



# Growing and Developing Service Supervisors

May 16-17, 2022

DoubleTree by Hilton Milwaukee - Brookfield  
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 Tuesday, May 17, 2022. 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, Brookfield Hotel, located at 18155 West Bluemount Road (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 April 25, 2022.

| Schedule Overview |  |  |
|-------------------|--|--|
| Dates             | Monday,<br>May 16  | Tuesday<br>May 17  |
| Morning           | 6:30 a.m. Breakfast<br><br>7-12:00 p.m.<br>In Session            | 6 a.m. Transport to<br>MILWAUKEE TOOL<br><br>6:30 a.m. Breakfast<br><br>7-11:30 a.m.<br>In Session |
| Afternoon         | 11:30 a.m.-12:30 p.m.<br>Lunch<br><br>12:30-5 p.m.<br>In Session | 11:30 a.m.-12:30 p.m.<br>Lunch<br><br>12:30-3:30 p.m.<br>In Session<br><br>3:30-5 p.m. Tour        |
| Evening           | 6 p.m.<br>Dinner at the hotel                                    | 5 p.m.<br>Transport off site to<br>Brewers Baseball<br>Game  |

## 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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## 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 <sup>st</sup> Attendee |  |
| MSCA/MCAA Member | \$850 – 2 <sup>nd</sup> 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 Monday, May 16  
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 |
|------------------------|-----------|
| Standard Single/Double | \$119.00  |

Attending Brewers game on May 17th? (Circle One)    Yes    No

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 25, 2022.** 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 21% 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](mailto:saorantes@mcaa.org) or call 800-556-3653.

### For Office Use

Payment: \_\_\_\_\_

Database: \_\_\_\_\_

Hotel: \_\_\_\_\_