



Advanced Service Supervisors Training

to enhance leadership and productivity skills

Virtual program scheduled for
May 10, 11, 17 and 24

This is an intensive 8-hour 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 service 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* provided service supervisors with the basic skills they needed to improve their job performance. This new advanced program will build on those skills and take it to the next level. Using proven methods, this program will focus on leadership skills, productivity, attitude adjustment, coaching, planning, 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.

ADDED BONUS:

Beyond the eight hours of on-line training, each participant will have access to two 45-minute individual coaching sessions with the instructor to focus on their specific issues or challenges. All attendees will receive a comprehensive workbook that can be used for years to come.

About the Presenters

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.

Kip Bagley is the Vice President of Emcor Services Mesa Energy in Irvine, CA where he oversees the HVACR service operations, production and recruiting of Mesa's 12 offices. During the course of his career, Kip has either worked



directly with or had oversight in all aspects of the mechanical HVACR customer service business including field, dispatch, sales, operations, and finance departments. Kip is the immediate past-chairman of the MSCA Board of Managers and served on the MSCA Education Committee for over ten years.

Registration

The registration fee for **Advanced Service Supervisors Training** for an MSCA/MCAA member company is \$725 per registrant. This fee includes on-line training, individualized coaching sessions and all program materials. **Class size is limited.**

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.

Schedule

Classes will be held on May 10, 11, 17 and 24 from 1:00 – 3:00 p.m. EST. each day. A ZOOM link will be sent to all class registrants.

Topics include:

- Day to Day Realities
- Attributes of a successful supervisor
- Establishing effective time management habits
- Understanding personal and environmental time wasters
- Core values of a successful supervisor and how to apply them
- Focusing on quality, safety, customer service and profitability
- Developing your non-negotiable items
- Developing a coaching and mentoring plan
- How to properly delegate
- Improving inter-company communication
- Dealing with conflict and site negotiations
- Using active listening
- Importance of documentation and follow-up
- Holding all job stakeholders accountable
- Motivating employees
- ...and more!



Mechanical Service Contractors of America
1385 Piccard Drive
Rockville, MD 20850-4340
www.msca.org

Growing and Developing Service Supervisors

Virtual Program

May 10, 11, 17 and 24



Attendee Information

Name _____

Company Name _____ Title _____

Street Address _____

City _____ State _____ ZIP Code _____

Registrant's E-mail _____ Work Phone _____

E-mail address to send acknowledgment of registration form receipt: _____

Registration Fees

MSCA/MCAA Member	\$725	
Non-Member	\$2,000	

MSCA Registration 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) 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 _____

Registration Made Easy:

FAX your completed registration 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: _____