

Training Academy 2010



TECHNICAL SALES | SERVICE | AGGFLOW | PARTS



Training Commitment

Powerscreen continuously improve the range of courses offered to help support your business and ultimately our customers.

We are pleased to announce additional courses for 2010 to complement our already comprehensive training portfolio which include:

- Technical Sales
- Service
- Improving your selling skills
- AggFlow
- Parts

We firmly believe that fully trained staff can make a real difference to your business. They represent an essential business opportunity. They have the ability to define the image of your dealership and will differentiate you from the competition.

You can rest assured that your staff will be equipped with the proper skills, knowledge, methods and practices so your customers are confident in your staff's expertise.

Properly skilled service staff will maximise your customers' efficiency, resolving issues in the field to cause minimum disruption. Your sales staff will be trained so that when they are face to face with the customer they can forge closer relationships, building business opportunities.

We look forward to your participation in the 2010 training academy. All training courses can be booked using the attached training course booking form. This can also be obtained from the Dealer login area on the website: www.powerscreen.com



Our Training Courses

Technical Sales Training Crushing, Screening and Washing

Our Technical Sales Training is managed by Tony Weir. Training is split into two courses:

- Introductory Training – crushing and screening
- Essential Sales Product Training – crushing, screening and washing

To request training courses please contact Tony Weir directly:

Email: tony.weir@powerscreen.com

Mobile: +44 (0) 7748 677274

Introductory Training – Crushing and Screening

Course Overview

A one day course with an overview of the following areas:

- Terex Corporation
- Powerscreen Brand
- Crushing
- Screening
- Questions and answers

Course Objective

To ensure our Powerscreen dealers understand the unique selling points of our crushing and screening® product range.

Why you should attend this course?

This course is designed to provide an overview of our crushing and screening product portfolio.

Who should attend?

Powerscreen Dealers, including Dealer Principals, Product Managers, Sales Managers, Salesmen and Sales Administrators.

Essential Sales Product Training – Crushing, Screening and Washing

Course Overview

A three day course focusing on the Powerscreen® crushing, screening and washing range of equipment and their unique selling points (USPs). This course includes comparisons with competitor's equipment and a practical session viewing the plants (subject to availability) to highlight the USPs. A test will be carried out at the end of the course to evaluate the course impact.

Course Objective

To train Powerscreen dealers on the USPs of Powerscreen® products. To give in depth understanding of the Powerscreen® crushing, screening and washing range.

Why you should attend this course?

This course has been designed to provide practical guidance on the key components, operation, safety and USPs of Powerscreen® crushing, screening and washing equipment.

Successful completion of this course will enable your staff to beat the competition by helping customers make the right decision.

Who should attend?

Powerscreen® dealers including Dealer Principals, Product Managers, Sales Managers and Salesmen.

Day One

In depth understanding of the Powerscreen® range of crushing equipment.

Day Two

In depth understanding of the Powerscreen® range of screening and washing equipment.

Day Three

Site visits to view Powerscreen® crushing, screening and washing equipment working on applications.

Technical Sales Training Dates 2010

Dates	Venue	Duration
10–12 Feb	Ireland, Dungannon & Omagh	3 Days
26–28 May	Ireland, Dungannon & Omagh	3 Days
8–10 Sept	Ireland, Dungannon & Omagh	3 Days
1–3 Dec	Ireland, Dungannon & Omagh	3 Days
4–5 March	USA, Salt Lake City <i>(USA West Coast Dealers)</i>	2 Days
29 Sept–1 Oct	USA, Louisville <i>(USA East Coast Dealers)</i>	3 Days
24–26 March	Europe, Lyon France <i>(EU Dealers)</i>	3 Days
9–11 June	Eastern Europe, Krakow <i>(Baltic States & Eastern European Dealers)</i>	3 Days
7–9 July	North Africa, Turkey <i>(Mediterranean Belt Dealers)</i>	3 Days
23–27 Aug	Australasia, Australia <i>(Australasia Dealers)</i>	5 Days
30–31 Aug	Australasia, Asia <i>(Asia, Far East Dealers)</i> Provisional dates to be confirmed	2 Days
10–12 May	Middle East, Oman <i>(Middle Eastern Dealers)</i>	3 Days
13–14 May	Middle East, Hosur <i>(Indian Dealers)</i> Provisional dates to be confirmed	2 Days
1–3 June	Russia, Moscow <i>(Russian & CIS Dealers)</i>	3 Days
22–24 July	South America, Ecuador <i>(South American Dealers)</i>	3 Days

Service Training

Crushing Service Training

Course Overview

Each course is tailored to address product range or skill requirement. A consolidation test will be carried out at the end of each course to evaluate the course impact.

Course Objective

To train dealer service engineers and give them a thorough understanding of how to maintain and service Powerscreen® crushing products in a safe, efficient and reliable way.

Training consists of:

- Cone Crusher
- Jaw Crusher
- Impactor Crusher
- Vertical Shaft Impactors
- Electrical
- Hydraulics
- Engines

Why should you attend these courses?

All the crushing courses are designed to provide service engineers with the skills and in-depth knowledge to safely service and maintain the Powerscreen® crushing product range.

Screening Service Training

Course Overview

- Understanding how to maintain screening equipment
- Understanding washing products in an operational environment
- Understanding how to maintain and operation the Powerscreen® H Range products

Specific focus will be given to screen boxes, hydraulics, engines and electrics.

Training consists of five courses:

- Silver Service Training Course
- Washing Service Training Course
- H Range Service Training Course
- Warrior Service Training Course
- Chieftain Service Training Course

A consolidation test will be carried out at the end of each course to evaluate the course impact.

Course Objective

To train Dealer Service Engineers and give them a thorough understanding on how to maintain and service Powerscreen® screening products in a safe way.

Why should you attend these courses?

All the screening courses are designed to provide service engineers with the skills and in depth knowledge to safely service and maintain the Powerscreen® screening product range.

Crushing, Screening and Washing Service Training Schedule 2010

Dates	Venue	Duration	Content	Presented By
25–29 Jan	Powerscreen, Ireland	5 Days	Silver Training Course	Andrew Cathcart
1–5 Feb	Powerscreen, Ireland	5 Days	Jaw & Cone Crusher Range	James Higgins
22–26 Feb	Powerscreen, Ireland	5 Days	Silver Training Course	Andrew Cathcart
22–26 Feb 1–5 March	Powerscreen, USA	2 x 5 Days	All Products	James Higgins
26–30 April	Powerscreen, Ireland	5 Days	Silver Training Course	Andrew Cathcart
3–7 May	Powerscreen, Ireland	5 Days	Relay Logic, Canbus Logic, Hydraulics & Caterpillar	James Higgins
1–4 June	Powerscreen, Ireland	4 Days	Washing Systems	Andrew Cathcart
7–11 June	Powerscreen, Ireland	5 Days	Jaw & Cone Crusher Range	James Higgins
5–23 July	Powerscreen, India	3 x 5 Days	All Products	Andrew Cathcart & James Higgins
27–30 July	Powerscreen, Ireland	4 Days	Washing Systems	Andrew Cathcart
2–6 Aug	Powerscreen, Ireland	5 Days	Cone & Impactor Crusher Range	James Higgins
24–27 Aug	Powerscreen, Ireland	4 Days	H Range Screens	Andrew Cathcart
30 Aug–3 Sept	Powerscreen, Ireland	5 Days	Jaw & Cone Crusher Range	James Higgins
13–17 Sept	Powerscreen, Ireland	5 Days	Jaw & Impactor Crusher Range	James Higgins
20–24 Sept	Powerscreen, Ireland	5 Days	Silver Training Course	Andrew Cathcart
11–15 Oct	Powerscreen, Ireland	5 Days	Relay Logic, Canbus Logic, Hydraulics & Caterpillar	James Higgins
18–21 Oct	Powerscreen, Ireland	4 Days	Chieftain Range	Andrew Cathcart
23–26 Nov	Powerscreen, Ireland	4 Days	Warrior Range	Andrew Cathcart
29 Nov–3 Dec	Powerscreen, Ireland	5 Days	Jaw & Cone Crusher Range	James Higgins

Our Training Courses

Improving Your Selling Skills

Course Overview

- Introduction to Powerscreen® crushing and screening
- Back to basic sales techniques
- Base machine familiarization
- Unique selling features
- Applications
- Combination plants
- Competitor comparisons

Course Objective

Provide sales tools and bring sale personnel up to an advanced level of understanding of customer requirements with the ability to identify the correct machines needed to meet customer requirements.

Why you should attend this course?

To familiarize the participant with proven sales techniques.

To give better insight on how the different machines perform in varying applications allowing the user of the program to choose the correct machine.

To promote and familiarize the sales teams with new products.

To identify and familiarize participants with all the products within the Powerscreen® crushing and screening range.

Who should attend?

Sales Managers and field sales personnel within the dealerships.

Parts Training

New to 2010

Introduction of crushing and screening parts training, managed by Martin McCarron Training is split into two courses:

- Parts Management
- Understanding Parts

To request training courses please contact Martin McCarron directly:

Email: martin.mccarron@powerscreen.com

Direct Line: +44 (0) 288 771 8696

Parts Management

Parts management will consist of inventory management, establishing and understanding Key Performance Indicators (KPIs), cost and warehouse management.

Who should attend?

New Parts Managers joining an existing dealership, new Parts Managers joining as part of a new dealership and those moving into parts management.

Understanding Parts

Understanding parts consists of basic product knowledge, appreciation of online ordering systems, understanding parts processes and maximizing sales opportunities.

Who should attend?

Individuals joining as part of a dealer's parts sales team.

AggFlow Training

Course Overview

- AggFlow – new user guide
- Completion of the applications questionnaire
- Developing a plant layout
- In depth crusher database assumptions
- In depth screener database assumptions
- Running and maximizing plant flows
- Extracting reports, graphs and estimated sieve analyses from the program

Course Objective

To educate sales personnel to an advanced level of understanding for customer requirements with the ability to run the AggFlow program to identify the customer's machine requirements.

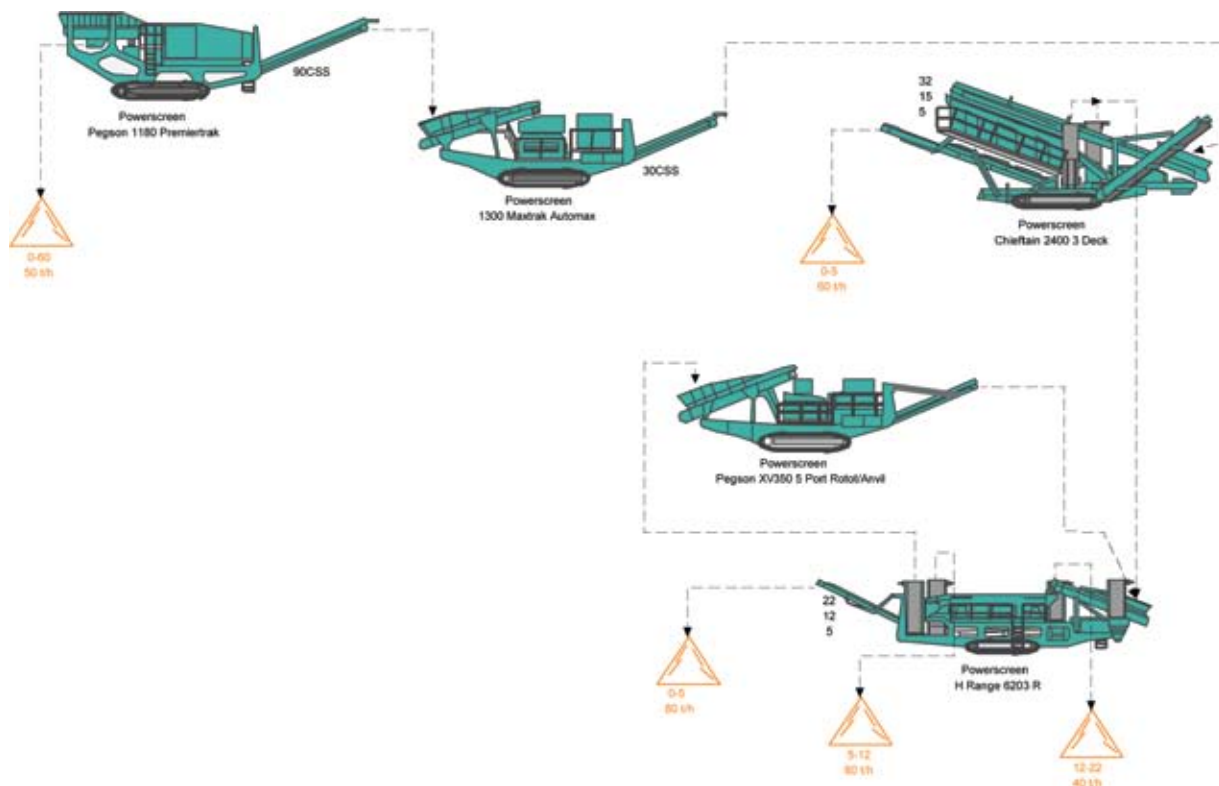
Why should you attend this course?

AggFlow will give you an insight to the material flow program used by Powerscreen and many material producers around the world. The programme allows users to simulate a full crushing and screening plant, which will give tonnages and a percentage, break down of the crushed and screened materials.

This will give you a better understanding of how different machines perform in varying applications, allowing the user of the program to choose the correct machine for the task.

Who should attend?

AggFlow users, Sales Managers and Field Personnel within the dealership.



Training Academy Administration

What will it cost me?

We understand the importance of training our dealers and their staff. All training will be offered free of charge. The only cost you will incur is travel and accommodation.

The effectiveness of a course is dependent on the number of delegates and therefore we reserve the right to cancel courses should the number of delegates fall below a viable number.

For dealers requesting individual courses that are not included in the Powerscreen schedule we reserve the right to charge for the running of this course.

We will make all the necessary hotel reservations for you. On completion of your Training Course Booking Form, you will be sent a travel itinerary, informing you of your hotel reservations, airport collections and transfers from the hotel to the training venue. We aim to make your training as trouble free as possible.

Refreshments and lunch will be provided free of charge at the training venue.

Terms and Conditions

Courses normally start at 8.30am and finish at 5.00pm. However, times may vary.

All Training Course Booking Forms must be received no later than 4 weeks before the course start date.

Cancellation Policy

Although no charges will be made for the training, Powerscreen must be notified of the cancellation of any courses no later than 2 weeks before the course start date to avoid an administrative charge.

Know the Team

Your Training Team is fully qualified to advise and instruct you on all aspects of Powerscreen® equipment. We want to ensure that you have the facility to offer your customers total sales and service support.

Service Training



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Technical Sales Training



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Parts Training



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Training Academy 2010
 Service Training Course Booking Request

To register a place or places on a Powerscreen Service Training Course, please complete this Booking Form and return to us:

Fax: +44 (0) 28 87 747 231
 Email: denise.mccann@powerscreen.com

It is the dealer's responsibility to ensure that the delegates attending select the correct course that will satisfy their requirements.

Dealer Information:

Dealer Name

Contact Name

Email

Tel

Delegate Information:

Course Title

Date of Course

Venue

Delegate Name(s)

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Travel Information – Flight Details

Arrival:

Date of Arrival

Departing Airport

Departure Time

Arrival Airport

Arrival Time

Departure:

Date of Departure

Departing Airport

Departure Time

Dietary Requirements

Please indicate whether your delegate(s) have any specific dietary needs.

Specialist Diet

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Any further comments

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A detailed agenda will be sent once your course has been booked and confirmed.

Powerscreen Contact Details

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