



HVACR CAREER CONNECTIONS TOOLBOX

Thank you for volunteering to be an HVACR Career Connections Ambassador by making presentations at career days, job fairs, and school programs in your local area. Each ambassador is given a speaker toolbox to assist with student presentations. The information included is designed in a manner that allows for untrained ambassadors to attend an event and have all the tools and messages at hand to be successful (for example, if an ambassador on record is unable to attend an event, he/she can ask an employee to present in his/her place.)

The HVACR Career Connections Toolbox was created by the Career Promotion Committee of The Heating Refrigeration and Air Conditioning Institute of Canada (HRAI) who granted use of the materials by the HVACR Workforce Development Foundation for the benefit of the HVACR industry.

CONTENTS

The Career Ambassador Toolbox includes:

Downloadable

- ✓ Presentation Tips: "Effective Communications" and "Presentation Do's and Don'ts"
- ✓ Suggestions for creating an Event Box
- ✓ Trivia Game Questions (as described in Sample Interaction Demonstrations document)
- ✓ PowerPoint Slideshow (for use at presentations)
- ✓ You Tube Recruitment Videos

Available free of charge from the Foundation

- ✓ Recruitment Video DVD
- ✓ Brochures and Handouts





EFFECTIVE COMMUNICATION is achieved by sharing a message with others in a way that is clearly understood.

An **EFFECTIVE PRESENTER** is able to:

- ✓ Inspire an audience to be involved and take action
- ✓ Obtain trust and respect
- ✓ Have fun with the audience
- ✓ Get others to feel confident about themselves
- ✓ Convey information easily and accurately
- ✓ Help others achieve their goals and reach their objectives
- ✓ The audience leaves with a call to action

It takes more than words to communicate effectively.

Involve your audience in what you are saying through visual aids (PowerPoint presentation and video – provided) and interactive tools as well as by encouraging questions and interactive engagement from the audience.

SAMPLE WAYS to interact with an audience:

- ✓ Technicians could bring tools of the trade the speaker uses to perform his or her job, such as a multi-meter and HVAC products, as a 'show and tell' aspect of the presentation
- ✓ Designers might wish to do a brief tutorial on how the CAD program works
- ✓ Sales and Marketing representatives may want to bring marketing materials as part of a company campaign and explain the campaign cycle from idea to creation to launch
- ✓ Share problems encountered on the job and ask the audience to suggest solutions
- ✓ Involve the audience in educational quiz games

I hear – I forget; I see – I remember; I do – I understand





WHAT you say is important but HOW you say it even more so.

Presentation DO's:

1. Present with emotion and passion – if you don't believe in what you are saying, why would anyone else?
2. Introduce the message and its relevance clearly
3. Know your audience – make the presentation relevant to them
4. Make eye contact with the audience
5. Use Industry jargon sparingly
6. Encourage audience participation through visual aids and interactive activities
7. Invite the audience to ask questions
8. Leave the audience with a call to action (ie; for further information visit www.careersinhvacr.org).

Presentation DON'Ts:

1. Speak too rapidly, too loudly (shouting), too quietly or in a monotone
2. Use technical jargon without explaining its meaning
3. Use poor grammar, slang or profanity
4. Fidget on stage
5. Stand with your back to the audience reading a PowerPoint presentation
6. Talk down to the audience
7. Make the presentation a self-serving sales pitch





Creating an Event Box

Every event planner knows the importance of being prepared for any unexpected needs while on-site. The same is true for speakers and presenters. Creating an Event Box (or go-bag) ahead of time makes it easy to head out on short notice without last-minute packing. Simply grab your Event Box and laptop bag on your way out the door!

SAMPLE EVENT BOX ITEMS for HVACR Career Connections Ambassadors:

1. HVACR Career Connections Toolbox
2. Extension Cord
3. Scissors
4. Scotch Tape
5. Batteries
6. Rope or String
7. Highlighter
8. Markers
9. Tools for demonstrations and activities
10. Paper clips
11. Staples and extra staples

Pens?





HVACR Trivia Game

Introduction: The HVACR Trivia quiz game was created as a way to introduce students to HVACR terms and products.

Tools Required:

- ✓ HVACR Trivia Answers
- ✓ Question Sheet
- ✓ 3-4 Student Volunteers

Process: Ask for 3-4 students to volunteer to be contestants. Decide the order in which the students will answer the questions (by coin toss, closest to a specific number, etc.), then continue questions left to right from the first contestant, one question per contestant at a time.

Game Rules: Contestants will be asked to choose a category from which the Ambassador will choose a question. Each student will answer one question at a time, moving down the line until only one contestant remains. Each student has three "lives", meaning they can get two answers wrong and remain in the running; at the third wrong answer, the contestant will be asked to be seated. The last student standing is the winner. If there is a tie, move to the Tie Breaker questions.





Trivia Game Questions

Red Category

Question 1: Which heating system uses radiators?

(Answer: Boiler)

Question 2: Which heating system uses ductwork/sheetmetal?

(Answer: Furnace)

Question 3: Which heating system uses heat from outside?

(Answer: Heat Pump)

Question 4: Which heating system uses baseboards?

(Answer: None of the above)

Blue Category

Question 1: Which of these is an alternative fuel source?

(Answer: All of the above)

Question 2: Which of these uses heat from the earth?

(Answer: Geothermal)

Question 3: Which of these uses energy from the sun?

(Answer: Solar)

Question 4: Which of these is a source of energy?

(Answer: All of the above)

Question 5: Which of these is used for Indoor Air Quality?





(Answer: None of the above)

Question 6: Which of these uses loops in the ground to extract heat?

(Answer: Geothermal)

Orange Category

Question 1: Which of these requires no fuel?

(Answer: Insulation)

Question 2: Which would be the least expensive to change in your home?

(Answer: Light bulb)

Question 3: Which of these reduces the cost of energy?

(Answer: All of the above)

Question 4: Which of these results in the most energy savings?

(Answer: High Efficiency Furnace)

Green Category

Question 1: Which of these fuels can be used to heat homes?

(Answer: All of the above)

Question 2: Which of these fuels can be used to heat water?

(Answer: All of the above)

Question 3: Which of these is a fuel used in Indoor Air Quality?

(Answer: None of the above – unless mention of an electronic air cleaner/humidifier/HRV)





Question 4: Which fuel can be used in a BBQ?

(Answer: Propane and Natural Gas)

Question 5: Which of these fuels needs a storage tank?

(Answer: Propane and Oil)

Question 6: Which energy/fuel comes to your home through a wire?

(Answer: Electricity)

Question 7: Which energy/fuel has a meter on your home?

(Answer: Natural Gas and Electric)

Question 8: Which of these uses a thermostat?

(Answer: All of the above)

Purple Category

Question 1: Which of these saves energy?

(Answer: None of the above)

Question 2: Which of these is used in Indoor Air Quality?

(Answer: All of the above)

Question 3: Which of these add moisture to a home?

(Answer: Humidifier)

Question 4: Which of these would heat a home?

(Answer: None of the above)

Question 5: Which of these would improve/clean the air in a home?





(Answer: Hepa Filter/Air Cleaner)

Question 6: Which of these uses natural gas?

(Answer: None of the above)

Question 7: Which of these uses propane?

(Answer: None of the above)

Question 8: Which of these uses oil?

(Answer: None of the above)

TIE BREAKERS

Q: True or False – Only those people who like to work with their hands should consider a career in this industry?

A: FALSE: HVACR-related jobs offer opportunities for engineers, sales and marketing people as well as those who specialize in computer-animated design and more. *Accounting?*

Q: Is this statement true or false – You would not see someone working in the HVACR industry working in a supermarket, a hospital, an airport or a high rise office building.

A: FALSE: HVACR professionals work in all these places on everything from indoor air quality in the airport to refrigeration units to keep blood cold in a hospital, to ventilation unit and heating systems in a school to air conditioning in an office tower.

Q: What does the acronym HVACR stand for?

A: Heating, Ventilation, Air Conditioning and Refrigeration



TRIVIA GAME

<p>BOILER</p> <p>FURNACE</p> <p>HEAT PUMP</p> <p>ALL OF THE ABOVE</p> <p>NONE OF THE ABOVE</p>	<p>SOLAR</p> <p>WIND</p> <p>GEO THERMAL</p> <p>HYDROGEN CELLS</p> <p>ALL OF THE ABOVE</p> <p>NONE OF THE ABOVE</p>	<p>HIGH EFFICIENCY FURNACE</p> <p>PROGRAMMABLE THERMOSTAT</p> <p>INSULATION</p> <p>COMPACT FLOURESCENT LIGHTBULB</p> <p>ALL OF THE ABOVE</p> <p>NONE OF THE ABOVE</p>	<p>NATURAL GAS</p> <p>ELECTRICITY</p> <p>OIL/PROPANE</p> <p>ALL OF THE ABOVE</p> <p>NONE OF THE ABOVE</p>	<p>AIR CLEANER</p> <p>HEPA FILTER</p> <p>HUMIDIFIER</p> <p>ULTRA VIOLET LIGHT</p> <p>ALL OF THE ABOVE</p> <p>NONE OF THE ABOVE</p>
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