

QSC Update



Greetings from Your Chairman

With so much of the summer behind us it is hard to believe that we are facing Fall 2020 now and still dealing with the challenges that have affected our lives since this past March. What do I do, what do I not do and what do I wait and do later have been questions that I am sure you have asked yourself on more than one occasion over the last six months, in totally different contexts than before. But I will say, this has indeed been a huge learning opportunity for me.

In an effort to learn even more from all of our experiences and keep the momentum of QSC moving forward in a positive and well-thought-out manner, we need your help. QSC Board of Trustees members and staff will be reviewing the existing QSC Strategic Plan and creating a new one during a fall virtual strategic planning session. A cross-section of QSC members will be asked for input on their "vision" for QSC and the member benefits that they might like to see revived, added to and/or enhanced. Your candid comments will be much appreciated. Thank you in advance for your participation.

Many thanks also to each of you as we have noticed increased openness to coaching, education, Performance Groups and now our Service Manager Peer Groups meeting virtually. We have seen our Business Coaches increase their ZOOM skills as well as other technology options that enable open and productive conversation, the sharing of documents and the sharing of intellectual property, to ensure valuable interaction.

I hope all of you have a wonderful rest of your summer and a fun and safe Labor Day weekend.

All my best,
Jeff Heger, QSC Chair



Congratulations QSC Board Member Karen Hill

By QSC Program Director Dave Chic

Karen Hill with HM Plumbing in Kennesaw, Georgia was recently selected to participate in a leadership development program known as "Leadership Cobb" sponsored by the Cobb County Chamber of Commerce. She is one of fifty diverse and qualified individuals chosen annually. Leadership Cobb enhances personal and professional growth while participants gain awareness of current issues, community resources and social, political and economic needs.

Karen said that she was pleasantly surprised when she got the call letting her know she had "made the team" for the class of 2021-2022. She remarked that involvement includes "the humble satisfaction of servanthood within our community."

She looks forward to "educating area leaders about the need to have youngsters and their parents recognize the successful career paths of professional plumbers and HVAC technicians."

To learn more about Leadership Cobb, [click here](#).



August Qlist Live Webinar – Special Guest - Bill Ford, President SESCO

Mark your calendar for **Thursday, August 27 from 1 to 2 PM, EDT** to join our QSC Business Coaches, and SESCO President Bill Ford and members of his team, for a twenty-minute human resources focused question-and-answer session that will surely benefit you and your employees. Additional discussion will be held following this portion of the program.

Do you have specific questions that you would like to have answered? Send them to Dave Chic at chic@naphcc.org by Thursday, August 20th.

SESCO Management Consultants is a full-service human resource and employee relations consulting firm. QSC members receive professional human resource management consulting services, via SESCO's Certified human resource management consulting and legal staff available to them through the QSC membership.

[Click here](#) to register today!

Power Meeting 2021 – The Sunny Side of QSC

The [sunny city of Sarasota, Florida](#) will serve as the location for Power Meeting 2021. The Hyatt Sarasota will provide the venue for the event slated for March 17 - 19. Please know that PHCC and QSC are closely monitoring the COVID-19 situation and how its evolution may impact attendance. Updates will be posted on the QSC website regarding proposed or mandated changes to programming.

In the interim, plans for education, networking and the provision of an unforgettable experience are currently in the works. Registration will open soon.

Attention Industry Partners – Submissions for Power Meeting 2021 Education Sessions Are Now Being Accepted

Would you like to increase your company's exposure, enhance your existing business relationships and build your base of contacts? Then QSC has the answer for you.

Speaking at QSC Power Meetings offers you the opportunity to highlight your knowledge and share your expertise with QSC Contractor Members. The Request from Proposal (RFP) inviting you to submit education information for consideration is accessible [here](#). Two to three sessions will be selected based on scheduling and space requirements. The deadline date for submissions is **Friday, September 11, 2020**.

Presentations are to follow a **non-sales-oriented format**; company slides containing contact information are permitted at the end of each presentation. These sixty-minute sessions must be structured to:

- Heighten awareness of industry trends
- Provide solutions to Contractors' "pain points"
- Expand Contractors' knowledge and resources
- Increase Contractors' comfort levels with today's business challenges

Questions? Contact Dave Chic, QSC Program Director at chic@naphcc.org.

Legislative Update

Mark Valentini, PHCC's Director of Legislative Affairs, recently authored the article linked below outlining the 501(c)6 provision that is in play for the next COVID Relief Bill, taking into account the HEALS and HEROES Acts.

Read this article [here](#).

Check out the latest [PHCC Advocate](#) from last week for additional Legislative + Regulatory Updates.

Customizable Customer Safety Documents

QSC is happy to share COVID-19 Customer Safety Messaging and templates with suggested tactics and customizations developed by PHCC. We encourage members to use these to communicate to their customers on how they are implementing COVID-19 safety precautions to ensure the health and safety of their employees and current and potential customers. Messaging includes email template content, postcard content, social media content, ad content and a fully designed and a customizable flyer in PDF format. Visit the [PHCC Resource Center](#) to download these templates!

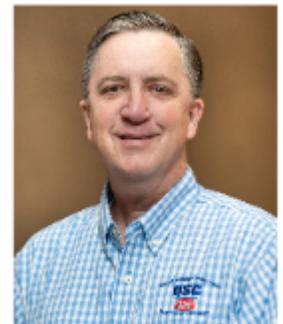


by QSC Business Coach Les Hanks

[Don't Let Worrying and "Overthinking" Jeopardize Your Productivity!](#)

Have you ever noticed how unproductive you are when you are worried about something?

According to research done by Stanford Business School, spending time overthinking due to worry is counterproductive and often negatively impacts leadership effectiveness. What has been consuming your time and your thoughts recently? Has it positioned you as a strong, forward thinking and confident leader? Or has it given your team reason to question your leadership skills?



The article explains in wonderful detail the psychological circuitry that impacts overthinking, how you can deal with it effectively and ultimately allow you to remain creative and thoughtful without the negative side effects. [READ MORE](#)

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Want to share information with QSC, PHCC and our many followers? [Click here](#) to see extra added QSC activities, updates and information and share your own "news you can use" with your peers!

Happy Birthday To You!

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

August 1 - Todd Horn
August 14 - Paul Flaherty

August 16 - Ann Moros
August 21 - Sonny Friedman
August 22 - Walt Edmund
August 24 - Mickey McCurdy
August 31 - Rick Howell

Happy Anniversary To You!

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

5 Years - Fresh Lime, Inc.

Your QSC Team

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