

Dual Temp Creates Career Ladder Program with Interplay's Simulation-Based Learning Paths



Key Successes

- Created a standardized career ladder program for 20+ techs with built-in benchmarks and accountability
- Used downtime to focus on training and education
- Designed opportunities for technicians to develop skills and advance their careers
- Established top-of-class training structure, setting them apart in the industry

Training Goals

- Standardize training for technicians of all levels to ensure consistent skill development and proficiency.
- Create a structured career ladder program with clear benchmarks to facilitate technician advancement within the company.
- Utilize downtime effectively for continuous education and skill enhancement through simulation-based learning.
- Develop homegrown talent to address the skills gap and reduce reliance on external hiring for upper-level technicians.

Summary

- Interplay's courses and assessments have been a core part of Dual Temp training since 2018
- During COVID-19 shutdown, management used downtime to standardize their training and create a career ladder program leveraging Interplay's platform to develop their techs
- The company influenced new features being added to the platform, supporting both parties' training initiatives
- Dual Temp emerged from the COVID shutdown with stronger training objectives and career advancement opportunities for their crew

Training Challenges

- The widening labor shortage and lack of skilled talent available for hire in the workforce.
- The COVID-19 shutdown reduced business operations and increased tech downtime.
- Developing technicians with varying skill levels.
- Creating a standardized training program with clear opportunities for career advancement.

About Dual Temp

- Leading mechanical contractor for Eastern Pennsylvania region
- Specialists in HVAC/R, Plumbing, & Automated Building Control design, installation, & service
- Largest service provider in the Lehigh Valley—123 employees, 23 techs

"Interplay is really attentive to our needs, which is fantastic. The course material just keeps growing and growing, which allows us to be able to add more levels and requirements for the technicians."

-Geoff Stewart, Service Director



Virtual Training Creates New Opportunities

When the COVID-19 stay-at-home order took effect, Dual Temp Service Manager Dakota Brown and Service Director Geoff Stewart acted swiftly. Faced with the challenge of laying off half of their service technicians, they turned their focus to training and education during the downtime. "One of the things we realized," Brown noted, "is that we're not going to find half a dozen five-star techs. Due to the skills gap, we need to develop homegrown technicians." Beyond the scarcity of top-tier technicians available for hire, they also recognized limited advancement opportunities within the company. This led them to develop a career ladder plan utilizing Interplay Learning's course content and assessment tools.

Partnering on a Solution

While the technicians were out of work, Dakota encouraged his team to use Interplay to sharpen their skills. Meanwhile, he and Geoff reached out to Interplay Learning for a way to assign courses and due dates within the platform to help further leverage their Service Tech training. Together with Interplay's Customer Success team, they rolled out additional features and created customized learning paths, embracing the ability to upload their own Dual Temp training videos.

"One of the things we did was tell the guys that we're setting goals now, and the Interplay platform lets us create a series of steps— a path to help techs achieve their goals in the company. We want this to be a career, not a job. We want our techs to stay and grow." – Dakota Brown

As soon as the stay-at-home order was lifted, all techs were brought back and the new career ladder system was launched. Dakota Brown and Geoff Stewart are looking forward to improved month-over-month Service Tech performance as a result of tailored career paths and expanded course offerings.



"We saw guys log in to Interplay training who hadn't logged on in months."

-Dakota Brown

Schedule time with a training expert to learn more.

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