

# QSC Update



## Greetings from Your Chairman

I hope this communication finds you well and that you enjoyed a wonderful and safe Fourth of July holiday.

QSC continues to adapt to the current challenges that are affecting all of us. I hope that you have chosen to take advantage of the new offerings that have been put into place by the QSC Coaches and staff and that these members-only benefits are helping provide new opportunities for knowledge, resources, and communication with your peers.

While there continues to be new twists and turns in our worlds daily, the comradery that QSC provides has helped us cope with all that is going on. Through your support, your communication and the input that each of you so readily share, we are all made stronger.

Please keep your thoughts and ideas coming, we are always happy to hear from you.

All my best,  
Jeff Heger, QSC Chair



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## New Initiatives Update... A Message from QSC Program Director Dave Chic

As we all know, the first half of 2020 has been like no other. In order to keep QSC initiatives and benefits valuable and relevant, your staff and Coaches have been working to “bridge the gap” with new and different offerings, as included in our June QSC Update.

QSC’s first-ever **Service Manager Peer Group** is being assembled and will begin meeting this month. Following the format of the popular QSC Visionary Performance Groups, Franc Exley will facilitate open and candid discussions with these vital team members. For information contact Franc at [exley@naphcc.org](mailto:exley@naphcc.org).

QSC is also rolling out a totally new initiative for non-QSC members. PHCC members will be given the opportunity to participate in the “**QSC Best Practices Business Challenge**” giving them the opportunity to have their businesses evaluated by our QSC Business Coaches. This exercise takes into account measurements of profitability, operations effectiveness and overall best practices and will give participants insight into the value that coaching provides.

Increasing awareness of QSC on social media, through PHCC and other publications is another initiative that is currently being given attention to. Be sure to check out our [Facebook page](#) and look for articles and information in national and chapter communications!



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## QSC Service Technicians’ Summer Live Webinar Series an Overwhelming Success!

The first of this six session series began on July 9, welcoming over 120 Service Technicians to 40 minutes of “tricks of the trade” for overcoming sales objections, and learning from them! Tips shared by QSC Business Coaches Beth Dobkin, Franc Exley, Les Hanks and attendees included how a winning smile and positive attitude can affect your day, why your Techs should “mirror” their customers and the fact that price is not a stumbling block when the Tech’s image is likeable and he or she is customer oriented.

To take part in upcoming sessions, [click here](#) or contact Dawn Dalton at [dalton@naphcc.org](mailto:dalton@naphcc.org). Remaining sessions will be held on July 23, August 6, August 20, September 3 and September 17.

Please join us!

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## **Register Today!**

Join QSC Business Coaches Beth Dobkin, Les Hanks and Franc Exley on **Thursday, July 30 at 1:00 p.m., EDT** for the second “**Qlist Live**” open discussion webinar. Offering thought-provoking thoughts and ideas, attendees are invited to share comments, ideas and suggestions on up-to-the minute topics that will benefit all participants.

[Click here to ZOOM in and take part!](#)

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## **QSC Website Update – All New and Filled with Resources**

The QSC website has been (and continues to be) updated to include new features such as pages dedicated to providing resources for PHCC chapter leaders and Zone Directors, a section highlighting QSC Visionary Performance Group opportunities and the addition of a “Forgot Your Password?” button assisting users in gaining access to their login information.

The site now provides resources for prospective members and information for existing QSC members as well. Online applications are now active as are a complete list of member benefits, upcoming events, webinars and additional in-person and online education options.

The Industry Partner page is the next section for enhancement. While it enjoys a new format listing each company by industry type, upgraded descriptions are next on the list.

Check out the new info on our [website](#) and let us know your thoughts!

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## **QSC Virtual Coaching Estimates**

During this time of meeting virtually, QSC Business Coaches have been working diligently to schedule coaching sessions remotely, to stay in touch with everyone. Thank you to each of you who have taken advantage of this option.

In an effort to keep the lines of communications open, a new system has been put into place. Coaching estimates will be sent to coaching clients providing anticipated costs for the sessions scheduled; invoices will be sent following the completion of these sessions. If you have any questions or if you need additional information please contact your Business Coach or Dawn Dalton at [dalton@naphcc.org](mailto:dalton@naphcc.org).



by QSC Business Coach Les Hanks

## Building an Ideal Team – Thoughts for Success

Red Auerbach, long-time President of the Boston Celtics said, “How you select people is more important than how you manage them once they’re on the job. If you start with the right people, you won’t have problems later.” Any chef will tell you the right ingredients make a great dish. This is no different when creating a winning team. As a business owner, how do you pick your team members? You may want to consider that the people closest to you MUST.....



**Know your heart:** It takes time for both of you, and the employee must have a desire on their part to know your heart.

**Be Loyal to you:** Loyalty is wildly necessary because the people important to your success will be an extension of you and your work for many years.

**Be Trustworthy:** The best teammates do not abuse power, authority, or confidence. Their word is as good as gold.

**Have a Servant’s Heart:** Winning teams know that each individual carries a heavy load because of the boss’s high demands to serve other people, rather than their own self-interests. Likewise, people with a servant’s heart understand and appreciate the value of creating experiences.

**Be a Thinker:** The business owner never has all the answers, so your team must consist of people who realize two heads truly are better than one.

**Be Able to Follow Through:** Great teammates take properly given authority and carry out the vision and the values clearly communicated to them.

You might be wondering, how I can possibly determine whether or not I have at least some of the right people before they ever show up for their first day? How can I know whether or not someone is loyal, trustworthy, a thinker, has the heart of a servant and follows through on their commitments? Ask the right questions and listen to for the right response, given from the heart of that person.

Great interviews are conversational. Picking the right people takes time, so hire slow, and fire fast. Use more than one interview with the candidate talking to different team members and debrief one another on what you think promptly. When you share your heart, does the candidate listen, really listen? If you are looking for loyalty, look for how many jobs the person has had in the last five years. Want to know if they are thinker, ask them to tell you about a time they had to make a decision with incomplete information, and what did they do? Ask the candidate a question with nuance to it such as, “What’s the best sales approach, increase prices to increase revenue, or decrease prices to improve customer satisfaction?”

How could I know if prospective team members have a servant’s heart? Perhaps find out what they do outside of work. That could include social media research, or a simple question such as what are you passionate about outside of work and how do you think your employer could help with that passion? If you are interested in some more interview questions that might help you assemble the right people, please check out the link below from [EntreLeadership](#).

Happy Hunting! And as always, don't forget to talk with a QSC Business Coach or fellow QSC members if you would like more advice or insight on hiring the right people for your team. [READ MORE](#)

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## Your QSC Team

**Beth Dobkin**  
[dobkin@naphcc.org](mailto:dobkin@naphcc.org)  
M: 916-835-5013

**Franc Exley**  
[exley@naphcc.org](mailto:exley@naphcc.org)  
M: 912-604-5464

**Les Hanks**  
[hanks@naphcc.org](mailto:hanks@naphcc.org)  
M: 254-723-0791  
O: 254-836-5259

**David Chic**  
[chic@naphcc.org](mailto:chic@naphcc.org)  
M: 317-441-2662

**Dawn Dalton**  
[dalton@naphcc.org](mailto:dalton@naphcc.org)  
O: 703-752-9893

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Quality Service Contractors  
Plumbing-Heating-Cooling Contractors-National Association  
180 S. Washington St., Suite 100, Falls Church, VA 22046  
Telephone: (800) 533-7694; Fax: (703) 237-7442  
E-mail: [qsc@naphcc.org](mailto:qsc@naphcc.org)  
Web site: [www.qsc-phcc.org](http://www.qsc-phcc.org)

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