

QSC Update



Greetings from Your Chairman

It is hard to believe that we are now over three months into the COVID-19 crisis – wow, how our world has changed.

I hope that you are doing well during this trying time. Please know that your board has been working with QSC Coaches and Staff to ease the challenges that have confronted us all. We have seen an outpouring of valuable information that many of you have shared to help your QSC peers cope with the challenges that have loomed large. Through it all each of you have remained supportive and empathetic, two major benefits of being associated with our QSC family.

As we look to the future, we know that there are brighter days ahead. We have seen increased interest in coaching services exemplifying the diligence of our members to stay on track. We are planning for a new and different Power Meeting in Sarasota in 2021 and I know that we are all gearing up to adjust to our “new normals,” whatever they may look like.

Thanks again to all of you for your support. Continue to take care and stay well.

All my best,
Jeff Heger, QSC Chair



It's Now Virtually Possible... A Message from QSC Program Director Dave Chic

I would like to take this opportunity to send a message of thanks to each of you from your QSC Coaches and Staff for your flexibility as we work to “bridge the gap” with interim virtual coaching and meeting options. While we realize it is not ideal, your willingness to work with us on these alternatives to ensure everyone’s safety is greatly appreciated.

Please know that we also appreciate your sharing of thoughts, ideas, suggestions and input during the COVID-19 situation. Keep ‘em coming – we are always happy to hear from you.

Sincerely,

Dave, Dawn, Beth, Les and Franc

Register Today!

Join QSC Business Coach Les Hanks for the next member webinar entitled "**Four Pivotal Actions for Navigating Changes – Post COVID-19**" on Friday, June 12. Les will include suggestions for how to assemble a business crisis and contingency plan, the means for clarifying goals that are not suggestions (they are required!), what folks are/were doing during the COVID-19 crisis, and why adjustment of sales channels to meet changing demand is vital.

To register, please email Dawn Dalton at dalton@naphcc.org.

QSC Service Manager Peer Groups Coming Soon

In an effort to expand the member-to-member networking opportunities that QSC provides, your QSC Team has a brand-new program that we are excited to introduce. Based on the extremely popular **QSC Visionary Performance Groups** model that brings together business owners, a similar format for the interaction of Service Managers is currently in the works.

For a low monthly fee, proposed participation parameters include (following application approval) the participation of eight to 10 service managers monthly for one to two-hour (depending on discussion topics) conference calls facilitated by QSC Business Coach Franc Exley.

Benefits include:

- Clearer understanding of the Service Manager's role and expectations.
- Improved job performance.
- Networking that will enable access to the experience and skills of others in the group.
- Education on industry standards and how to apply them.
- Sharing of best practices.
- And much more!

Details are forthcoming – stay tuned for an update very soon!

COVID-19 Limiting Your Chapter Meeting Education Options? Look to QSC for Virtual Opportunities

QSC has a host of cost-effective education options that will provide just what you need! Whether you're planning for your annual convention or your next chapter meeting, QSC offers a wide range of virtual and in-person (based on travel allowances) education sessions.

There's a wealth of education opportunities waiting for you, located in the **QSC Chapter Executives' Toolkit!**

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

QSC Summer Webinar Series Making Its Debut

QSC has developed a thought-provoking member webinar program and supporting materials geared to the needs of our QSC Service Technicians. This six-production series, delivered by QSC's Business Coaches, will feature tips, suggestions and best practices for **Overcoming (and learning from) Client Objections**. Sessions will be 30 to 40 minutes in length and will be offered first thing in the morning (in three time zones) to kick the day off right!

Registration will be opening soon so stay tuned for details.

QSC "A-La-Carte"

QSC Business Coaches, in addition to coaching services and the provision of education, are ready, willing and (based on demand) able to help you with the following:

- Assistance with the development of customized training courses
- DiSC personality training
- Financial and budget analysis
- Strategic planning and SWOT analysis
- Flat rate guidance
- Basic standard operating procedures

For more information, contact Dave Chic, QSC Program Director at chic@naphcc.org.

QuickRead



by QSC Business Coach Les Hanks

[Hiring and Firing: How to Know When You Need to Let Someone Go](#)

Dealing with daily challenges is part of business ownership but nothing seems to be as unpleasant as making the decision to terminate an employee. Hiring can be fun and exciting, but the decision to fire is often complicated with uncertainty and conflict. How can we determine with certainty that termination is the right answer? The “Willing and Able” matrix provided in the linked article suggests a simple and consistent process to evaluate employees based on their performance and desire. Evaluate your own team using this tool to see if and/or what action is required. [READ MORE](#)



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[Hello QSC Friends](#)

As you are aware, QSC introduced DeVry on-line education at the end of 2019 as a member benefit. PHCC developed an education partnership with DeVry, as well.

Since that time, we have been working collaboratively on ways to simplify your access to these classes. I am happy to share with you that through collaboration with Dave Chic we will be implementing a new process for course registration on July 1, 2020. A Learning Management System (LMS) has been developed to maintain education records and DeVry courses will be included in this inventory.

We are excited about this development and to your taking advantage of this valuable education soon and often.

Best,

Heidi Salati, Director of Education and Training

[Legislation in House and Senate Provides PPP Flexibility](#)

by Mark Valentini, Director of Legislative Affairs

Senator Angus King (I-ME) and Senator Steven Daines (R-MT) introduced legislation to improve the Paycheck Protection Program (PPP) for small businesses that have taken advantage of the SBA program to help keep their companies afloat and employees on the payroll in light of the COVID-19 pandemic. The PPP program is a \$650 billion loan program for small businesses established within a very short timeframe and under the assumption that the economic shutdown that resulted in the wake of the pandemic would have subsided by now. [READ MORE](#)

Happy Birthday To You!

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

June 1 - Dawn Dalton

June 6 - Greg Johns

June 7 - Deidra McElroy

June 22 - Ken Howes

June 23 - Bill Kinnard

June 24 - Jeffrey Kuhn

Happy Anniversary!

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

5 Yr - RB Travis

15 Yr - Larkin Plumbing & Heating

20 Yr - Approved Plumbing Company

Your QSC Team

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