



Growing and Developing Field Service Supervisors

November 9-10, 2023

Grand Hyatt Seattle
Seattle, Washington

This is an intensive two-day training program designed to give your service field supervisors (and your company) an edge in today's challenging 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 today's workplace challenges.

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 \$975. The non-member rate is \$2,000 per person. This fee includes all program materials, meals, and a comprehensive workbook.

Hotel Information

Upon registering for the program, attendees **will have to make their own reservations** at the Grand Hyatt Seattle, 721 Pine St., Seattle, WA 98101. A link to the hotel reservation system will be provided. It is recommended they arrive on

Wednesday, November 8 and depart Friday, November 10 after class ends. The hotel is 15 miles from Seattle-Tacoma Airport (SEA). The room rate for this course is \$175 per night, plus taxes and fees. Self parking onsite is \$37/night, and Valet parking onsite is \$58/night. The hotel cut-off date for reservations is Wednesday, October 11, 2023. After that point reservations and rate are dependent upon hotel availability.

****Please note you must make your own hotel reservations with the link provided at registration. Do not call the hotel directly. You are responsible to pay for your hotel and transportation.***

Thursday, November 9th	Friday, November 10th
7:30 AM Breakfast	7:30 AM Breakfast
8:00 AM Instruction Begins	8:00 AM Instruction Begins
Lunch	Lunch
1:00 PM - 5:00 PM Instruction	1:00 PM - 3:00 PM Instruction
6:00 PM Dinner	3:00 PM Class ends Departures at leisure

*The schedule above is a sample schedule and is subject to change. Any changes will be communicated with the class.

An email with the final schedule is sent approximately one week before the class.

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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