



Ride & Decide

How To Guide



Ride and Decide

Growing Your Business with Technician Talent

Attrition is outpacing people entering this industry.

This is not going to change. We must change. To succeed, we need to:

- Play the recruiting long game.
- Be creative.
- Get personally involved.
- Stop looking for technicians who might fit; start looking for people you can grow into great technicians.

Hire for character, train for skill.

This guide is adapted from the Tennessee chapter of PHCC. For more information, please visit:

<https://taphcc.com/>

I. What is Ride and Decide?

How does anyone know if a career is right for them? It can often be guesswork and hope. You're addressing this by letting prospective employees get a deep look into the industry and your company. They'll get this look by riding along with techs and deciding whether this is the career for them.

Ride and Decide is empowering. No longer are parents and educators telling their kids what their career path should be. These young adults can discover options and create their own path.

II. Why should I host it?

- Commitment to the prospective employees
- Investment in them - both time *and* money
- A great way to build a talent pipeline to your company within the community
- Separates and elevates you from all other prospective employers
- Shed the stigma about a career in the trades

We all carry the responsibility to train the next generation of future tradespeople. Join us in this grassroots effort to tell students that these essential careers aren't just any choice - they're the best choice.

III. Who will participate?

A great way to launch your company's program is to adopt a local high school in your community. Establish a connection with the technical instructors, career counselors and/or school administration. By creating a pipeline between your company and the school, the students will have a learning experience that extends beyond the classroom.

Organizing an orientation session with parents is a valuable opportunity where they can ask questions about the program and learn more about what their child will be doing at your company.

IV. How long should I host this program?

On average, a two-week program will give the student time to learn on-site at your company and ride-along with experienced technicians on service calls. Hosting the program during the summer months would allow for more students to be involved. However, the program schedule will depend on your business and be flexible around the peak months of service calls.

As the host company, you will decide whether the program will be paid or unpaid. We recommend it is paid to show students, parents, and school officials the investment you are making in the future of your company, but more importantly, demonstrating your commitment to the success of the students in the program. The students will also feel like they have contributed to your business.

V. What should be included in the program?

Consider this program to be an industry introduction for the students, especially those who are researching the trades as a career path following high school graduation. It is recommended to have a small group of two or four students participating at the same time. Working with a small group provides the students with more in-depth work experience. It also gives you the luxury of pairing the students with top performing technicians at your company who best exemplify the workplace culture.

As the company owner, you will want to introduce them to the basic company operations as well as how a service call is completed. Speak with them about the soft skills necessary in this industry and the technical background that is required by your state.

While they are in the program, provide the participants with knowledge about how all the business departments work together, i.e., call center/dispatch, sales, installation, operations, and marketing.

Rotations can be scheduled between those departments and the participants.

VI. What requirements should be in place for the program?

Please consider the following policies while you plan your program. Orientation will vary based on your company policies.

- A. Program introduction to company staff
- B. General liability waiver
- C. Background check and drug test
- D. Photo/video release
- E. Cell phone usage policy
- F. Expectations
 - i. Schedule
 - ii. Job site guidelines
 - iii. Customer interactions
 - iv. Daily preparation
 - a. Clothing, food, water, medications (if necessary)
 - v. Safety review

VII. After the program ends, what are my next steps?

After the program ends, you will have the opportunity to decide whether you'd like to hire the participants as full-time employees.

If they do not possess the skill set necessary or aren't a good fit in your company culture, thank them for their time and wish them success for the future.

VIII. Additional Resources

Included at the end of this document is an *example* of a five-day training schedule and student application for your program. Both may be adjusted to fit your company's specific goals and operations.

Contact Explore The Trades

Email: info@exploretetrades.org

Phone: 651-314-3856

www.exploretetrades.org

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Schedule

Day 1:

- Welcome
 - Review of program policies
 - Administrative paperwork
 - Meet with company leadership
- Shop orientation
- Mentor/student introduction
- Daily recap

Day 2:

- Safety orientation
- Meet and greet with technicians
- Customer service expectations
- Service call preparation and expectations
- Daily recap

Day 3:

- Attend morning huddle
- Ride #1 - service call
 - Debrief back at company
- Department orientation
 - Call Center
 - Dispatch
 - Marketing
- Daily recap

Day 4:

- Attend morning huddle
- Ride #2
 - Debrief back at company
- Department orientation
 - Service manager
 - Install manager
 - Sales
- Daily recap

Day 5:

- Warehouse
 - Tour, inventory, stock parts
- Meet with leadership (general manager, operations, owner)
- Q&A with technicians/staff
- Daily recap

Ride & Decide Application

Name: _____ Date: _____

Address: _____ City/State: _____ ZIP: _____

Phone: _____ Email: _____

Date of birth: _____ GPA: _____

Parent/Guardian Name: _____ Phone: _____

Parent/Guardian Name: _____ Phone: _____

Parent/Guardian Email Address: _____

High School - Most recent grade level completed: _____

Please tell us why you are interested in this program:

Who recommended you to this program? _____

Are you currently in or have you previously taken a CTE class? YES or NO

If yes, what class(es)?:

Have you completed a safety training program at school? YES or NO

What is the distance you are willing to travel to work? (miles) _____

Transportation: Drive Self Parent Ride

Which months are you available to work? June July August

What trades are you interested in? Plumbing Heating/Air Conditioning Electrical

Other: _____

Have you worked or interned at a service company in the past? If yes, please list company name here:

Eligibility Requirements

To be eligible for this program, all the following apply:

Please initial each item below.

- Be at least 16 years of age before starting the program.
- Completed at least your sophomore year of high school and have at least a C average with excellent school attendance.
- Be recommended to the program by a teacher, counselor, or service contractor.
- Obtain parental permission with a signed release.
- Adhere strictly to the attendance and employment regulations required by the employer.
- Adhere strictly to the state child labor laws. (A copy will be provided to the student.)

Student Signature: _____ Date: _____

(Parent or guardian- if student is under 18 years of age, must complete the reverse before submitting application).

Participant Name: _____

Parent/Guardian Name: _____

Signature: _____ Date: _____