

MSCA Service Managers Training Program

Service leaders often find themselves living a life of reaction; reacting to jobs going poorly, upset customers, field personnel issues, internal office conflicts and the list goes on and on. As Service Leaders it's hard to work on the business when you're constantly working *in* the business. With proper business and financial management, one can minimize the constant barrage of distractions and begin to focus more of their time where it matters – on the business. Whether you are new to service leadership or a tenured employee, this class has something for everyone.

Managers wear so many hats throughout the day that it is sometimes difficult to decide which one is the most important. Throughout this course participants will learn how to make a smooth transition from peer to supervisor, focus on the important roles and responsibilities of a manager, stay away from the deadly “career stoppers” that can sabotage a promising future, identify what employees really need from their managers, and become an enlightened leader that others want to follow.

Who Should Attend

Any manager at a mechanical service company will benefit from this broad range of management training. This program is especially recommended for managers who have come up through the trades and have had little or no formal management training as well as those who want to enhance their management skills and become more effective leaders.

This program will help Service Managers develop the following skills:

- **Manage and Understand Day-to-Day Financials**
- **Use Daily Leadership to Develop and Coach Your Team**
- **Manage Conflict**
- **Create a Team Culture**
- **Identify and Develop Core Values**

INSTRUCTORS



Steve Thomas is a teacher that goes beyond the classroom to motivate and inspire you by challenging you to look at things with a new perspective and understand why being intentional in what you say and do, especially in your team, will bring higher productivity and an all round better professional environment. Steve consistently ranks as MSCA's highest rated speaker, and is a popular speaker throughout the industry.



David Geith will present the financial sessions during the program. David is a seasoned professional with over 29 years of experience in the HVAC industry. With a focus on building control system sequence and operation, sales and estimating, system design, customer service, and repair maintenance. David joined the Mesa Energy/EMCOR team is currently Vice President of Service overseeing the largest HVAC service company in Los Angeles and Orange County. He was responsible for managing revenues in excess of \$40M.

If you have any questions, please email Teresa Pezzi: tpezzi@mcaa.org



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