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## **New Installer Training Program FITS Industry's Growing Need**

Fireplace Installer Training System (FITS) is a thrilling new program offered by the HEARTH Education Foundation. Introduced to popular acclaim at manufacturer and installing distributor meetings last year, FITS is the industry's first fireplace installer training program that provides dealers with all tools needed to educate their employees.

Those attending the HPBExpo in Reno this month can learn more about the first FITS training module: *Gas Fireplaces, Level 1*.

Training room sessions are blended with on-the-job reinforcement to provide maximum effectiveness. Installers are introduced to the set up of products the dealer offers with brand specific training exercises. To support training room sessions, installers have field assignments to be checked off by supervisors.

Not only are there highly valuable training materials for installers, but also comprehensive support materials to present the training program in house. The Training Leader's Guide and Brand Specific Guide provide instructions, tips, and scripts that coordinate and facilitate delivery. PowerPoint training presentations provide a visual point of focus for installers and a helpful guide for training leaders.

FITS presents instant and long-term benefits to dealers and their installers. The FITS approach can reduce employee frustration caused by inadequate training and can improve the bottom line by reducing installation error and costly callbacks. FITS can also assist in instituting a clear, defined career path for installers and increase employee retention. In many cases, FITS may be the first step in a new employee's hearth career that can lead to NFI Certification.

The FITS package is divided into two parts with the following materials:

Company Support Package:

- Training Leader's Guide: Ample instructions, tips, scripts, answer keys, and more
- Brand Specific Guide: Materials to present installation instructions of brands your company installs
- Support CD-ROMs: PowerPoint presentations with classroom training exercises

Installer Training Kit:

- Installer Workbooks: Two books, Fundamentals and Installation, are designed with clear, short sessions rich with illustration and concise text
- Field Checkbook: On the job exercises with supervisor evaluation to follow up topics in the Workbooks.

Special pricing for FITS will be offered for purchases made at the HPBExpo, so be sure to visit HEARTH Booth #1103. For more information about this exciting new training program, stop by the booth or contact HEARTH at (703) 524-8030.

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