



EMPLOYEE DEVELOPMENT SERIES (EDS)

FOR SERVICE
Nancy Bandy



Mechanical Contractors Association of America, Inc.

1385 Piccard Drive Rockville MD 20850 T 301 869 5800 F 301 990 9690 MCAA.ORG



Employee Development Series (EDS) Seminars

These training series are geared towards all team member as they focus on developing and building the skills necessary to perform your best in and out of the office.

EDS 100: 8 hours

Communication Skills for Building Better Working Relationships

No matter what your role is in the service organization, communication is the foundation of all your interactions with other employees and customers. The ability of individuals within a company to communicate effectively is an essential ingredient for the company's success and has a direct bearing on the profitability of every organization. Whether communicating with peers, employees, customers or suppliers, success in today's marketplace depends on clear and concise writing, speaking and listening skills. Using the Everything DiSC® Profile, attendees gain a greater understanding of their own communication style and how it impacts others. At the end of this program, participants will be able to:

- Improve their working relationships by gaining an understanding of the four basic communication styles.
- Adapt their communication style to meet the needs of those with whom they interact.
- Use active listening techniques to improve their ability to assess customer and employee needs.

EDS 101: 8 hours

Word Power: Making E-mails and Other Written Communication Effective

In this age of high technology, the ability to communicate with confidence and clarity is vital. Effective writing is critical and documents created are an indication of one's knowledge and professionalism. Communications are a reflection of the individual, their department and their company as a whole. At the end of this program, participants will be able to:

- Improve on the way thoughts and ideas are expressed in writing.
- Organize ideas and information for clarity and conciseness.
- Determine and achieve the proper style and tone for the type of written communication.
- Tailor the written message for the intended audience.

EDS 102: 8 hours

Positive Negotiating: Turning Opponents into Partners

Today's buyers and sellers often perceive the negotiating environment as adversarial, pitting one group against another. In reality, the negotiating process, when properly addressed, offers a great opportunity to gain better understanding of the buyer's and seller's individual needs, and in the process, build stronger relationships for the long-term. To be successful, the effective negotiator must be able to solve problems and create workable solutions that benefit both parties, while preserving the customer relationship. At the end of this program, participants will be able to:

- Prepare for the negotiating process using structured planning methods.
- Overcome the three common barriers that get in the way of positive negotiating.
- Use a negotiation template to compose the dialogue for every negotiation meeting.

EDS 103: 8 hours

Time Management: Moving from Chaos to Control

There is never enough time in the day for handling all the day-to-day issues of the service environment so efficiency in setting priorities, establishing goals, and managing limited time is paramount. Everyone gets the same 24 hours in a day. How those hours are used determines the critical performance difference for success in both professional and personal lives. If wasted time could be reduced by just five minutes every hour, the service professional would gain an extra 3+ hours each week. This program is designed to help service personnel implement good time management practices to improve productivity for themselves and their associates. At the end of this program, participants will be able to:

- Analyze their work day to identify the actual demands on their time.
- Organize activities to prioritize important tasks in order to regain control over their own time management.
- Build good habits for dealing with interruptions, procrastination and other time-wasters that are stealing time from the work day.

EDS 104: 16 hours

Conflict Resolution: Turning Resistance into Productivity

Conflicts are inevitable! When smart, confident, and assertive people come together to achieve goals in the workplace, conflicts are a certain and sometimes useful result. Conflicts can be a serious problem in any organization. They can hurt performance and lead to the loss of good employees when not managed effectively. The long-term success depends upon the successful redirection of conflicts toward positive goals. At the end of the program, participants will be able to:

- Identify the difference between functional and dysfunctional conflicts and turn them into positives before they escalate.
- Recognize the three most common sources of conflict.
- Anticipate the five ways people might react to conflict

EDS 105: 16 hours

Verbal Impact: Getting Comfortable with Public Speaking

- Even among the most professional speakers, a little nervous energy is common when speaking in public. No matter how large or small the audience, the stakes are high and chances are "you never get a second chance to make a good first impression." This program is designed to develop oral presentation skills and challenge participants to break out of their comfort zones, while increasing confidence for anyone who has a fear of public speaking. At the end of this program, participants will be able to:
- Use a structured approach to analyze the audience, create effective openings and closings, and develop messages so they can be delivered confidently and assertively.
- Create and properly use audio-visual aids that support the presentation and clarify complex material.
- Engage the audience in an active question-and-answer session that enhances credibility.

EDS 106: 16 hours

Instructor Development: Transferring Experience into Training

It was once said that “The training of intellectual capital is the currency of the future.” Companies today have a wealth of knowledge within their organizations and sharing that expertise is one of the best ways to ensure that industry best practices are retained over time. Many in the industry are sharing their valuable experiences and knowledge by teaching programs within their organizations. Too often those classes are only lecture-driven, making the classroom uninteresting and boring for the learner, and reducing overall effectiveness of the training. At the end of this program, participants will be able to:

- Differentiate between adult and traditional learning environments and create one that is conducive to adult learning.
- Use a structured process for responding to questions which enhances interaction between the presenter and the audience.
- Use multiple teaching techniques to appeal to diverse audience learning styles.



About the Instructor:

Nancy Bandy is Managing Director of TRANSITIONS Consulting Group LLC. She draws on many years of experience in training and management consulting to develop and deliver highly effective custom training programs using proven experiential learning methods. Nancy is well known among MSCA members and has been responsible for developing and delivering many of the MSCA courses, webinars, and other resources highly popular with MSCA members. Prior to starting her own company, Nancy’s previous experience included executive positions with Coldwell Banker, Koll Real Estate Services, CB Richard Ellis and Strategic HR Services. Nancy received her Bachelor’s Degree in Business Education and Administrative Services from Northern Illinois University and her MA in Management from Webster University.

Contact Information:

Contact Nancy at **949-458-9464** or nbandy@transitions.com.

About the National Education Initiative (NEI):

MCAA will bring lifelong learning directly to you! The National Education Initiative Seminars are our best MCAA/MSCA programs—brought to your local association or even your company. Our goal is to provide ongoing and advanced education and training in support of individual and association growth across the mechanical contracting industry. We offer standard and custom-designed classes exclusively for your association or company’s unique needs and challenges. If you need training quickly or have a large group, we are here to help!

For more information or to schedule a course:

Contact **Barb Dolim** at **301-990-2210** or bdolim@mcaa.org.

EDS 107: 4 hours

Service Team Accountability: Success through Personal Actions

Today’s service employees work in a very fast-paced, high performance setting where they are often required to create order out of seemingly chaotic situations. Teamwork and personal responsibility are the hallmarks of a successful service operation. No business will ever succeed if its employees blame, complain, procrastinate and point fingers at others in response to critical service failures. Instead of wasting time and energy in finding excuses for inferior performance, employees need to take a more proactive approach, accepting personal responsibility for correcting the situation, whether it’s part of one’s direct job responsibilities or not. At the end of this program, participants will be able to:

- Identify the ways in which they react to change and how it impacts their ability to deliver exceptional service.
- Serve as a role model to others by embracing the attitudes that are necessary for success in an entrepreneurial environment.
- Eliminate negative behaviors that are a detriment to team efforts.



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