



MSCA Presents: Growing and Developing Service Supervisors

May 10-12, 2012

Indianapolis Marriot Downtown
Indianapolis, IN

An intensive two-day training program designed to give your service field supervisors, and your company, an edge in today's tough market.

The key role played by field supervisors has a direct impact on your bottom line.

Often, these highly qualified technicians are placed in this management position with virtually no management or leadership training. MSCA's ***Growing and Developing Service Supervisors***, is a focused training program designed specifically for improving the performance of service supervisors. This program addresses proven training methods in: leadership, coaching, planning, time management, communication, motivational techniques and many more skills which will provide the attending service supervisor the edge and confidence to deal with workplace challenges of today.

This program is not a lecture but a hands-on program utilizing real world exercises and video recorded role plays to which all attendees will be able to relate. Attendees will easily incorporate the skills they develop into their everyday responsibilities. Every attendee who completes the program will receive a certificate of completion and a comprehensive workbook which they can use for years to come. This valuable workbook contains more than 100 sample forms, procedures, checklists and reports that field supervisors use and need on a daily basis.

About the Presenter

The program was developed by a task force of MSCA contractors in partnership with Kevin Dougherty, who will be the lead instructor for the program.

Kevin has been speaking to the construction industry for 20 years. He represents a changing industry — aggressive, realistic, and open-minded. Kevin's work and education experience enables him to relate to today's problems and provides tangible solutions in an easy-to-listen-to style. He has taught thousands of people in various seminars. His client base ranges from family-owned businesses to corporate conglomerates. In addition to speaking and writing articles, Kevin has served as sales manager and corporate trainer for a multimillion-dollar mechanical contractor and specialty services contractor.



Who should attend: This course is designed for anyone who supervises service technicians in the field including field supervisors, operations managers, service managers, field foremen and field leaders.

Registration

The registration fee for *Growing and Developing Service Supervisors* is \$600 for the first person from an MSCA member company, and \$500 for the second registrant from the same company. This fee includes all program materials, meals, and comprehensive workbook. Class size is limited.

Hotel Information

This program will take place at the Indianapolis Marriott Downtown. The room rate for this course is \$139 per night.

More Details

For additional information, contact MSCA at 800-556-3653 or e-mail Sobeida Orantes (saorantes@mcaa.org) or Barbara Dolim (bdolim@mcaa.org).

Download registration materials at www.mcaa.org/education/msca.

Topics to include:

Transition to management: The attributes of a successful service supervisor

Establishing effective time management habits: Understanding personal and environmental time wasters, How to implement a time management system you will actually use

Communication: The importance of improving inter-company communication, using active listening to identify and solve problems, the importance of documentation and follow up, and types of communication

Establishing job leadership: Eight core values of a successful supervisor and how to apply them, how to focus on quality, safety, customer service and profitability

How to coach and mentor for improved team performance: Develop a mentoring and coaching plan to improve worker commitment, quality, safety and customer service

How to properly delegate: The importance of holding all job stakeholders accountable

How to deal with difficult customers and workers in a professional manner

Using creative problem solving to improve production and performance: How to institute a problem solving system to solve almost any problem

Dealing with conflict and negotiations skills

Sales management basics

Complying with human resource issues

Planning, goal setting and productivity improvement: Learn how to establish a planning process to stay ahead of the job details

Motivating employees: How to use the proper motivation method to control behaviors

Daily Schedule

	Thursday, May 10	Friday, May 11	Saturday, May 12
7 a.m.		Continental Breakfast	Continental Breakfast
Morning 7:30 a.m.– Noon		▶ Coaching and Mentoring	▶ Video-role plays ▶ Sales Basics Workbook ▶ Tools ▶ Benchmarking ▶ Summary and Review
Noon		Lunch	Adjourn
Afternoon	▶ Welcome and Introduction ▶ Transition to Management Leadership	▶ Communication ▶ Goal-Setting ▶ Problem-solving ▶ Time Management ▶ Dealing with conflict ▶ Role Plays	
Evening	5-7 p.m. Dinner	6:15-7:45 p.m. Dinner ▶ Practice Session	



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www.msca.org



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Attendee Information

Name _____ Badge Name _____
 Company Name _____ Title _____
 Street Address _____
 City _____ State _____ ZIP Code _____
 Registrant's E-mail _____ Work Phone _____ Fax _____

E-mail address to send acknowledgement of registration form receipt: _____

Registration Fees

MSCA/MCAA Member	\$600 – 1st Attendee	
MSCA/MCAA Member	\$500 – 2nd Attendee	
Non-Member	\$1,400	

MSCA Registration & Housing Policy

Registration fee due at time of registration (all registration based on first-come-first-serve basis – class size limited).

MSCA Cancellation & Refund Policy

No penalty for cancellation 30 days prior to program date. After that date, reimbursement will be dependent on the filling of your vacancy.

Program begins at 3:00 p.m. on Thursday, May 10.
Please plan your arrival accordingly!

Registration Payment

Check (payable to MSCA) AMEX MC VISA

Account Number _____ Expiration _____
 Cardholder Name _____ Billing ZIP Code _____
 Signature _____

Hotel Registration

Room Type	Room Rate	King Bed	2 Beds
Standard Single/Double	\$139.00		

Arrival Date _____ Departure Date _____
 Total Number of People in Room _____ Sharing with _____
 Do you have any special hotel requirements? _____

Please contact Sobeida Orantes, MSCA at 800-556-3653 if you require special accommodations to fully participate in this event.

Rooms at the Group Rate Are Subject to Availability

The hotel cut-off date is April 10, 2012. After this date, rates and room types may change. A deposit equal to the room and tax charge for one night's stay will be necessary to confirm your reservation. Reservations cancelled within 24 hours of the day of arrival will result in forfeiture of deposit. All early departures are subject to an early departure penalty of one night's room and tax. All rates are subject to an 17% tax per room per night.

Check (Indianapolis Marriott Downtown) AMEX MC VISA

Account Number _____ Expiration _____
 Cardholder Name _____ Billing ZIP Code _____
 I authorize the following to be charged to the credit card provided: Deposit Room & Tax All Charges
 Signature _____

Registration Made Easy:

FAX your completed registration and hotel reservation forms to: (240)238-7261 OR
 Mail to MSCA, 1385 Piccard Drive, Rockville, MD 20850
 Questions or changes?
 E-mail Sobeida Orantes at saorantes@mcaa.org or call 800-556-3653

For Office Use

Payment: _____
 Database: _____
 Hotel: _____