

ENRG 60 - Professional Behavior for Energy Auditors

COURSE DESCRIPTION: Professional business behavior and communications for commercial building energy auditors. Includes written, telephonic and face-to-face communications, scheduling and conducting site visits with building owners/managers and their employees, report writing and presentations.

18 Lecture Hours

LEARNING OUTCOMES:

- Appropriately communicate ideas verbally and in writing to both professional and technical personnel
- Research and present information clearly and professionally to clients and local agencies before and after site visits
- Compile and organize information for energy audits
- Identify, categorize, and prioritize energy efficiency measures and projects for implementation by facility managers, operators, and custodians
- Manage time and organize work effectively

COURSE TOPICS:

- I. Setting up for success
 - A. Goal setting
 - B. Professional demeanor
 - C. Timeliness and time management
 - D. Getting organized
 - E. Preparation for site visit
 - F. Working in teams
- II. Appropriate communications
 - A. Respect for others' time
 - B. Knowing with whom you are communicating (your audience)
 1. Building owners/managers
 2. Engineering staff or facility operators
 3. Custodial staff
 4. Others
 - C. Knowing why you are communicating
 1. To provide information
 2. To make a request
 3. To schedule an event
- III. Telephone communications
 - A. Telephone etiquette
 - B. Effective questioning
- IV. Written communications
 - A. Proper form
 1. Email
 2. Memos
 3. Letters
 4. Reports
 - B. Using drafts to insure accuracy of content
 - C. Spelling, grammar and syntax
 - D. Presenting technical information in non-technical language
 - E. Organizing and streamlining content
 - F. Limiting the number of communications
- V. Face to face communications

- A. Effective questioning
- B. Pre-audit meeting to develop scope of work
- C. Site visit for data collection
- D. Post-audit meeting to present audit findings and recommendations

TYPES OF ASSIGNMENTS:

- I. In-class
 - A. Class discussions
 - B. Create sample e-mails, technical memos and reports
 - C. Small group projects such as mock interviews and presentations
 - D. Research and collect information from public sources such as websites and government agencies
 - E. Role-playing scenarios to solve communication problems within a constrained time
 - F. Prepare and orally present a power point presentation
 - G. Possible field trips, such as visits to commercial buildings to interview facilities manager, or to the Pacific Energy Center
- II. Out-of-class
 - A. Readings from texts, websites or instructor handouts
 - B. Interview clients, local and government agencies for relevant energy auditing information
 - C. Prepare written report to "clients" about energy audit findings
 - D. Compile and organize data from clients and government agencies for presentations

TEXTBOOKS & RESOURCES:

- Instructor handouts such as templates for memos, letters, and reports
- Instructor handouts on topics such as goal setting, effective organization, time management

BEST Center Curricula, Resources & Recordings

Academic Programs

Georgia Piedmont Technical College - Building Automation Systems

Milwaukee Area Technical College - Sustainable Facilities Operations

Laney College - Commercial HVAC Systems

City College San Francisco - Commercial Building Energy Analysis & Audits

Professional Development Materials, Presentations & Videos

National Institutes

Building Automation Systems Instructor Workshops

Webinars (e.g., BEST Talks)

Faculty Profile Videos

Reports & Case Studies

Marketing Resources

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