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The Chloride Academy

NEWS

March 2009

The Academy expands the training network around the globe

The Academy announce the accreditation of the Training Areas based in Istanbul and Pune

Istanbul

On February 1 the new training area in Istanbul was accredited. Erhan Yildiz, the Academy trainer in Turkey, shares his comments with us on his experience as Academy trainer.

"Teaching material in the Academy training area and the practical tests are valuable tools. Nevertheless, the biggest advantage of the Academy is the structured method of practical training. For the engineers it's a great opportunity to test and analyse the units, improve troubleshooting methods, fast training organisation and so on."



Erhan Yildiz running the first Academy course in Istanbul.

Pune

After recently appointed Academy Trainer, Dilip Patange, has started, the accreditation process for the Pune training area, Dilip gives us some feedbacks on it:

"The self-assessment survey conducted prior to attending the training useful us to understand the areas of weakness of the participants and to focus more on the associated topics. The first test course was conducted following the Academy format, with both distance learning and residential classes. The residential training was more interactive in style rather than a one way communication."



Dilip Patange showing Gavin Leathem the Training Area in Pune.

The training methodology and the course material provides structured training to the participants along with the learning satisfaction through a better level of information."

New generators training area in Bedford

Mike Duff, Technical Director of Chloride UK says:

"Work progresses well on the Bedford Generator Training area. A good field mix of popular equipment that our engineers face from the last decades has been installed. Real switchgear is connected to the changeover controls and options are available to connect the various generator controllers to our training generators, situated in the area at the rear of the premises. All connected to "real world" equipment. This being just part of the centre; a self contained two engine synchronizing system is located outside!"

Lisa Pitchers "Learning & Development Officer" UK says, "As soon as the course material and wiring are finished, I can schedule our engineers into the courses and finally launch the first course!"





The Chloride launches the

Tim Cobbold presents the Academy to the investors

On November 21 2008, the Chloride Academy was presented to the Investors in the Bologna Factory.

Tim Cobbold kindly invited Roberta Gentile, the Chloride Academy Director, to present to the Investors the milestones of the Chloride Academy, since the Academy launch on May 9 2007 and also go through its strategies and the objectives achieved in the last two years.

During the presentation, the Investors showed a deep interest in the Academy, as a knowledge management project, and appreciated the high commitment of the Top Management in investing in people and in the Academy's growth.

Successfully completed the first edition of the sales courses

On October 20 2008 the first edition of the three Sales courses was launched and was have completed by the end of January.

The three courses were set up in order to go through some common aspects useful for the Chloride salesmen and then to allow them to go more in depth in their specialization: High Power sales, Low Power Sales, Service Sales.

The eight **High Power Sales Course** students were from Germany, Italy, Spain and UK. We caught up with Siegfried Stoltze, to talk about his training experience as a participant on the course:

"Since 2003, I have been the Sales Manager for the northern and centre of Germany.

Interestingly the difference in the work among the Countries, apart from the technical details, are not so great. But I have gained a lot of information out of the course materials, which I am currently using in Germany.

I am always interested in how other people work, so I was curious about the course. The course is very professionally designed. The Italian woman-crew do a super job, many thanks to them. Not to forget - Jim Cochrane, a professional teacher and entertainer. In spite of my poor English skills I never got the feeling of being an outsider. Our evening excursion to the Shooting house and social evenings enabled us all to unite."

The four **Low Power Sales Course** students were from Turkey, Italy, Spain and UK. We caught up with Francisco Gonzalez, a student from the course about his training experience:



Francisco Gonzalez
Low Power Sales Course



Siegfried Stoltze - High Power Sales Course



Dalila Allali
Service Sales Course

Support

Academy Sales Courses



"I joined Chloride a year ago and since then I have been taking care of the Low Power Sales for the central region of Spain.

My experience in the Low Power Sales Course has been very positive, meeting colleagues from different countries has been an opportunity to exchange experiences and points of view on the different UPS markets. During the course I have experienced an effective approach on how to manage Low Power projects, such as: knowing better the applications and the best product for each application, the Chloride customer proposition, the tools available, the selling channels most suitable for the Low Power products.

I liked the whole course very much. Furthermore, as I am quite new in the company, taking that well organized and structured course allowed me to have a greater knowledge on the business, on the Low Power products and also to know Chloride Group better.

The six **Service Sales Course** students were from France, Italy, Spain, Turkey and UK. We caught up with this training experience with Dalila Allali, student from the course:

"I joined Chloride Group in July, 2007 as a Sales assistant. I am in charge of the sale of standards products and Service contracts in the south East region of France.

My experience at the service sales course was very positive. I learned a lot of elements which I need in my daily tasks. During this experience, I had to organise myself and my work around all those courses. It was difficult at the beginning but very rewarding.

Learning the way of working in other countries and sharing different experiences was very interesting both professionally and personally.

Moreover, as an example, I can say that I have learnt how to argue during commercial negotiations, what it's possible to do or not to do.

All the training took place in a very pleasant atmosphere, with a strong solidarity between trainees and trainers.

I had never seen in my other work experience a company which had invested on the learning of its employees with this very high quality! It was a surprise for me!

For all, thanks a lot. Just a message for each one who hesitate: do not !!!!!"

Course Timetable

Pre-Sales Fundamentals Course

EDITION 1/2009

Starting date of the distance learning: 19th January
Residential in Bologna: 20-24th April

EDITION 2/2009

Starting date of the distance learning: 16th March
Residential in Bologna: 15th-19th June

EDITION 3/2009

Starting date of the distance learning: 8th June
Residential in Bologna: 28th September - 2nd October

EDITION 4/2009

Starting date of the distance learning: 31st August
Residential in Bologna: 7th-12th December

Pre-Sales Advanced Course

EDITION 1/2009

Starting date of the distance learning: 17 February
First residential in Bologna: 17-20 February
Second residential in Bologna: 18-21 May

EDITION 2/2009

Starting date of the distance learning: 8 June
First residential in Bologna: 8-11 June
Second residential in Bologna: 21-25 September

Post-Sales Courses

BOLOGNA

March: Train the Trainers, 80-Net MPR Full (3 editions), 90-Net Basic, 90-Net Advanced

April: 80-Net MPR Full (3 editions), 80-Net Basic, 90-Net Basic, General UPS Training

May: 80-Net Black, 80-Net Advanced, 80-Net MPR Full (2 editions), 70-Net Basic, 90-Net Basic, Net Family course for Business Partners

BEDFORD

March: EDP90, EDP70

April: 80-Net Basic, 90-Net Basic, 70-Net Basic, General UPS Training

May: EDP70, 80-Net MPR Full

ERLANGEN

March: 80-Net MPR Full

April: 80-Net MPR Full

May: 80-Net MPR Full

ISTANBUL

April: 80-Net Advanced

MADRID

April: 80-Net MPR Basic

May: 70-Net Basic, 90-Net Basic

SINGAPORE

March: 90-Net Advanced

April: 70-Net Basic, 80-Net Basic, General UPS Training

May: 80-Net Advanced, 90-Net Advanced, 80-Net MPR Full

SYDNEY

March: 70-Net Basic, 80-Net Basic, 80-Net Advanced, 90-Net Advanced, 80-Net MPR Full

Power to Learn

The Chloride Academy uses blended learning to help stimulate students and put subject theory into practice. Internet forums, distance learning, residential classes and practical team building sessions all play a part in the Academy experience.

For more information please contact us at info@chlorideacademy.com

Getting to know Dominique Banc!

The Academy has added specially designed courses on industrial products to its course offering

The members appointed at the Industrial Post-Sales Technical Committee are:

- Dominique Banc - *France*
- Luca Bolelli - *Italy*
- Komin Hebnak - *Singapore*
- Antonio Jimenez - *Spain*
- Rafael Arcanjo - *Brazil*
- Peter Thompson - *UK*



Dominique Banc, convenor of the Post-Sales Industrial Technical Committee says:

"I joined Chloride Industrial Systems in January 2004 as trainer and field service engineer. During these five years I have trained customers as well as Chloride service engineers all around the world. The commissioning I have made on the different types of site (platform, oil and gas, power plant,..) gave me a rich experience in troubleshooting problems linked with site conditions or environment. I take the opportunity of the training to share my experience with the trainees during explanation of industrial UPS systems.

In November Chloride gave me the opportunity to become Academy Senior Trainer for industrial products and Customer training manager."

Why do you think the post sales training on industrial products is important for Chloride?

The industrial products are specifically designed to answer the customers particular request.

These courses will give the service engineers in charge of the commissioning, maintenance or repair a complete knowledge on the specificity of the industrial UPS.

Reinforced with this knowledge and experience, Chloride service engineers will be able to provide the best of Chloride services and experience to keep our customers UPS systems reliability year after year.

How is the committee working?

The technical committee is composed of the most expert engineers on industrial products in the different Chloride entities. Each member is in charge of writing training modules which are commented and finally approved by all the members before becoming part of the courses.

What do you think about being the convenor of this committee?

It is a great pleasure and honour to be the convenor of the Industrial Systems Academy Technical Committee. This is a new experience for me and is a beautiful challenge to make Chloride service engineers' knowledge grow and give them the possibility to offer the best service to customers.