



Growing and Developing Service Supervisors

October 29-30, 2019

DoubleTree by Hilton Seattle Airport
Seattle, WA

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.

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

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.

Hotel Information

Upon registering for the program, attendees will have reservations at the DoubleTree by Hilton Seattle Airport, 18740 International Boulevard, Seattle, WA 98188. The hotel is just 6 minutes away from the Seattle-Tacoma International Airport (SEA). The room rate for this course is \$164 per night, and the hotel cut-off date for reservations is September 28, 2019. Room and tax for your entire stay will be charged to the credit card provided on the registration form in advance of arrival.

Schedule

Classes will start each day at 7:30 a.m. with breakfast at 7 a.m. Lunch will be provided both days. There is dinner and an activity planned for Tuesday night. Class will end at 3:30 p.m. on Wednesday, October 30.



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



Growing and Developing Service Supervisors
 Doubletree by Hilton Seattle Airport
 Seattle, WA
 October 29-30, 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 | |

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 7:00 a.m. on Tuesday, October 29
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 | \$164.00 | | |

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 September 28, 2019. After this date, rates and room types may change. A credit card is required to confirm your reservation but will not be charged until check-in. Reservations cancelled within 72 hours of the arrival day will result in forfeiture of deposit. All rates are subject to a 20 % tax per room per night.

AMEX MC VISA

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

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: _____