Complete all eight modules and qualify for .8 CEU.

These modules are included in the series:

- Introduction to Specialized Fire Detectors
- Notification Appliances
- Supervisory Initiating Devices
- EVACS Applications
- Signal Transmission
- Auxiliary Fire Alarm Systems
- Central Station Fire Alarm Systems
- Proprietary Station Fire Alarm Systems

Upon completion you should be able to:

- Describe the role of specialized fire detectors in fire protection systems, the applications and requirements for different appliances, and the principles that underlie their operation.
- Explain the requirements for monitoring critical processes, electric fire pumps, engine driven fire pumps, dry pipe sprinkler valves and systems, pre-action sprinkler valves and systems, building temperature, water storage tanks used for fire protection, special fire suppression systems.
- Describe an EVACS, explain when an EVACS is required, and outline the elements that might be included in an EVACS system.
- Explain how various fire alarm signal transmission methods work, including McCulloh system, active multiplex, directly connected, digital alarm communications system, two-way RF multiplex systems, one-way private radio, directly connected non-coded systems, and private microwave radio systems.

Course Duration	Prerequisite
8 Hours CEU: 0.8	Fire Alarm Fundamentals



Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

SECTION 3 FUNDAMENTALS TRAINING



Fire Alarm Codes, Testing, Inspection & Maintenance

This self-paced online training series covers the other codes that affect fire alarm systems, the authorities that affect fire alarm systems, fire alarm plans and code requirements and the inspection, testing, and maintenance of fire alarm systems once they are deployed. Complete all six modules and qualify for .6 CEU..

These modules are included in the series:

- Authorities and Requirements
- Fire Alarm Plan and Code Requirements
- Remote Station and Protected Premises Fire Alarm Systems
- Commissioning Fire Alarm Systems
- Fire Alarm System Testing
- Fire Alarm Inspection and Maintenance

Upon completion you should be able to:

- Understand building codes, explain the purpose of the model building code and describe jurisdictional requirements.
- Define key terms, including building fire alarm system, dedicated function fire alarm system, releasing fire alarm system, initiating device circuit, signaling line circuit, notification appliance circuit, and dedicated leased line.
- List the items required for a proper fire alarm system commissioning process and explain why a thorough inspection of the system is required prior to any testing and when a fire alarm system is considered commissioned and define the owner's responsibility for fire alarm systems.

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
6 Hours CEU: 0.6	None



SECTION 3 FUNDAMENTALS TRAINING



Fire Pumps

This self-paced online training series covers the fundamentals of fire pumps, including requirements for fire pump acceptance, inspection, testing, and maintenance. Successfully complete this series and earn .3 CEU.

These modules are included in the series:

- Introduction to Fire Pumps
- Periodic Fire Pump Inspection, Testing, & Maintenance
- Fire Pump Acceptance

Upon completion you should be able to:

- Explain the categories of fire pumps, the differences in water supplies, and pump capacities and components; and, define the key components of fire pumps and the types fire pump of controllers.
- List the periodic inspection, testing and maintenance requirements and explain how the responsibility and qualifications for each of these is established, including the requirements for record keeping and report generation found in NFPA 25.
- Define the requirements for fire pump acceptance testing and list the equipment needed in this process, the test points that should be measured, and the requirements for commissioning the system.

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
3 Hours CEU: 0.3	None



SECTION 3 FUNDAMENTALS TRAINING



Firestopping

This self-paced online training series covers the essentials of firestopping, including the applicable codes and criteria, firestopping materials, system selection, installation, and firestopping inspection. Complete all five modules to qualify for .5 CEU.

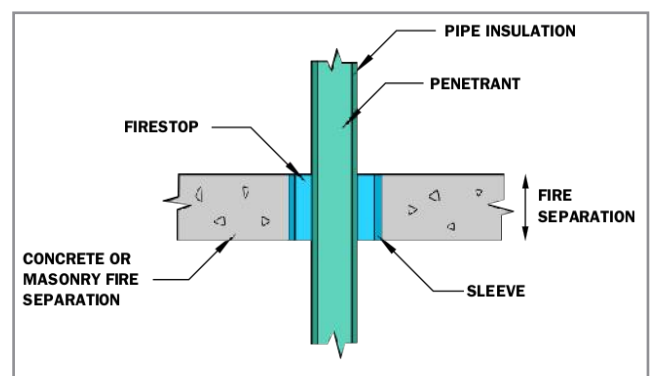
Course Duration	Prerequisite
5 Hours CEU: 0.5	None

These modules are included in the series:

- Module 1 - Introduction to Firestopping and Applicable Codes
- Module 2 - Firestopping Products and Materials
- Module 3 - Firestop System Selection
- Module 4 - Firestop Installation Methods and Instructions
- Module 5 - Firestopping Inspections and Safety Considerations

Upon completion you should be able to:

- Identify the purpose of fire barriers and firestopping, distinguish between active and passive fire protection, and explain the fundamental code requirements related to firestopping.
- Describe standard tests that apply to firestopping products, the ratings applied to products and how firestop systems are classified in the UL Fire Resistance Directory
- Explain how to install the components of a firestop system, including caulks and sealants, collars, pillows, putty and other products.
- Perform inspections of firestopping installations during construction and upgrade projects, and perform periodic inspections of the fire barriers and firestopping during the life of a building.



Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

SECTION 3 FUNDAMENTALS TRAINING



NEC Basic Concepts

This self-paced online training series covers the basics of electrical systems. The series focuses on understanding wiring requirements for conductors, overcurrent devices, and circuits outlined in NFPA 70: National Electrical Code. Complete all nine modules and qualify for .9 CEU.

These modules are included in the series:

- Introduction to the NEC
- General Requirements in the NEC
- Circuit and Conductor Types
- Load Calculations
- Wiring Methods and Devices
- Required Outlets
- Conductor Selection and Application
- Overcurrent Protection for Conductors and Equipment
- Grounding and Bonding

Upon completion you should be able to:

- Understand the organization and structure of the Code, and the general requirements of an electrical system.
- Explain how the load of a system is calculated and how conductors are selected.
- List and explain the devices used for means of overcurrent protection and where they must be placed in a system.

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing electrical systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
9 Hours CEU: 0.9	None



SECTION 3 FUNDAMENTALS TRAINING



NEC Low Voltage Circuits

This self-paced online training series examines low voltage circuits as well as outlines Chapter 7 and 8 in NFPA 70: National Electrical Code. Complete all three courses and earn .3 CEU.

These modules are included in the series:

- Remote Control & Signaling
- Special Conditions in the NEC Chapter 7
- Optical Fiber & Communications

Upon completion you should be able to:

- Distinguish between Articles 700, 701 and 702 that address testing and maintenance, capacity requirements, transfer equipment, signals, signs, circuit wiring, sources of power and selective coordination.
- Article 700 (Emergency Systems) deals with power requirements that directly affect life safety issues.
- Article 701 (Legally Required Standby Systems) addresses power requirements that could affect safety, typically by affecting rescue or firefighting operations, and are deemed necessary by the AHJ.
- Article 702 (Optional Standby Systems) covers systems that are not addressed by Articles 700 or 701.
- Explain similarities and differences between Articles 725 and 760.
- Identify Article 725 that covers the use, listing and marking of cables for remote control and signaling systems.
- Article 760 addresses fire alarm circuits, which work similarly to remote control and signaling circuits and perform similar functions. They can be either power-limited or non-power-limited.
- Explain similarities and differences between Article 770 and Chapter 8 and how these two articles compare with Articles 725 and 760

Course Duration	Prerequisite
3 Hours CEU: 0.3	None



Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing electrical systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

SECTION 3 FUNDAMENTALS TRAINING



NEC Special Topics

This self-paced online training series covers Special Topics of electrical systems and the requirements outlined in NFPA 70: National Electrical Code. The series includes five course modules. Successfully complete this series and earn .5 CEU.

These modules are included in the series:

- Specific Equipment Part I
- Specific Equipment Part II
- Specific Equipment Part III
- Special Occupancies
- Special Equipment

Upon completion you should be able to:

- Describe the most common uses of flexible cords and cables, including permitted and non-permitted uses and modifications to prohibited uses.
- Explain requirements for receptacles, cord connectors and attachment plugs, including grounding, replacements, receptacle mounting, damp and wet locations and tamper resistance.
- Be familiar with the NEC classification system, including:
 - Knowing what hazardous material is included in each Class designation
 - Knowing what Division and Zone classifications are based on
 - Identifying how electrical designers and installers use classifications
- Explain where to find requirements for electric vehicle charging systems and electrified truck parking spaces (Articles 625 and 626).

Course Duration	Prerequisite
5 Hours CEU: 0.5	None



Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing electrical systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

SECTION 3 FUNDAMENTALS TRAINING



NFPA 70E 2018

This self-paced online training course introduces many safety-related work practices and procedures in NFPA 70E. The module discusses the purpose and scope of the standard, which is designed to minimize the risk of employee injuries from electrical dangers and establish a safer workplace for employees who work on or near exposed live parts. It provides an overview of elements of an electrical training program as well as the types of equipment used in establishing an overall electrical safety program.

At the conclusion of this course, learners will be able to:

- Describe the electrical hazards in the workplace, including electric shock, arc flash, arc blast
- Explain the requirements for maintaining electrical safety in the workplace, including personal protective equipment (PPE); approach boundaries; flash protection boundary; and working “on” or “near” live parts
- Explain training requirements for single-employer sites and multi-employer sites, and for qualified and unqualified persons
- Describe the elements of an electrical safety program, including program principles, controls and procedures; hazard/risk evaluation; and job briefing
- Describe the proper use of test instruments and equipment, portable electric equipment, and overcurrent protection

Audience

Anyone concerned with electrical safety including: electrical engineers, safety managers, electricians, electrical contractors, plant managers, facility maintenance personnel, electrical inspectors, risk managers, and project managers.

Course Duration	Prerequisite
5 Hours CEU: 0.5	None



IACET CEU Award

This course will take approximately five hours to complete, including taking the Quiz following the course. A passing score of 80% must be earned on the Quiz in order to qualify for IACET CEUs. The IACET CEU value of the course is .5 (5/10th) IACET CEU, which is equal to five contact hours.

SECTION 3 FUNDAMENTALS TRAINING



Smoke Control

This self-paced online training series covers the basics of smoke control systems. The series includes four course modules. Successfully complete this series and earn .4 CEU.

These modules are included in the series:

- Nature of Smoke
- Module 1: Pressurization Smoke Control Systems
- Module 2: Smoke Control Systems for Large Volume Spaces
- Module 3: Commissioning Smoke Control Systems

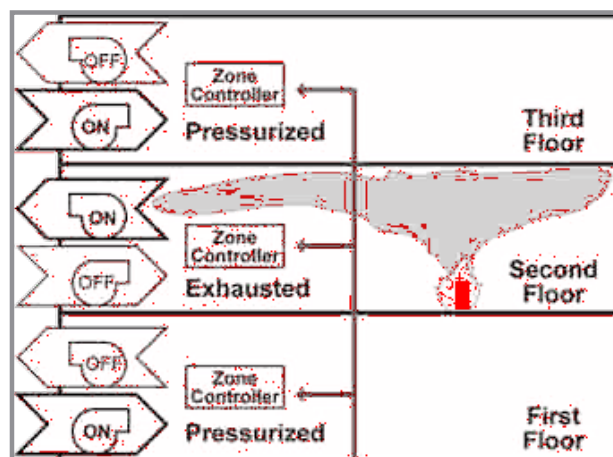
Upon completion you should be able to:

- Identify the basic principles of smoke movement within buildings, recognize common methods of active and passive smoke control, and the code requirements for smoke control systems.
- Discuss design configurations for smoke control systems, the available design tools and the factors that affect design configurations.
- Identify the difference between smoke control commissioning and periodic testing and recognize key terms used in smoke control testing references and standards.

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
4 Hours CEU: 0.4	None



SECTION 3 FUNDAMENTALS TRAINING



Warehouse Fire Safety

This self-paced online training series covers the fire safety precautions surrounding the storage of goods, the major cause of warehouse fires, and how you can reduce these risks. The course discusses how your facility can use proper storage techniques for roll paper, hanging garments, carpet, and cold storage. You will learn about fire safety issues for refueling, industrial vehicles, and their maintenance. Complete all four modules and qualify for .4 CEU.

These modules are included in the series:

- Warehouse Fire Safety - Fire Problems
- Overview of Hazardous Commodities
- Special Hazardous Commodities
- Warehouse Fire Safety - Industrial Trucks

Upon completion you should be able to:

- Describe the unique and common fire problems involved with the storage of goods, the major causes of fires in warehouses, discuss the actions to reduce these fires and the paramount role of life safety.
- Explain the basics of flammable liquids, plastics and aerosols and discuss proper storage techniques, safety precautions, and official NFPA guidelines for hazardous commodities.
- Discuss the special hazards associated with roll paper, hanging garments, carpet and cold storage.
- Understand how forklifts and other powered industrial trucks can be sources of warehouse fires.

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
4 Hours CEU: 0.4	None



SECTION 3 FUNDAMENTALS TRAINING



Fire Extinguishers at Work

This self-paced online training course covers workplace fire extinguishers, including the A, B, C and D types of fire extinguishing agents.

Upon completion you should be able to:

- Understand the different classes of fires
- List and understand the different types of extinguishing agents
- Operate all basic types of extinguishers and the technique for safe use

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
1 Hours CEU: 0.1	None



SECTION 3 FUNDAMENTALS TRAINING



Introduction to Combustible Dust Hazards

This self-paced online training course introduces how dust deflagrations occur and how to manage the potential risk of dust explosions and deflagrations.

Upon completion you should be able to:

- Identify the conditions for a deflagration to occur
- Explain the fundamentals of combustible dust
- Identify the hazards that may be present
- List the appropriate housekeeping methods
- Describe how combustible dust hazards can be managed

This course was produced by JENSEN HUGHES subject matter experts. It is presented for the purposes of cross-training and continuing education. At the conclusion of this course, you will be asked to take a short quiz.

Course Duration	Prerequisite
1 Hours CEU: 0.1	None



SECTION 3 FUNDAMENTALS TRAINING



Introduction to Mass Notification Systems

This self-paced online training course covers basic information regarding the use and application of Mass Notification Systems (MNS). Emergency Communication Systems (ECS) are designed to provide communication capability in the event of any type of an emergency.

Course Duration	Prerequisite
1 Hours CEU: 0.1	None

Students will learn to:

- Identify MNS as one aspect of Emergency Communication Systems (ECS)
- Explain the purpose of MNS
- Explain when MNS may be utilized
- Describe the tiers of MNS technical solutions
- Identify the most commonly used tiers of MNS technical solutions
- Describe the challenges associated with MNS
- Identify the general design criteria for MNS



SECTION 3 FUNDAMENTALS TRAINING



Introduction to Structural Fire Protection

This course introduces passive fire resistance features in building design, the key elements in structural fire protection.

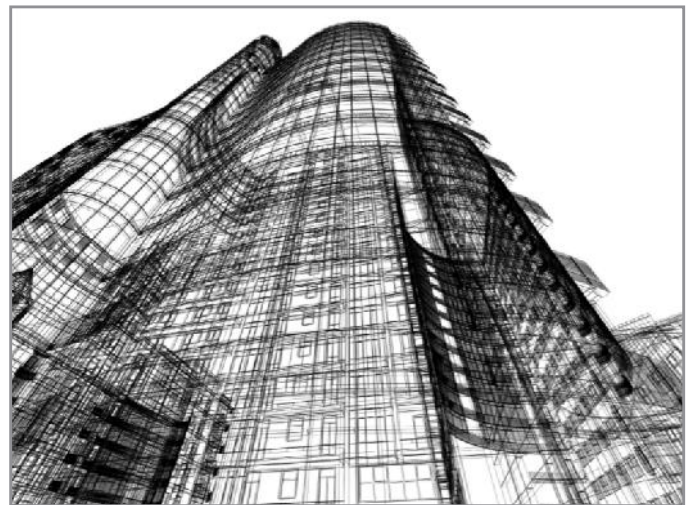
Upon completion you should be able to:

- Explain the difference between active and passive fire protective systems
- Identify the major fire resistive materials standards
- Identify the major fire resistive design standards

Who Will Benefit

Anyone whose job involves designing, reviewing, evaluating or installing fire protection systems, including: designers, installers, engineers, electrical contractors, technicians, project managers, fire marshals, and architects.

Course Duration	Prerequisite
1 Hours CEU: 0.1	None



SECTION 4 SALES TRAINING



SECTION 4 SALES TRAINING



Product Related Courses for Sales Reps & Designers

This section describes each of the product courses intended for the Sales & Design audience.



Autocall ES Fire Alarm Sales and Applications Fundamentals – Virtual: 4007ES/4010ES Course No. AC440

This course teaches the fundamentals of the Autocall ES Fire Alarm technology and products. It is designed for dealers who sell the 4007ES and 4010ES fire alarm control units (FACUs). The course format is a live instructor led virtual classroom, with multiple sessions held over several days. Students work collaboratively with their classmates, as well as complete assignments independently between sessions.

Students can expect to learn:

- The features, functions and benefits of the 4007ES and 4010ES FACUs and how to translate those into customer value
- Autocall TrueAlarm and other initiation and notification products, including the patented Addressable TrueAlert technology, featuring Self-Test capability
- The Configuration, Pricing, and Quote application, Selection Navigator, while applying Autocall ES products to real-life customer application

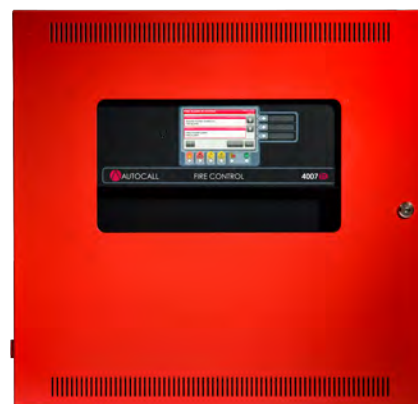
At the end of this course, students should be able to:

- Communicate customer value through features, functions and benefits of the Autocall ES family of technology and products
- Demonstrate competency using JCI Configuration, Pricing, and Quote applications
- Configure a basic 4007ES and 4010ES FACU based on a sample project specification

Note:

This course is an alternative to Autocall ES Fire Product Sales Applications (AC444) course. However, 4100ES, audio, and networking concepts are NOT covered in this course.

Course Duration	Prerequisite
15 Hours CEU: 1.4	None



SECTION 4 SALES TRAINING



Autocall ES Fire Alarm Sales and Applications Fundamentals – Virtual: 4007ES/4010ES/4100ES Course No. AC441

This virtual course teaches the fundamentals of the Autocall ES Fire Alarm technology and products. It is designed for dealers who sell the 4007ES and 4010ES fire alarm control units (FACUs). The course format is a live instructor led virtual classroom, with multiple sessions held over several days. Students work collaboratively with their classmates, as well as complete assignments independently between sessions.

Course Duration	Prerequisite
20 Hours CEU: 1.8	NA

Students can expect to learn:

- The features, functions and benefits of the 4007ES, 4010ES and 4100ES FACUs and how to translate those into customer value
- Autocall TrueAlarm and other initiation and notification products, including the patented Addressable TrueAlert technology, featuring Self-Test capability
- The Configuration, Pricing, and Quote application, Selection Navigator, while applying Autocall ES products to real-life customer application

At the end of this course, students should be able to:

- Communicate customer value through features, functions and benefits of the Autocall ES family of technology and products
- Demonstrate competency using JCI Configuration, Pricing, and Quote applications
- Configure a basic 4007ES, 4010ES, and 4100ES FACU based on a sample project specification

Note:

This course is an alternative to Autocall ES Fire Product Sales Applications (AC444) course. However, audio, and networking concepts are NOT covered in this course.



SECTION 4 SALES TRAINING



Autocall ES Fire Product Sales Applications Course No. AC444

This two-day tailored sales application course enables students to configure Autocall 4007ES, 4010ES, and 4100ES fire alarm systems. Using application scenarios, they learn about and use sales and quotation tools such as Selection Navigator, FASTool, and Smart Panel to configure several variations of Autocall Fire Detection systems. The actual content covered in class is tailored dependent on the selections made prior to training, in conjunction with the Autocall sales representative and the customers review of the full content on Autocall.com. In the absence of a tailored agenda, a base foundation course covers 4007ES, 4100ES in a stand-alone configuration, addressable notification, and the sales tools Selection Navigator, FASTool, and Smart Panel.

Course Duration	Prerequisite
12 Hours CEU: 1.2	NA



SECTION 4 SALES TRAINING



Autocall ES Advanced Fire Alarm Sales and Applications – Virtual: Audio Systems Course No. AC455

This course teaches the fundamentals of audio systems using the Autocall ES Fire Alarm technology and products. You will learn the features, functions, and benefits of Autocall audio systems and how to translate those into customer value. This course focuses on integrated audio systems using the 4100ES, with a brief discussion of using the 4003EC to add audio to the 4007ES and 4010ES. You will learn and use the most recent Configuration, Pricing and Quote application (Selection Navigator) while applying Autocall ES audio products to a real-life customer application.

The course format is a live instructor led virtual classroom. Students will work collaboratively with their classmates, as well as complete assignments independently.

At the end of this course, students should be able to:

- Communicate customer value through features, functions, and benefits of the Autocall audio systems
- Demonstrate competency using Autocall Sales Tools, including Selection Navigator, to configure audio systems
- Configure a 4100ES FACU with audio based on a sample project specification

Note:

This course (in addition to the virtual courses listed below) when taken together are an alternative to Autocall ES Fire Product Sales Applications (AC444) course:

- Autocall ES Fire Alarm Sales and Applications Fundamentals – Virtual 4007ES/4010ES/4100ES (AC441)
- Autocall ES Advanced Fire Alarm Sales and Applications – Virtual: Fire Alarm Networking (AC456).

Course Duration	Prerequisite
5 Hours CEU: 0.5	AC441



SECTION 4 SALES TRAINING



Autocall ES Advanced Fire Alarm Sales and Applications – Virtual: Audio Systems Course No. AC456

This course teaches the fundamentals of networking the Autocall ES panels (4100ES, 4010ES, and 4007ES) using ES Net technology and the TrueSite Workstation (TSW). You will learn the features, functions, and benefits of Autocall networking technology and how to translate those into customer value. You will learn and use the most recent Configuration, Pricing and Quote application (Selection Navigator) while applying Autocall ES networking technology to a real-life customer application.

The course format is a live instructor led virtual classroom. Students will work collaboratively with their classmates, as well as complete assignments independently.

At the end of this course, students should be able to:

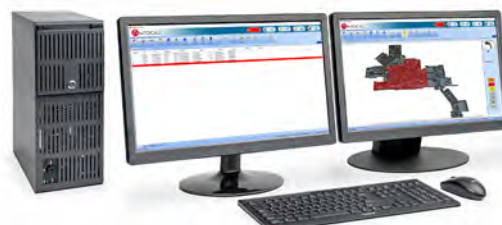
- Communicate customer value through features, functions and benefits of the Autocall ES Net and TSW
- Demonstrate competency using Autocall Sales Tools, including Selection Navigator, to configure a fire alarm network
- Configure a fire alarm network using ES Net, 4100ES, 4010ES, 4007ES, and the TSW based on a sample project specification

Note:

This course (in addition to the virtual courses listed below) when taken together are an alternative to Autocall ES Fire Product Sales Applications (AC444) course:

- Autocall ES Fire Alarm Sales and Applications Fundamentals – Virtual 4007ES/4010ES/4100ES (AC441)
- Autocall ES Advanced Fire Alarm Sales and Applications – Virtual: Audio Systems (AC455).

Course Duration	Prerequisite
5 Hours CEU: 0.5	AC455



SECTION 4 SALES TRAINING



Skills Courses for Sales Reps & Project Management

This section describes each of the skill building courses intended for the Sales and Project Manager audience.



7 Habits of Highly Effective People 2-Day Signature Session w/360 reviews (JCT-10010-EN)

Renowned as the world's premier personal leadership development offering, the new 7 Habits of Highly Effective People Signature Edition 4.0 aligns timeless principles of effectiveness with modern technology and practices. No matter how competent a person is they will not have sustained and lasting success, unless they are able to effectively lead themselves, influence, engage and collaborate with others and continuously improve and renew their capabilities. These elements are at the heart of personal, team and organizational effectiveness. The 7 Habits of Highly Effective People® Signature Edition 4.0 is the proven personal leadership operating system.

The 7 Habits of Highly Effective People Signature Edition 4.0 helps participants not only learn, but use processes and tools to live and apply the 7 Habits. Habits are powerful forces in our lives. They determine our level of effectiveness or ineffectiveness. The purpose of The 7 Habits of Highly Effective People is to help you lead your life in a truly effective way. They represent a proven process of personal and interpersonal growth that can have an immediate and lasting impact.

As relevant today as when Stephen R. Covey first wrote them, The 7 Habits of Highly Effective People is based on principles of effectiveness that endure.

- Module 1: Virtual Class Link
- Module 2: Official Participant Guide
- Module 3: 7 Habits Rock Tool
- Module 4: 7 Habits Session Cards
- Module 5: 7 Habits Skills Cards
- Module 6: 7x7 Contract
- Module 7: 7 Habits Assessment (Test)

Course Duration	Prerequisite
2 Days	NA



SECTION 4 SALES TRAINING



The 7 Habits for Managers 2-Day - Virtual

Develops essential mindsets, skillsets, and toolsets to get work done with and through others. Most valuable when needing to build the leadership pipeline at the frontline-leader level.

2-Days VILT Course Includes the following:

- Module 1: Virtual Class Link (TBD)
- Module 2: Pre-Work Managers Essentials Book & Manager Warmup
- Module 3: Official Participant Guide
- Module 4: Work Compass
- Module 5: 5 Minute Planners: Project; Presentation; Meeting
- Module 6: Third Alternative Finder
- Module 7: Win Win Performance Agreement
- Module 8: Hidden Resource Finder
- Module 9: Whole Person Questions
- Module 10: 7 Habits Commitments (Test)

Course Duration	Prerequisite
2 Days	NA



SECTION 4 SALES TRAINING



6 Critical Practices for Leading a Team (1-Day)

Equips first-level leaders with the essential skills and tools to get work done with, and through, other people. Successfully transition new first -level leaders from individual contributors to leaders of others.

- 1-Day Course VILT
- Virtual Class Link (TBD)

Course Materials:

- Participant Guide
 - Prep Tool for Manager
 - Prep Tool for Team Member
- Delegation Planner Tool
- Leading Change Planner
- Practice Cards
- The 5-Energy Drivers Assessment Tool

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Speed of Trust Foundations

Speed of Trust Foundations of self and relationship trust. Most useful for organizations that seek to improve open communication, creativity, and engagement.

1-Day VILT Course includes the following:

- Module 1: Virtual Class Link (TBD)
- Module 2: Prework

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Project Management Essentials for the Unofficial Project Manager

Helps today's knowledge workers learn how to master information authority with projects. Most valuable in organizations that need to improve effectiveness of everyday, cross-functional project work.

1-Day VILT Course that includes the following:

- Module 1: Virtual Class Link (TBD)
- Module 2: Official Participant Guide & Benchmark Assessment
- Module 3: Quickstart Commitment
- Module 4: Project Scheduler
- Module 5: Cards
- Module 6: Risk Assessment & Plan
- Module 7: Project Scope Stmtnt
- Module 8: Conversation Planner & Communication Plan
- Module 9: Key Stakeholder Interview

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Unconscious Bias: Understanding Bias to Unleash Potential

Recognize the impact of bias on behaviors, decisions, and performance. Explore bias and create ways to face bias with courage, ensuring everyone is respected, included, and valued.

1-Day VILT Course includes the following:

- Module 1: Virtual Class Link (TBD)
- Module 2: Official Participant Guide
- Module 3: Practice Cards
- Module 4: Scenario Cards
- Module 5: Empathy-Curiosity Cards

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Time Management Essentials: Powered by The 5 Choices

Time Management Essentials: Powered by The 5 Choices to Extraordinary Productivity measurably increases the productivity of individuals, teams, and organizations.

You will learn to:

- Filter the vitally important priorities from distractions.
- Redefine your roles in terms of extraordinary results to achieve high-priority goals.
- Stop “living in your inbox” and start prioritizing tasks, messages, contacts, and appointments.

1-Day VILT Course includes the following:

- Module 1: Virtual Class Link (TBD)
- Module 2: Official Participant Guide
- Module 3: Tool Kit
- Module 4: Roles & Goals Worksheet

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Building Business Acumen

Core competencies of Building Business Acumen employees will learn:

Five Essential Elements of Business:

- How cash is generated and why it's critical.
- Understand margin and being profitable.
- Velocity and the process through which you can turn inventory or capital.
- Understand what creates growth and why.
- The reasons customers buy from some businesses and not from others.

Strategic Thinking

- Learn how the price /earnings ratio is calculated and used.
- Link initiatives to the five essential elements of business.

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Leading Customer Loyalty

Helps leaders increase employee engagement and provides tools and processes to continuously improve customer experiences. Most valuable for organizations that seek to create a culture of loyalty with employees and customers.

- 1-Day Course VILT
- Virtual Class Link (TBD)

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Multipliers: How the Best Leaders Ignite Everyone's Intelligence

Helps leaders harness all the energy and capability of their teams. Enables leaders to prompt deep learning and growth in others and achieve better results together.

- 1-Day Course VILT
- Virtual Class Link (TBD)

Course Materials:

- Participant Guide
- Experiment Cards

Bonus Materials:

- 40 Backpocket Questions Booklet
- 5 Ways to Connect

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Presentation Advantage

Helps people communicate effectively, whether with one or one hundred people. Most useful for people and organizations that seek to better inform, influence, and persuade others in today's knowledge-based world, live or virtually.

- 1-Day Course VILT
- Virtual Class Link (TBD)

Course Materials:

- Participant Guide
- Skill Cards
- Planner Tool
- Peer Assessment Form

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Writing Advantage

Helps people express ideas and critical messages clearly and concisely. Most valuable for organizations that want consistently high standards of written communication for greater actions and results.

Course Duration	Prerequisite
7 Hours	NA



SECTION 4 SALES TRAINING



Financial Intelligence: Understanding Cash Flow

You should think of cash flow as the lifeblood of your business, and you must keep that blood circulating at all times in order avoid failure. Learn how to understand the important elements of healthy cash flow.

- 1-Day Course VILT
- Virtual Class Link (TBD)

Course Duration	Prerequisite
7 Hours	NA



SECTION 4 SALES TRAINING

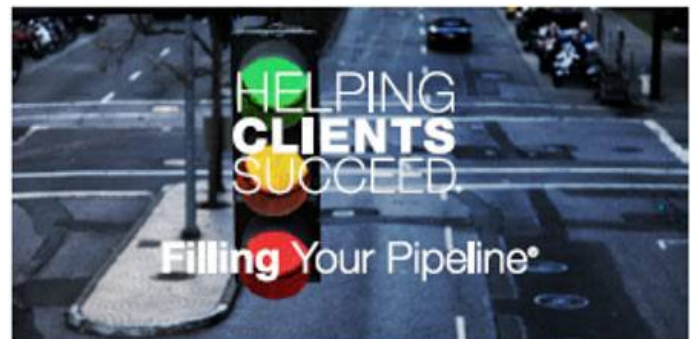


Helping Client Succeed: Filling Your Pipeline

Helps Salespeople increase the quality and quantity of their sales pipeline. Most useful for creating a customer-focused culture and increasing sales accountability.

- 1-Day VILT Course
- Module 1: Virtual Class Link (TBD)
- Module 2: Official Participant Guide
- Module 3: Playbook
- Module 4: Define Value Tool
- Module 5: Company Research
- Module 6: Call Plan
- Module 7: Practice Cards
- Module 8: Filling Your Pipeline Tool
Summary Card

Course Duration	Prerequisite
7 Hours	NA



SECTION 4 SALES TRAINING



Helping Client Succeed: Qualifying Opportunities

Quickly identify real opportunities and decrease pipeline friction by eliminating weak ones. Creates a specific call plan that addresses key client issues - nothing more and nothing less

- 1-Day VILT Course
- Module 1: Virtual Class Link (TBD)
- Module 2: Official Participant Guide
- Module 3: Qualifying Checklist
- Module 4: Key Learnings Journal
- Module 5: Opportunity Worksheet
- Module 6: Playbook
- Module 7: Decision Grid
- Module 8: Card Set 1 & Card Set 2

Course Duration	Prerequisite
7 Hours	NA



SECTION 4 SALES TRAINING



Helping Clients Succeed: Closing the Sale

Sell with the intent to achieve win-win outcomes.
Skillfully create the conditions for good decision-making
in every client meeting.

- 1-Day VILT Course
- Module 1: Virtual Class Link (TBD)
- Module 2: Official Participant Guide
- Module 3: Playbook

Course Duration	Prerequisite
7 Hours	NA



SECTION 4 SALES TRAINING



Introduction to the 4 Essential Roles of Leadership

A stand-alone module that is part of the new 4 Essential Roles of Leadership suite. Introduces leaders to the core framework for leadership effectiveness.

- 1-Day VILT
- Zoom Link

Course Materials:

- Pework
- Participant Guide
- Leadership Cards
- Leadership Implementation Guide

Course Duration	Prerequisite
7 Hours	NA



SECTION 4 SALES TRAINING



The 4 Essential Roles of Leadership

Develop leaders who can think big, adapt quickly, and translate strategy into meaningful work. Most valuable where leaders can make a difference by inspiring trust, creating vision, executing strategy, and coaching potential.

- 2-Days Course VILT
- Zoom Link

Course Materials:

- Participant Guide - 4 Essential Roles of Leadership
- Cards - 4 Essential Roles of Leadership
- Leaders Implementation Guide - 4 ERL

Course Duration	Prerequisite
2 Days	NA



SECTION 4 SALES TRAINING



Unleash Your Team's Potential Through Coaching

This course is an extension of the 4 Essential Roles of Leadership series. Unleash the ability of each person on your team to improve performance, solve problems, and grow their careers.

- 1-Day VILT
- Zoom Link

Course Materials:

- Pework Reading
- Participant Guide
- Cards
- Implementation Guide

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Inspire a Culture of Trust

A stand-alone module that is part of the new 4 Essential Roles of Leadership suite. Be the credible leader others choose to follow-one with both character and competence.

- 1-Day VILT
- Zoom Link

Course Materials:

- Pework
- Participant Workbook
- Trust Cards
- Implementation Guide

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Execute Your Team's Strategy and Goals

This course is part of the new 4 essential Roles of Leadership series. Use disciplined processes to consistently achieve results with, and through, others.

- 1-Day VILT
- Zoom Link

Course Materials:

- Pework
- Workbook

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



Create a Shared Vision and Strategy

This course is part of the new 4 Essential Roles of Leadership series. Clearly define where your team is going and how they are going to get there.

- 1-Day VILT
- Zoom Link

Course Materials:

- Pre-work: Reading
- Participant Workbook
- Cards
- Implementation Guide

Course Duration	Prerequisite
1 Day	NA



SECTION 4 SALES TRAINING



SPIN[®] Selling

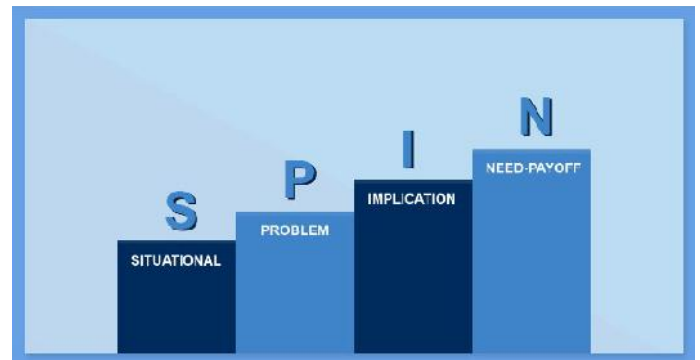
This virtual instructor led course teaches sales professionals to use specific behaviors and skills to have deeper, more insightful conversations with customers as they move toward a buying decision. Participants learn how to listen for customer need statements that signal when is the best time to discuss a solution. They learn how to use questions as powerful tools to help a customer explore problems, the impacts of not addressing them, and the payoffs of finding the right solution.

- 2 -Days VILT

Course Materials:

- Pre-Reading

Course Duration	Prerequisite
2 Days	NA





About Johnson Controls

We combine technology with insights to build purposeful solutions that help the world progress, meeting today's needs and shaping better tomorrows.

Johnson Controls is a global diversified technology and multi industrial leader serving a wide range of customers in more than 150 countries. Our 130,000 employees create intelligent buildings, efficient energy solutions, integrated infrastructure and next generation transportation systems that work seamlessly together to deliver on the promise of smart cities and communities.

Our commitment to sustainability dates back to our roots in 1885, with the invention of the first electric room thermostat. We are committed to helping our customers win and creating greater value for all of our stakeholders through strategic focus on our buildings and energy growth platforms.

For additional information, please visit www.johnsoncontrols.com or follow us [@johnsoncontrols](https://twitter.com/johnsoncontrols) on Twitter.

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