

QSC Update



August 2019

QSC @ CONNECT Education Preview Edition

Greetings from Your Chairman

Hello QSC family. QSC @CONNECT 2019 is fast approaching and plans have been made for this to be one outstanding event. QSC staff and volunteers have assembled great education and networking options, they have arranged for pre-convention tours of cool Indianapolis sites and they are mixing in a lot of fun and prizes into the agenda as well.

If you haven't been to Indianapolis, you're in for a real treat. Known as the "Crossroads of America" Indy is intersected by more interstates and highways than any other American city, putting it within a day's drive of over half the nation's population. Accessibility if you are flying in is a breeze too, as the airport is only ten minutes from downtown and our host hotel, the Westin Indianapolis.

Shopping, nightlife and restaurants are all just a few short steps away as is the Indiana Convention Center. And if it rains, not to worry, everything is connected by skywalk.

Please review our schedule included in this issue and plan to join us to build new relationships, nurture existing ones and learn with your friends and colleagues. [See you in Indy!](#)

All my best,

Jeff Heger, QSC Chair



PLUMBING-HEATING-COOLING
CONTRACTORS ASSOCIATION
Best People. Best Practices.

October 2-4

THE WESTIN INDIANAPOLIS AND
INDIANA CONVENTION CENTER

PHCCCONNECT2019
Ready. Set. CONNECT!

REGISTER NOW!

QSC @ CONNECT Education Schedule Highlights

Tuesday, October 1

QSC Continental Breakfast and Behind-the-Scenes Tours of the Indiana University Natatorium and the St. Vincent Dolphin Pavilion at the Indianapolis Zoo

These informative behind-the-scenes tours will offer QSC Members the opportunity to see the workings of two of Indianapolis' incredible facilities. **Registration is limited and pre-registration is required.**

QSC Commercial Service Peer Group Discussion

QSC Business Coach Beth Dobkin and QSC Board of Trustees member Deidra McElroy will lead open and informative discussions among contractors who have a commercial base of at least 50%. Topics will include issues that are common to the commercial contractor that aren't standard for a residential contractor.

Wednesday, October 2 and Thursday, October 3

Service Contractors Central - Powered by QSC

Service Contractors Central will provide the hub for all QSC Members to network, have fun, learn and connect with current and soon-to-be friends. This Indy-themed area located in the heart of the Westin Indianapolis, will boast virtual reality games, high energy and an IndyCar competition that will send one QSC Member home with bragging rights. So, get ready to start your engines and fasten your seat belts, a fast and furious time is certain to be enjoyed by all!

QSC Product and Technology Showcase Scavenger Hunt

QSC Members will enjoy time in this area gathering information from and visiting with valuable QSC Industry Partner contacts...and they might also enjoy winning gift cards and prizes too!

Wednesday, October 2

QSC Service Performance Roundtable Discussions

This session, led by QSC Business Coach Les Hanks, will inspire conversation on lots of great ideas that will never be forgotten!

QSC Education Session - Inventory Control Basic Training

Joe Hodes, President of Hodes Company and an active and supportive QSC Associate member, will deliver this hour-long anecdotal session that will assist attendees in improving inventory control systems, helping them communicate the importance of inventory management with their staff, and a host of other "tricks of the trade" regarding effective control tips and best practices.

QSC Education Session - Hearing is Not Enough - Overcome Objections and Take Control by Listening

Session leader Tim McGuire, VP of Content and Community with Pointman, will delve into how to recognize the behaviors that prevent true listening and share tried-and-true techniques for breaking these patterns, resulting in stronger relationships with team members and customers.

Thursday, October 3

QSC Education Session - Employer Substance Abuse Policies and Marijuana

During this session, Bill Ford, SESCO President and CEO will be exploring the challenges employers face as substance abuse is very common, and the costs of substance abuse to employers are high. Bill will provide statistics on substance abuse, recommendations for policy implementation and challenges employers face with a number of states legalizing marijuana for medical and recreational use.

QSC Education Session - Energize Your Team and Shatter Sales Records

QSC Business Coach Franc Exley will lead this reflective session supported by facts, figures and anecdotal situations that will invoke empathy, creativity and the forward-thinking that will result in increased loyalty, cohesiveness, and success. Attendees will benefit by becoming more aware of how to increase revenue without hiring more technicians, ways to enhance profitability while increasing revenue, how to develop a roadmap identifying alternate revenue sources, and tools for creating employee retention and career pathing plans.

Contractors Central Happy Hour

Sponsored by Bradford White, this networking and prize-filled function is touted as a QSC @ CONNECT favorite. Hear all about innovation, products and services while enjoying food, libations, entertainment and prize giveaways.

For a full description of each course visit www.phccweb.org/connect.

REGISTER NOW

Thank you to our Sponsors!

SPONSORS



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