



# Growing and Developing Service Supervisors

November 10-11, 2022

Marriott Orlando TownePlace Suites  
Orlando, FL

**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 \$925 for the first person, and \$850 for each additional registrant. The non-member rate is \$2,000 per person. This fee includes all program materials, meals, and a comprehensive workbook. Class size is limited.

## Hotel Information

Upon registering for the program, attendees will have reservations at the Marriott Orlando TownePlace Suites, located at 5530 Butler National Drive, Orlando, FL. The hotel is just 2 miles away from the Orlando International Airport (MCO). The room rate for this course is \$129 per night, and provides a complimentary airport shuttle and complimentary onsite parking. The hotel cut-off date for reservations is Friday, October 7, 2022.

Thursday, November 10	Friday, November 11
7:00am Breakfast (for hotel guests) 8:00am Instruction Begins	7:00am Breakfast (for hotel guests) 8:00am Instruction begins
12:00pm Lunch	12:00pm Lunch
1:00pm- 5:00pm Class ends	1:00pm – 3:00pm Instruction
6:30pm Dinner	3:00pm Class ends, departures at leisure

## 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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## 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 <sup>st</sup> Attendee	
MSCA/MCAA Member	\$850 – Additional	
Non-Member	\$2,000	

### MSCA Registration & Housing Policy

Registration fee due at time of registration (all registration based 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.

**Program begins at 8:00 a.m. on Thursday, November 10.  
Please plan your arrival accordingly!**

## 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 \_\_\_\_\_

**We accept credit card payments for registrations and hotel reservations.  
Your registration and hotel will be confirmed when we receive your payment.**

## Hotel Registration

Room Type	Room Rate
Standard	\$129.00

Arrival Date \_\_\_\_\_ Departure Date \_\_\_\_\_ Dietary Restrictitons \_\_\_\_\_

Total Number of People in Room \_\_\_\_\_ Sharing \_\_\_\_\_

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 October 7, 2022.** 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 72 hours of the arrival day will result in forfeiture of deposit. All rates are subject to a 12.5% tax per room per night.

Registration Made Easy:  
 FAX your completed registration and hotel reservation form to: (240) 238-7261  
 EMAIL Sobeida Orantes at saorantes@mcaa.org  
 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: \_\_\_\_\_