Service Managers Training Program

November 9 — 12, 2020
Royal Sonesta Harbour Court
Baltimore, MD
Service leaders often find themselves living a life of reaction; reacting to jobs going poorly, upset customers, field personnel issues, internal office conflicts and the list goes on and on. As Service Leaders it’s hard to work on the business when you’re constantly working in the business. With proper business and financial management, one can minimize the constant barrage of distractions and begin to focus more of their time where it matters – on the business. Whether you are new to service leadership or a tenured employee, this class has something for everyone.

The Role of Today’s Service Manager
Managers wear so many hats throughout the day that it is sometimes difficult to decide which one is the most important. In this section, participants will learn how to make a smooth transition from peer to supervisor, focus on the important roles and responsibilities of a manager, stay away from the deadly “career stoppers” that can sabotage a promising future, identify what employees really need from their managers, and become an enlightened leader that others want to follow.

Day-to-Day Financial Management
During our interactive, hands on time together we will explore and understand the principals of how our service financials work. We will dig deep into Service Burden, Indirect Cost, Labor Mix, Labor Rates, Gross Profit vs Net Profit, Recovery vs Under-Recovery, etc. Using historical data is the key to forecasting the future of your business; therefore in addition to these things we will also look at key performance indicators that can help drive your service business to the next level.

Communication and the Service Team
Time and time again, communication is cited as the #1 challenge in most organizations. During this revealing section of the program, participants will discover their inner strengths and limitations through a unique communication assessment. In this eye-opening session, participants will quickly learn how to apply this knowledge in their work environments, discover why they get along with some people and not with others, interact more effectively with direct reports, make the written word as clear as the spoken word, and go beyond “hearing” to “listening.”

Managing the Many Faces of Conflict
No matter where you work or whom you work with, conflict is inevitable. The best managers know how to manage discomfort along with conflict and, ultimately, restore harmony in the work environment before it becomes destructive. In this program, participants will learn how unresolved conflict erodes performance, how to use different strategies and techniques to resolve conflicts, and how to best use their personal style for handling conflict.

Developing People through Daily Leadership
Effective managers are increasingly being described as “coaches” rather than “bosses.” They are expected to provide instruction, guidance, advice, and encouragement to help employees improve their job performance. In this section, participants will learn how to analyze ways to improve an employee’s performance and capabilities; create a supportive, team-oriented environment; and influence employees to change their behavior.

Coaching Your Team to Champion Performances
For many managers, providing feedback to employees is a difficult and uncomfortable responsibility. Too often, managers provide feedback only when forced. However, feedback doesn’t always need to be negative. In fact, when used positively, the results can be dramatic. In this session, participants will learn how to identify situations requiring corrective action, make the task of providing feedback more comfortable by using a structured approach, and prepare for the coaching meeting with their employees.

Motivating Employees with Rewards and Recognition
Managers often categorize their employees as those who “are motivated” and those who “aren’t.” All employees are motivated. It’s just that sometimes they aren’t motivated to do the things the manager wants them to do. In this section, participants will learn how to link rewards to performance, how to choose the motivational options that are best for individual employees, and how to handle those motivational “challenges.”
INSTRUCTORS

Nancy Bandy will be the lead instructor for this program. Nancy is currently managing director of TRAINSITIONS Consulting Group, a consulting group and think tank. She is an accomplished professional with more than 20 years of corporate training and organizational design experience in the areas of consultative selling, management and instructor development, customer service, performance management, individual and team presentation, change management strategies, and executive leadership. Nancy is a very popular and highly acclaimed instructor for MSCA, having taught at numerous conferences, local service seminar programs, and the MSCA Sales Institute.

David Geith will present the financial sessions during the program. David is a seasoned professional with over 28 years of experience in the HVAC industry with great focus in building control system sequence and operation, sales and estimating, system design, customer service, and repair and maintenance. David joined the Mesa Energy / EMCOR team and is currently Vice President of Service overseeing the largest HVAC service company in Los Angeles and Orange County and was responsible for managing revenues in excess of $40M.

SCHEDULE OF EVENTS

<table>
<thead>
<tr>
<th>Time</th>
<th>November 9</th>
<th>November 10</th>
<th>November 11</th>
<th>November 12</th>
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<tbody>
<tr>
<td>8 a.m. - Noon</td>
<td>8-9 a.m. Introduction Breakfast</td>
<td>Financial Management</td>
<td>Managing Conflict</td>
<td>Coaching Your Team to Champion Performances</td>
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<td></td>
<td>The Role of Today’s Service Manager</td>
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<td>Motivating Others</td>
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<tr>
<td>Noon - 1 p.m.</td>
<td>Lunch</td>
<td>Lunch</td>
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<td>Lunch</td>
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<td>1-5 p.m.</td>
<td>Financial Management</td>
<td>Communication and the Service Team</td>
<td>Developing People through Daily Leadership</td>
<td>Group Presentations/Graduation</td>
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<td>5-6 p.m.</td>
<td>Dinner and Activity</td>
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MSCA Service Managers Training Program

Who Should Attend
Any manager at a mechanical service company will benefit from this broad range of management training. This program is especially recommended for managers who have come up through the trades and have had little or no formal management training as well as those who want to enhance their management skills and become more effective leaders.

Registration Fee
The registration fee for the four-day program is $1,500 for MSCA members and $3,600 for non-MSCA members. The cost includes tuition, course materials, breakfast and lunch each day, a reception/dinner, and a certificate of program completion. Full payment is required at the time of registration. Each program is limited to 30 attendees, and registration is on a first-come, first-served basis.

Travel and Hotel Information
A block of rooms is reserved at the Royal Sonesta Harbour Court, 550 Light St, Baltimore, MD 21202. For the convenience of attendees traveling to the program from out of town, the hotel is located 12 miles from the Baltimore Washington International (BWI) Airport. Please make sure you reserve your hotel room, if needed, prior to August 25, 2020.

If you have any questions, please email Sobeida Orantes; saorantes@mcaa.org.
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Royal Sonesta Harbour Court
Baltimore, MD
November 9 – 12, 2020

Attendee Information
Name ____________________________ Badge Name ________________________
Company Name ____________________________ Title ____________________________
Street Address ____________________________
City __________________ State ___________ ZIP Code ____________________________
Registrant’s email ____________________________ Work Phone __________________ Fax __________________

Email address to send acknowledgment of registration form receipt: ____________________________

Registration Fees
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<tr>
<th>Membership Level</th>
<th>Fee</th>
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<tr>
<td>MSCA Member</td>
<td>$1,500</td>
</tr>
<tr>
<td>Non-Member</td>
<td>$3,600</td>
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Program begins at 8:00 a.m. on Monday, November 9. Please plan your arrival accordingly!

MSCA Registration & Housing Policy
Registration fee due at time of registration (all registration based on first-come-first-served 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 Made Easy:
✓ FAX your completed registration and hotel reservation forms to: (240) 238-7261 or
Mail to MSCA, 1385 Piccard Drive, Rockville, MD 20850
Questions or changes?
Email Sobeida Orantes at saorantes@mcaa.org or call 800-556-3653.

Hotel Registration
<table>
<thead>
<tr>
<th>Room Type</th>
<th>Room Rate</th>
<th>King Bed</th>
<th>2 Beds</th>
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<tbody>
<tr>
<td>Standard Single/Double</td>
<td>$184.00</td>
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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 August 25, 2020. 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 canceled within 24 hours of the day of arrival will result in charge of one night’s stay. All rates are subject to a 17.5% tax per room per night.

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For Office Use
Payment: ____________________________
Database: ____________________________
Hotel: ____________________________