



Growing and Developing Service Supervisors

May 2 - 3, 2019

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, May 3, 2019. 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 Sheraton Milwaukee Brookfield Hotel, located at 375 South Moorland Road in Brookfield, Wis. (a part of the Milwaukee metro area). The hotel is just 15 miles away from the Milwaukee General Mitchell International Airport (MKE). The room rate for this course is \$102 per night, and the hotel cut-off date for reservations is April 10, 2019. Room and tax for your entire stay will be charged to the credit card provided on the registration form in advance of arrival.

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

Schedule Overview		
Dates	Thursday, May 2	Friday, May 3
Morning	6 a.m. Transport to MILWAUKEE TOOL 6:30 a.m. Breakfast 7-11:30 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	5 p.m. Transport to hotel 6 p.m. Dinner/ Activity	5 p.m. Transport to hotel 6 p.m. Transport to Miller Park



Mechanical Service Contractors of America
 1385 Piccard Drive
 Rockville, MD 20850-4340
www.msca.org



Growing and Developing Service Supervisors
 Sheraton Milwaukee Brookfield Hotel
 Brookfield, WI
 May 2-3, 2019



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	\$925 – 1 st Attendee	_____
MSCA/MCAA Member	\$850 – 2 nd Attendee	_____
Non-Member	\$2,000	_____

Program begins at 7:00 a.m. on Thursday, May 2
Please plan your arrival accordingly!

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.

Registration Payment

Check (payable to MSCA) AMEX MC VISA

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

Hotel Registration

*** The credit card provided below will be charged the full stay prior to hotel arrival.**

Room Type	Room Rate	King Bed	2 Beds
Standard Single/Double	\$102.00	_____	_____

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, 2019 After this date, rates and room types may change. Reservations canceled within 72 hours of the arrival day will result in forfeiture of deposit. All rates are subject to a 15.6 % tax per room per night.

AMEX MC VISA

Account Number _____ Expiration _____
 Cardholder Name _____ Billing ZIP Code _____
 I authorize the room & tax to be charged to the credit card provided:
 Signature _____

Registration Made Easy:

FAX your completed registration and hotel reservation form 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: _____