

# QSC Update



January 2019

## Welcome New Members!

**Wolff's Plumbing & Heating, Inc. - Spearfish, SD**

### Introducing Dave Chic, Program Director

Dave Chic joined the QSC team as Program Director in November of 2018. He is a long-time association professional having worked with contractor members for the Custom Electronics Design & Installation Association (CEDIA) and the Indianapolis Convention & Visitors Association. His strengths include volunteer management, event planning and coordination, strategic planning, and ensuring that each duty for which he is responsible is completed in a timely and efficient manner.



## Experience Power Meeting Like Never Before

**What's in it For You?** While still impacting resources, creativity, and your bottom line, Power Meeting 2019 will tick all these boxes and many more! A new, exciting, and value-packed two days await you.

An all-new format is in place for this event. This Fierce™ enlightening and “real play” oriented seminar-based \*program will provide attendees with affirming and never-before-thought-of conversation concepts. The take-away tools that each participant will complete (included in registration fee) will provide the framework for transforming future conversations into those that will promote productivity and accountability, develop leadership skills, and ultimately lead to better outcomes.

### ATTENDING POWER MEETING 2019 OFFERS:

- **Bang for your buck** - education of this caliber would cost much more if booked separately
- **Practical solutions** – the “real play” format of these sessions offers real-life information from your peers
- **Tools to put into use immediately** – a participant workbook completed during sessions will help you develop your plan for success. The \$85.00 cost for the guide is included in registration fees.

[Click here to see full schedule and to register!](#)

\*Sessions will not be recorded so attendance is strongly encouraged!



**Fierce™ Master Facilitator Luis Gonzales** will kick-off Power Meeting 2019 with keynote messaging that will lead into subsequent break-out sessions. Gonzales has over 15 years of experience as an international corporate trainer, coach, and learning and development professional. His work has been focused on coaching and training business leaders and teams in India, Brazil, Mexico, and the U.S. He will help guide the thoughts, comments, and solution development processes that will benefit all attendees.

Additional sessions capturing the value of leadership, communication, and the importance of collaboration will be offered as well.



### **Lock in Hotel Rates**

The Intercontinental Kansas City at the Plaza is situated in the heart of Kansas City and amidst shopping, dining and nightlife options.

Book before **February 22, 2019** to ensure that your accommodations are reserved in the host hotel before the room block is full and before the **\$169.00 convention rate** is sold out!

[Click here to book.](#)

**Thank you to our Power Meeting Sponsors!**





Connected in quality.

## Upcoming Training Classes

*Currently Scheduled Classed for 2019*

**January 23, 2019** (Registration cutoff:1/11)

[True Cost of Running a Business](#)

Instructed by Beth Dobkin

PHCC of California - GSA Training Facility

Sacramento, CA

**February 5, 2019**

[B.O.S.S. Financial Class](#) (GA-PHCC)

Instructed by Les Hanks

Sponsored by PHCC of Georgia

Atlanta, GA

**February 12-13, 2019**

[Front Line Service Training](#)

Instructed by Beth Dobkin

Colorado PHCC office

Denver, CO

**April 3-4, 2019**

[Front Line Service Training](#)

Instructed by Beth Dobkin and Rebecca Gold

PHCC of California - GSA Training Facility

Sacramento, CA

**June 18-19, 2019**

[Service Manager Training](#)

Instructed by Rebecca Gold

PHCC of California - GSA Training Facility

Sacramento, CA

## SAVE THE DATE - Additional Upcoming Classes

*Hosted and Sponsored by New Jersey PHCC*

**February 27, 2019**

[Customer Service Rep Training](#)

Instructed by Rebecca Gold

**February 28, 2019**

[Slaying the 5 Common Sales Objections](#)

Instructed by Rebecca Gold

**September 17, 2019**

[The True Cost of Running a Business](#)

Instructed by Rebecca Gold

**September 18-19, 2019**

[Front Line Service Training](#)

Instructed by Rebecca Gold

**October 23, 2019**

[Recruit and Retention](#)

Instructed by Les Hanks

**October 24, 2019**

[Peak Financial Performance](#)

Instructed by Les Hanks

## Happy Birthday To You!

**Ernie Clevenger**, January 7

**Jason Herrmann**, January 9

**Beth Dobkin**, January 12

**Mike Montano**, January 22

**Anthony LaMarre**, January 25

**Duane Blanton**, January 29

## Contact Your QSC Team

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