



DALE CARNEGIE TRAINING®

CUSTOMER CASE STORY



Customer

H & H Industries



CORPORATE PROFILE

Headquarters

Madison, Wisconsin

Type of Business

Mechanical Contractor

Number of Employees

165 people

Details

H & H Industries is a world-class mechanical contractor, crafting service for its clients across Wisconsin and the Midwest. With its team of experienced fabricators and contractors, the company designs, builds, installs and services Heating, Ventilation and Air Conditioning (HVAC) and Plumbing systems for commercial, industrial and residential applications.

"Since encouraging our entire workforce to attend the Dale Carnegie Course, it has made my job easier. Our people are more engaged, less stressed and overall happier doing their work."

- Paul Christensen,
Owner/CEO,
H & H Industries

EMPLOYEE SUCCESS ON A DALE CARNEGIE WALL OF FAME

In 2014, we saw our biggest leap in sales, from 27 million, 4 years ago, to 42 million. The more employees participate in Dale Carnegie Training, the more improvement we see on the company's bottom line.

- Paul Christensen, Owner/CEO, H & H Industries

Paul Christensen learned soon after purchasing H & H Industries in 2011, the contracting business was also faced with the added challenge of low employee morale. "Everyone was just going through the motions at work. It seemed that the excitement level was down," reflects Christensen. Added to this, there were strained relationships throughout the industry, including with contractors and unions, making every aspect of business operations challenging.

On the recommendation of Dale Carnegie Training Wisconsin president, Terry Siebert, Paul met with training consultant Jon Walrath. Paul's own familiarity with the value of the training dated back to 2008. As a young foreman, Paul struggled to establish credibility while managing employees who were far more seasoned and experienced than he.

In 2014, H & H Industries saw a record-breaking year, and this year, the company is on track to exceed even the rate of growth they achieved last year. In recognition of what Dale Carnegie Training has done to help his company grow, Paul Christensen has established a Dale Carnegie Training Wall of Fame to celebrate employees who have graduated from the training. Even the interactions with the unions have improved dramatically. "The relationship has gotten to the point where the unions and contractors call on one another to do fun events and to partner with each other for idea sharing. This relationship is critical to the success of our organization and the industry overall."

What began as a personal journey has become a quest to address employee attitudes. The result of this is significant improvement in the company's relationships with all its stakeholders both inside and outside.

www.DaleCarnegie.com

Challenge

H & H Industries came under new ownership during a time of diminished employee morale and occasionally strained relations with employee unions. As a result, the company needed to foster better communication tactics and strengthen relationships.

Solution

Through The Dale Carnegie Course: Skills for Success, H & H Industries developed the communication of its employees and their ability to relate better to union representatives.

Results

With improved communication, H & H Industries saw not only record-breaking financial success, but they also saw an increase in employee morale and an unprecedented close working relationship between unions and management.