



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.

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Hyster TKC Now Active!

DATE: January 20, 2010
TO: All Hyster Dealer Principals, Branch, Sales, and Training Managers & Salespeople
FROM: A. Ward
COPY: Marketing SLT, and All Regional Management Staff Managers
SUBJECT: **Training Knowledge Center (TKC) Now Available**

We are proud to announce that the upgrade to the Hyster TKC has been completed earlier than anticipated! The system is now available to all dealer users through the Hyster Dealer Portal.

The new TKC provides structured, measured education for both technical and sales personnel through formal Certification, or Learning Paths. These Learning Paths are easy to follow and allow both Sales People and Technicians to work progressively through related content as they advance towards Certification. Participants will still have the option to access content through the Catalogs.

All training records have been migrated into the new TKC system. If a user was previously enrolled in any modules or certification exams, they are available to them in the same location as before: the "Enrolled Modules" tab on the user's TKC Home Page.

Later today Hyster dealerships will receive two additional communications. Jim Bladel, (*Manager, Technical Training & Development*) will distribute information on **CERTECH**® the new Technical Training program and Amy Millette, (*Manager, Sales Training & Development*) will circulate details on **CERTRACX** the new Sales Certification Program.

The Training Department will also host multiple WebEx sessions in the coming weeks. These 1-hour long sessions will help all dealer managers and personnel better understand how the new TKC system functions and supports each person's efforts to learn more, perform better, and reach their certification goals.

*Map your path to Success through **CERTECH**® & **CERTRACX** and the Hyster TKC.*

Best regards,

Anne Ward
Supervisor, Multimedia

*Map your path to success
through the Hyster TKC*



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