



DISPATCHER PROFESSIONAL DEVELOPMENT

A two-day program designed to help new or experienced dispatchers advance their careers, improve satisfaction with their jobs, understand their vital role to the company, and significantly enhance their ability to contribute to the company's success.



DISPATCHERS PERFORM A KEY ROLE that is critical to successful operation of any HVACR service business. As the company's primary representative with the client, the dispatcher provides the nerve center for service scheduling, resource allocation, priority setting, and final customer satisfaction—all elements of a good customer service function.

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 don't 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.

MSCC's Dispatchers Training Program closes that gap with a comprehensive training course created specifically for service dispatchers. Custom-designed especially for MSCC 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 the company.

Program Outline

Module 1: The Dispatcher and the Service Organization

- The Dispatcher's Influence in the Organization
- The Dispatcher's Impact on Profitability

Module 2: Communication Skills for the Dispatcher

- Communication Skills for Interfacing with all Types of People
- Four Styles of Communication

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

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

Module 5: Managing the Service Manager

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

Module 6: Working with the Rest of the Team

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

The Dispatcher Training Program was originally developed in the US by a Task Force comprised of contractors from the Mechanical Service Contractors of America and the Managing Director of Transitions Consulting Group. In 2007, the program was updated and adapted specifically for the Canadian market by the Managing Partner of Richard D. Worr Consulting.

Richard Worr is a senior industry manager and leading educator with over 35 years of industry experience in North American and International markets. His accomplishments in the industrial, commercial, and institutional marketplace include corporate training and organizational management experience in the areas of management, strategic development, contract administration, customer service, project management, estimating, and executive leadership.



Richard is a highly acclaimed instructor who works closely with the Canadian Mechanical Contracting Education Foundation (CMCEF), having taught literally thousands of contractors at various seminars, workshops, and conferences. He is also the lead instructor for CMCEF's Gold Seal Accredited Estimating and Project Management courses delivered across Canada.

This highly interactive program will include presentations, group exercises, self-assessment tools, and discussion groups. The program will run for two full days with both breakfast and lunch provided both days. The program will be offered only a few times throughout the year, in various locations, with a limited class size. Registration information is available at www.servicecontractor.ca

For more information call 613-232-0492 or email daryl@mcac.ca.

Mechanical Service Contractors of Canada

601-280 Albert Street, Ottawa, Ontario, K1P 5G8 Tel:613-232-0492 Fax:613-235-2793
Email: daryl@mcac.ca Website: www.servicecontractor.ca