



Advanced Service Supervisors Training

to enhance leadership and productivity skills

Virtual program scheduled for
February 9, 11, 16 and 23

This is an intensive 8-hour 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 service 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* provided service supervisors with the basic skills they needed to improve their job performance. This new advanced program will build on those skills and take it to the next level. Using proven methods, this program will focus on leadership skills, productivity, attitude adjustment, coaching, planning, 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.

ADDED BONUS:

Beyond the eight hours of on-line training, each participant will have access to two 45-minute individual coaching sessions with the instructor to focus on their specific issues or challenges. All attendees will receive a comprehensive workbook that can be used for years to come.

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.



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) Credit Card*

*Our process for collecting credit cards has changed to enhance the security of your personal information. **Please choose one of the options below:**

Send a secure web link (this link lets you input your information and send it to MSCA securely; the link will expire within 5 business days) Email _____

Call me for the information

Name _____ Phone _____ Best Time to Call _____

We accept credit card payments for registrations and hotel reservations.
Your registration and hotel will be confirmed when we receive your payment.

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.

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: _____