



Mechanical Contractors Association
WESTERN WASHINGTON

New Workshops for Service Members

NEW!

#1 - SERVICE SAFETY DURING THE COVID-19 PANDEMIC

September 16, 2020 from 2:00 – 3:30 p.m. (via Zoom)

Instructor: Steven Merkel, McKinstry Co.

These are challenging times. COVID-19 has changed the way we do business, live our lives, and in general how we stay safe. Implementing a Culture of Safety to ensure our well-being takes on more importance as we wrangle with various regulations, build our policies, and partner together to end this pandemic. In this workshop, we will focus on those approaches to ensure that we are successful in this fight together. This course will be interactive and steeped in discussion.

- Understand responsibilities of a company, team and individual to ensure a Culture of Safety
- Evaluate effectiveness of COVID requirements on your jobsites and offices
- Create a successful post-COVID industry

#2 - CUSTOMER SERVICE DURING COVID TIMES

October 7, 2020 from 2:00 – 3:30 p.m. (via Zoom)

Instructors: John Payne (Auburn Mechanical)
& Leah Gutmann (First Forward Consulting)



In regard to changing safety requirements and client needs, the group will gain insights and tools on how to maintain client relationships and set your service team up for success.

- Analyze the impact Covid-19 has had on our definition of and approach to customer service.
- Compare and contrast customer service touch points and the need to change how we engage with our clients both now and after the pandemic.
- Re-evaluate your customer service strategy and apply best practices to exceed client customer service expectations.

#3 – 2020 FINANCIAL IMPACTS & STRATEGIES

November 11, 2020 from 2:00 – 3:30 p.m. (via Zoom)

Instructor: Leah Gutmann (First Forward Consulting)



During times of economic uncertainty, sound financial practices are essential to the health of your service business. Attendees will learn strategies and techniques they can immediately implement to help their companies navigate this uncertain time with confidence and purpose. The group will discuss current trends, issues, and the financial impacts of Covid-19 on our industry.

- Create service financial plans that align with current economic environments and help move your companies forward with purpose.
- Apply service financial best practices and learn how to avoid typical operational pitfalls that lead to financial distress.
- Explore why managing cash flow is essential to ensuring your company's financial health and stability.

WHERE: Your desktop (live online workshop via Zoom)



WHO SHOULD ATTEND:

The course applies to anyone in a service role, whether in the field or the office, including: *Project Managers, Account Managers, Field Supervisors, Lead Technicians, Operations Managers and even Billing, Dispatchers and Coordinators.*

REGISTRATION

REGISTRATION FOR **WORKSHOP #1 – SERVICE SAFETY DURING THE COVID-19 PANDEMIC**

Tuition: \$45 per Workshop

Individual enrollment required for each workshop. Space is limited.

Complete the form below and submit to MCAWW@mcaww.net by September 2, 2020.

Name: _____

Firm: _____

Title: _____

Supervisor: _____

Cell: _____

Email: _____

The MCAWW Board of Education will review all applications.

Candidates will be notified of their acceptance by September 3, 2020.

Invoices will be mailed to all approved candidates.

MCAWW Programs are only open to Members and Industry Fund contributors.