

# Dispatchers Professional Development Training Program

April 24-25, 2023

Chicago Marriott O'Hare

**MSCA's Dispatchers Professional Development Training** is a highly interactive program that includes presentations, group exercises, self-assessment tools, and discussion groups. As the company's primary representative with the client, the dispatcher serves as the nerve center for service scheduling, resource allocation, priority-setting, and customer satisfaction—which are all elements of great customer service.

## Reach Your Full Potential

Professional dispatchers can improve company productivity by getting the most from limited service resources, building strong customer relationships, and understanding their service technicians' and service managers' needs and capabilities. Many dispatchers do not reach their full potential because they have not had the opportunity to acquire or fully develop the complex skill set needed to be effective in this role.

## Enhance Job Performance and Contribution to Company Success

This program closes that gap with a comprehensive training course created specifically for service dispatchers. Custom-designed for MSCA members, this program goes beyond traditional technical training to help develop those advanced skills needed to be highly effective in the dispatcher role. By completing this program, dispatchers will be able to improve their job performance and more effectively contribute to the success of their companies.



## About the Presenter

The program was developed by a task force of MSCA contractors in partnership with TRAINSTITIONS Consulting Group. Lead instructor for this program is Dave Bavisotto, Vice President of Sales and Business Development from Illingworth-Kilgust Mechanical Service Group. He is an accomplished leader in the HVAC industry with over three decades of experience, and is a popular and highly acclaimed instructor for MSCA, having taught local service seminar programs, and classes for the MSCA Sales Institute.



# PROGRAM OUTLINE

## Module 1

### The Dispatcher and the Service Organization

- ◆ The Dispatcher's Influence in the Organization
  - ◆ The Dispatcher's Impact on Profitability
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## Module 2

### Communication Skills for the Dispatcher

- ◆ Communication Skills for Interfacing with All Types of People
  - ◆ Four Styles of Communication
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## Module 3

### Partnering with the Service Technician

- ◆ The Life of a Service Call
  - ◆ Walking in the Technician's Boots
  - ◆ Prioritizing Service Calls
  - ◆ Matching Technician Ability to Customers and Problems
  - ◆ What Technicians Need from their Dispatchers
  - ◆ The Art of Asking the Right Questions
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## Module 4

### Servicing the Customer

- ◆ Levels of Customer Satisfaction
  - ◆ How to Turn No's into Positives
  - ◆ Handling Difficult Customers
  - ◆ Steps to Rapid Service Recovery
  - ◆ Applying the Finishing Touches with Correct Follow-Up
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## Module 5

### Managing the Service Manager

- ◆ Managing Upward
  - ◆ Benchmark Self-Evaluation
  - ◆ Interpersonal, Self-Management and Technical Skills
  - ◆ Taking Charge of Your Job and Career
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## Module 6

### Working with the Rest of the Team

- ◆ A Day in the Life of a Dispatcher
  - ◆ Getting Rid of Stress
  - ◆ Personal Action Plan
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## Registration

The registration fee for Dispatchers Professional Development Training Program is \$975 for MSCA members. The non-member rate is \$2,000 per person. This fee includes all program materials, meals (two breakfasts, two lunches, and one dinner on Monday night), and a comprehensive workbook.

## Hotel Information

Upon registering for the program, attendees will need to make their own reservations with the link provided at registration. Chicago Marriott O'Hare, which is located at 8535 West Higgins Road, Chicago, IL 60631. A link to the hotel reservation system will be provided. It is recommended to arrive on Sunday, April 23 and depart Tuesday, April 25 after class ends. The hotel is 11 minutes from the Chicago O'Hare Airport (ORD) and 45 minutes from Chicago Midway Airport (MDW). The cut-off date for hotel reservations is March 22, 2023. Room rates are \$159 (plus tax) per night for a single room. After that point reservations and rate are dependent upon hotel availability.

*Please note: you must make your own hotel reservations with the link provided at registration. Do not call the hotel directly. You are responsible to pay for your own hotel and transportation. There is a complimentary airport shuttle from ORD.*

## Program Information

This program will be held Monday, April 24 starting at 8:00 a.m. and concluded on Tuesday, April 25 at 3:00 p.m. An email with the final schedule is sent approximately one week before the class.

For more information, call 800-556-3653 or email  
Sobeida Orantes at [saorantes@mcaa.org](mailto:saorantes@mcaa.org).

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