



Growing and Developing Service Supervisors

April 27-28, 2017

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, April 28, 2017. 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 Hotel Milwaukee—Brookfield, located at 18155 Bluemound Road in Brookfield, Wis. (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 3, 2017.

Schedule Overview		
Dates	Thursday, April 27	Friday, April 28
Morning	7:00-7:30 a.m. Breakfast	6 a.m. Transport to MILWAUKEE TOOL
	7:30-11:30 a.m. In Session	6:30 a.m. Breakfast 7-11:30 a.m. In Session
Afternoon	11:30 a.m.-12:30 p.m. Lunch	11:30 a.m.-12:30 p.m. Lunch
	12:30-5 p.m. In Session	12:30-3:30 p.m. In Session 3:30-5 p.m. Tour
Evening	6 p.m. Dinner/Activity	5 p.m. Transport to hotel 6 p.m. Transport to Miller Park

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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www.msca.org



Growing and Developing Service Supervisors
 Doubletree by Hilton Milwaukee Brookfield
 Brookfield, WI
 April 27-28, 2017



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, April 27
 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

Room Type	Room Rate	King Bed	2 Beds	
Standard Single/Double	\$119.00			

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 3, 2017 After this date, rates and room types may change. Reservations cancelled within 72 hours of the arrival day will result in forfeiture of deposit. All rates are subject to a 13.1% tax per room per night.

AMEX MC VISA

Account Number _____ Expiration _____
 Cardholder Name _____ Billing ZIP Code _____
 I authorize the following to be charged to the credit card provided: Deposit Room & Tax All Charges
 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: _____