



Growing and Developing Service Supervisors

April 19-20, 2018

MILWAUKEE TOOL Headquarters

Brookfield, WI

This is 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 focused training designed specifically for improving the performance of service field supervisors. Using proven methods, this program will advance skills in leadership, coaching, planning, time management, communication, and motivational techniques, all of which will give the field supervisor an edge and the confidence to deal with the workplace challenges of today.

This program is not a lecture, but a hands-on program that uses real world exercises and video-recorded role plays that participants will be able to relate to. Attendees will easily incorporate the skills they learn from the seminar into their everyday responsibilities. Every participant who completes the program will receive a Certificate of Completion and a comprehensive workbook that can be used for years to come. This valuable workbook contains more than 100 sample forms, procedures, checklists and reports that field supervisors use daily.

About the Presenter

The program was developed by a task force of MSCA contractors in partnership with Kevin Dougherty, who is the lead instructor for the program. Kevin has been a speaker in the construction industry for more than 20



years. He represents a changing industry — aggressive, realistic, and open-minded. Kevin's work experiences and education enable him to relate to today's problems and provide 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 a 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** for an MSCA member company is \$925 for the first person, and \$850 for each additional registrant. This fee includes all program materials, meals, and a comprehensive workbook. Class size is limited.

Activities

As an added bonus, attendees will attend the Milwaukee Brewers baseball game at Miller Park on Friday, April 20, 2018. The cost of the event and transportation to and from the stadium are included in the registration fee courtesy of MILWAUKEE TOOL. Attendees will also be given a tour of the MILWAUKEE TOOL headquarters during the program.

Hotel Information

Upon registering for the program, attendees will have reservations at the DoubleTree by Hilton Hotel Milwaukee—Brookfield, located at 18155 Bluemound Road in Brookfield, Wisconsin. (A part of the Milwaukee metro area). The hotel is just 20 miles away from the Milwaukee General Mitchell International Airport (MKE). The room rate for this course is \$119 per night, and the hotel cut-off date for reservations is March 28, 2018.

Schedule Overview

Dates	Thursday, April 19	Friday, April 20
Morning	7:00-7:30 a.m. Breakfast 7:30-11:30 a.m. In Session	6 a.m. Transport to MILWAUKEE TOOL 6:30 a.m. Breakfast 7-11:30 a.m. In Session
Afternoon	11:30 a.m.-12:30 p.m. Lunch 12:30-5 p.m. In Session	11:30 a.m.-12:30 p.m. Lunch 12:30-3:30 p.m. In Session 3:30-5 p.m. Tour
Evening	6 p.m. Dinner/Activity	5 p.m. Transport to hotel 6 p.m. Transport to Miller Park

Topics 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 employees in a professional manner

Using creative problem-solving to improve production and performance: Adopt a problem-solving system to resolve almost any issue

Dealing with conflict and negotiations skills

Sales management basics

Complying with human resource issues

Planning, goal-setting and productivity improvement: Establish a planning process to stay ahead of the job details

Motivating employees: Use the proper motivation method to control behaviors



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