

# QSC Update



## Greetings from Your Chairman

Season's Greetings! I hope this QSC Update finds everyone in good spirits, ready to draw 2019 to a successful close and well-prepared to ring in a new and exciting 2020. It's hard to believe how quickly this year has flown by!

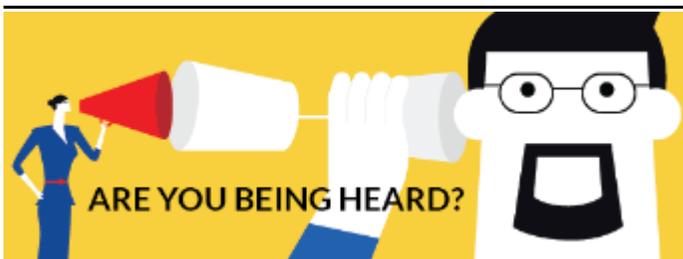
As we finish up 2019, please know that your QSC Board of Directors and staff are continuing to work on current priorities and the fine-tuning of QSC offerings for the year ahead. These tweaks, updates and in some cases overhauls, will provide easier access to QSC tools and heighten the awareness of QSC to PHCC and other potential members. Increased marketing efforts to promote membership, events and the many benefits associated with QSC membership are in the works and will continue into 2020.



QSC Business Coaches had a banner year in 2019. Online education and chapter collaboration options were added to QSC services. We saw an increase in attendance in networking functions and at special events. We enjoyed a successful Power Meeting in Kansas City and we garnered increased attendance at QSC @ CONNECT in Indianapolis in October. Continued successes in 2020 are much anticipated.

I am also excited to share that registration for Power Meeting 2020 which will be held in San Diego March 11-13 is already open. If you have questions or need assistance you may contact Dawn Dalton [dalton@naphcc.org](mailto:dalton@naphcc.org) or [click here to register today](#). I hope each of you has a wonderful holiday. I look forward to continued collaboration, partnerships and friendships in the upcoming year.

All my best,  
Jeff Heger, QSC Chair



POWER  
MEETING  
2020

March 11-13, 2020  
Westin San Diego  
San Diego, California



## Power Meeting 2020 – Meet Keynote Speaker Connie Podesta

The date has been set, the location has been confirmed and registration is open. Now all we need is you at Power Meeting 2020, March 11-13 in San Diego!

Keynote Speaker, author, psychologist, radio personality and comedienne Connie Podesta will inspire attendees with her expertise as she leads them through her “Life Would Be Easy If It Weren’t for Other People” presentation. This unforgettable session will provide the foundation for your Power Meeting 2020 experience.

[Click Here to Meet Connie](#)

Register today and be sure to book your [hotel accommodations](#) to ensure availability in the host hotel, the Westin San Diego. *And, don't forget – the specially-negotiated QSC hotel rate is available three days before and*

three days after Power Meeting so plan to come early to attend Pre-Power Meeting events!

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## **QQSC/DeVryWORKS Webinar an Overwhelming Success**

Many thanks to each of you who joined us for our introductory QSC/DeVryWorks webinar on Wednesday, December 4. As highlighted during the presentation, via collaboration with DeVryWORKS, QSC has arranged for affordable, self-paced online education opportunities. A topic-centric cadre of value-packed classes will be offered each quarter.

Subject matter offerings from December 4, 2019, through March 31, 2020, will focus on the means for perfecting business acumen communication skills. Prices for these classes range from \$34 to \$225 depending on the length of the class. For those unable to attend the introductory webinar, an archived version may be viewed, [click here](#).

The following steps will provide access to course descriptions and registration information:

1. Go to [www.phccweb.org/events](http://www.phccweb.org/events)
2. Click on Event Calendar and See "Select Event Type", click it
3. Go to QSC Online Education in the drop-down menu, click it
4. Then click on "Filter by Type"
5. All QSC/DeVry courses will be shown
6. Select course(s) that you would like to register for
7. Go to register individual
8. Click on Registrant Type – QSC Member
9. Check the Product Box under event fees
10. Add to Cart and Check out
11. When completed you will receive a confirmation email from DeVry

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## **QSC Member Perspectives, Karen and Daniel Hill, HM Plumbing**

*"Achieving the Perfect Balance" by QSC Program Director Dave Chic*

QSC Business Coach Les Hanks and I recently had the pleasure of speaking with QSC members Karen and Daniel Hill, owners of HM Plumbing, based in Kennesaw, Georgia, following Les' April Performance Excellence Group session held in Frederick, Maryland.

Daniel Hill had an exciting childhood growing up in Southeast Asia with a missionary family. Finding a passion in the field of construction and plumbing for almost 30 years, Daniel founded HM Plumbing in 2007 with just 'him and a truck'. His wife Karen, a native Texan, joined him in 2008 bringing with her an extensive background in business & marketing management.

[Click here for full article](#)

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## **PHCC Chapter Executives – Attend Power Meeting 2020 for Free!**

PHCC chapter executives are given complimentary Power Meeting registrations each year. In 2020 we would like to sweeten this offer just a little bit more.

QSC will provide the chapter executives with the most Non-QSC member registrations for Power Meeting 2020 March 11-13 in San Diego, California, with \$1000, to reimburse you for hotel and travel expenses. You must be in attendance to win.

QSC will provide supporting documentation to share with chapter members in newsletters, blogs, eblasts and a variety of means, so stand by! For additional information contact Dave Chic at [chic@naphcc.org](mailto:chic@naphcc.org) or by calling 800-533-7694.

# QuickRead



by QSC Business Coach, Les Hanks

## [Three Ways to Help Introverts Shine in an Extrovert-Leaning Workplace](#)

Adjectives to describe successful people often include words like outgoing, talkative, lively, and even charismatic. These words definitely characterize many extroverts. However, roughly half of the workforce is made up of introverts, and many of these critically important employees are working for you right now. With this truth in mind, read the full article below for the provision of three ways to help introverts shine in the workplace. Involving the less talkative employees will help you avoid blind spots and improve employee engagement and satisfaction.

For full article, [click here](#)



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For more information contact: [Ronald.Shanaver@Milwaukeetool.com](mailto:Ronald.Shanaver@Milwaukeetool.com), 262-749-0415

## [Power Meeting 2020 Sponsorship Opportunities are Now Available](#)

Hello QSC Industry Partners. By now you should have received your Power Meeting 2020 Sponsorship Overview and Registration forms. If they have not yet arrived or you have any questions and need additional information, please contact Dawn Dalton at [dalton@naphcc.org](mailto:dalton@naphcc.org).

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## Reminder - QSC Board of Trustees Call for Nominations Open

Hello Industry Partners! Ideas have been flowing for QSC is now accepting nominations for three (of seven) positions on its Board of Trustees which will be vacated in March 2019.

QSC members who are passionate about the enhancement of business acumen and the success of PHC Service and Repair professionals and those who want to raise the identity of the HVACR industry and promote the ideals, prosperity and awareness of the trades are encouraged to submit themselves, a peer, colleague or friend's application for consideration. Nominees must be PHCC and QSC members in good standing.

Positions are as follows:

Two (2) Contractor Trustees. These are three-year terms.  
One (1) Industry Partner Representative. This is a two-year term.

Responsibilities include but are not limited to setting the direction for QSC, supporting QSC initiatives and policies and advocating the value of QSC. Trustees are required to attend two in-person meetings per year and regularly scheduled one-hour conference calls. Please click [here](#) to complete your nomination(s) no later than **Friday, February 14, 2020**.

Voting will be conducted electronically the week of February 17 – 21, 2020. New Trustees will announced at Power Meeting 2020, March 11-13 in San Diego, California. Questions? Contact Dave Chic at 800-533-7694 or via email at [chic@naphcc.org](mailto:chic@naphcc.org).

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### Happy Birthday To You!

We would like to wish the following QSC members a very Happy Birthday!

Billy Todd - December 2  
Jonathan Moyer - December 4  
Gerald Church - December 5  
Kenny Calkins - December 29

### Happy Anniversary!

We would like to wish the following QSC members a Happy Anniversary!

12/30/2008 Fluidmaster, Inc.  
12/11/2013 Rick's Plumbing Service Inc.  
12/30/2014 Plumb Right Corp.  
12/30/2014 Budget Rooter Plumbing Co.  
12/7/2015 Roman's Plumbing, Inc.  
12/11/2015 Continental Plumbing Services, LLC  
12/28/2015 The Plumbing Shop dba Quick Action Plumbers  
12/19/2017 Bell Plumbing of San Mateo  
12/19/2017 GSM Services, Inc.  
12/6/2018 Wolff's Plumbing & Heating, Inc.

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## Your QSC Team

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