



Mechanical Service Overview:

- Gain a general understanding of the mechanical contracting business and discuss the key differences between construction and service. Identify how the two divisions feed and complement each other.
- Review the basic foundations of a service business model including typical organizational structures, profit centers, and business strategies. Learn the keys to understanding the mechanical service business model as it pertains to target markets and a menu of services offered.
- Discuss types of services work and how they work together to integrate company culture, client needs, and build long lasting relationships to increase overall company profitability.
- Understand the unique challenges and opportunities in the service business and how current trends and economic conditions affect a company's approach to service.
- Participate in an open discussion with four Kansas City based Service leaders to hear their perspective on the service industry and the opportunities in our markets.

Putting Communications to Work:

- Identify your own personal communication style as well as the communication styles of others.
- Learn how to adapt your style to better communicate with others.
- Explore the appropriate usage of various methods of communication.
- Gain techniques that will enhance sales as well as relationships with internal and external customers.

Developing Safety as a Culture:

- Understand the unique safety risks of the service industry and how they can affect estimating, pricing, scheduling, and sales.
- Identify site specific hazards for field technicians and how to address on-site client safety concerns.
- Learn how to build an effective safety culture.
- Review requirements of NFPA 70E.
- Establish best practices and effective methods for technician safety awareness and engagement including weekly safety talks, policies, and procedures.

Customer Service – The Team:

- Gain a clear understanding of roles, responsibilities, and the importance of teamwork in delivering a positive overall client experience.
- Learn how to be proactive in client services and how to effectively ask for and obtain meaningful customer feedback.
- Understand how customer service creates value as a commodity and affects sales, profitability, and long term growth.
- Learn techniques to increase customer satisfaction and service within your organization.
- Participate in an open discussion with two service customers to hear their definition of value and what they expect from high quality service providers.

Financials for Service:

- Understand the different financial models used in service divisions vs. construction.
- Review key benchmarks used in mechanical service and how key performance indicators are used to measure the health of an organization and help to establish business strategies.
- Identify causes of service profit killers for various types of service work and contracts.
- Learn about the real cost of an hour of labor, associated costing/billing inefficiencies, and how the field technician impacts financial outcomes.
- Learn methods to improve the financial performance of a service division.

Getting Things Done in a Fast-Paced Service Environment:

- Learn skills to get and stay organized as well as understand the need to manage your time.
- Learn how to identify the most important things to work on and how to prioritize your “To Do list”.
- Understand how to identify what and how to delegate.
- Learn how to be proactive in managing work in order to stay focused and be able to manage deadlines.
- Gain knowledge on how to use technology effectively to increase efficiency and productivity.

Emotional Intelligence:

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Service Agreements, Maintenance Contracts, and Customer Needs:

- Learn about the types of service agreements and how they differ.
- Understand the basic components of a standard contract and how to address scope variances and needs.
- Discuss the different types of maintenance agreements.
- Review master agreements and the “one page proposal”.
- Review pricing methods and strategies for different types of contracts.
- Learn how to balance the amount of work gained by various contract types to maximize profits for your company.
- Understand the difference between proactive service, reactive service, and preventative service as well as how it relates to the service agreement.