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**Elizabeth Whalen, Learning & Development Manager, Sila**

**BUSINESS CHALLENGE**

Sila Heating & Air Conditioning’s mission hasn’t changed: To provide the highest quality heating and air conditioning services by supporting, empowering and rewarding exceptional people; by embracing a philosophy of continuous improvement; and by providing superior results to every customer.

The company sought to create an industry first Learning & Development program that would allow all 200 employees to access training without losing billable hours and provide an ROI.

To comprehensively manage the training, Sila sought a learning solution that is industry and discipline focused, easy to use, and accessible on myriad devices.

**HOW SKILLSOFT® HELPED**

Sila used Skillsoft’s platform and comprehensive collection of Business Skills, Leadership, Productivity & Collaboration, and Compliance content to create Sila Academy. Sila aligned its blended learning program to three core competencies: Safety, Compliance and Learning & Development as well as the company’s mission statement of Continuous Improvement Journey.

Sila created a library for new managers utilizing Skillsoft learning and recorded subject matter expert (SME) assets. This allows the organization to grow and promote managers from within. It also supports Sila’s initiative of increased engagement and retention in a very competitive industry.

**KEY METRICS**

**3K**

**Almost 3,000 courses completed by 200 users within six months**



**New hires can access onboarding presentations**



**Required compliance training tracked**



**Training of non-skilled employees ensuring future workforce**

**ABOUT SILA**

Sila Heating & Air Conditioning was started in 1989 by Jack Rothacker, a third-generation heating and air conditioning professional who took the company from a family business to one of the largest and most respected regional heating and air conditioning companies in the northeast. Today, Sila is multi-million dollar HVAC organization with more than 200 employees in nine locations ranging from Arlington, Va. to Boston, Mass.

