



GROWING AND DEVELOPING SERVICE SUPERVISORS

January 31 - February 1, 2019

CAMPC Classroom | 686 Mariposa St. | Denver, CO 80204

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 the workplace challenges of today.

This program uses real world exercises and video-recorded role plays that participants can 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.

TOPICS INCLUDE

- Transition to management
- Establishing effective time management habits
- Communication
- Establishing job leadership
- How to coach and mentor for improved team performance
- How to properly delegate
- How to deal with difficult customers and employees in a professional manner
- Using creative problem-solving to improve production and performance
- Dealing with conflict and negotiations skills
- Sales management basics
- Complying with human resource issues
- Planning, goal-setting and productivity improvement
- Motivating employees

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.



REGISTRATION FEE

For CAMPC/MCA/MCAA/MSCA member company - \$499.

This fee includes all program materials, meals, and a comprehensive workbook. Class size is limited.

Visit www.campc.org/education to register



Growing and Developing Service Supervisors



REGISTRATION • ATTENDEE INFORMATION

Name _____ Badge Name _____

Company Name _____ Title _____

Street Address _____ City _____ State _____ ZIP Code _____

Registrant's Email _____ Work Phone _____ Fax _____

Email address to send acknowledgement of registration form receipt _____

REGISTRATION FEES

CAMPC/MCA/MCAA/MSCA Member \$499

Program begins at 7:00 a.m. on Thursday, January 31.
Please Plan your arrival accordingly.

REGISTRATION/CANCELLATION POLICIES

Registration & Housing Policy

Registration fee due at time of registration (all registration based on first-come-first-serve basis – class size limited).

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 CAMPC Education Fund) AMEX MC VISA

Account Number _____ Cardholder Name _____

Expiration _____ Billing ZIP Code _____ Signature _____

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