Develop Leaders for Your Service & Maintenance Team

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The NECA Service Network

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Highlights

• Selection of the right individuals.
• The right technological tools to compete in two ways.
• Business processes that project a professional image.
• Traits to cultivate in your service & maintenance team.
• 5 Impacts of the NECA Service Network.
Charles Proteus Steinmetz
Lessons from the $10,000 Invoice Myth

1. The electrical construction industry has always needed talented individuals to move it forward.

2. Perception of the electrical construction industry is key to attracting talented individuals.

3. To attract tomorrow’s leaders, we have to join the technological revolution that is now underway.

The Right Technological Tools

- **Traditional** service-delivery means and methods will increasingly fail to meet customers’ expectations.

- **Professional** service-delivery means and methods will provide a temporary stop-gap.

- **Connected** service-delivery means and methods will become the competitive norm.
The Right Technological Tools

- The future will belong to the service & maintenance providers who can accomplish two things:
  
  (1) Recruit talented leaders.
  (2) Provide connected service-delivery.

These two factors are interdependent.

Business Processes › Professional Image

- Essential to the customer experience.
- Equally essential to recruiting leaders.

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<th>Past</th>
<th>Future</th>
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<tr>
<td>1. Structure</td>
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<td>2. Staffing</td>
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Traits to Cultivate in Your Service Team

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<tr>
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<th>Manager</th>
<th>Electrician</th>
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<tr>
<td>Business Sense</td>
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<td>People Skills</td>
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<td>Implementation Know-How</td>
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<td>Individual Initiative</td>
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5 Impacts of The NECA Service Network

1. Power of a network to drive national, regional, and local new business development.

www.necanet.org/neca-service-network
5 Impacts of The NECA Service Network

2. Unique opportunity for **management education** for **service managers** via on-demand webcasts.

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5 Impacts of The NECA Service Network

3. Opportunity for **service-delivery training** for **service electricians** via on-demand podcasts.

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5 Impacts of The NECA Service Network

4. Leadership development via F2F exchanges and expert presentations in breakout sessions.

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5 Impacts of The NECA Service Network

5. Future: recognition, awards, and certification programs for companies and individuals.

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To Develop Leaders

1. **Selection** of the right individuals requires **attraction** of the right individuals.

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To Develop Leaders

2. Technology for **connected service-delivery** will attract the best candidates.

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To Develop Leaders

3. Business processes that project a professional image will attract the right individuals.

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To Develop Leaders

4. Traits worth cultivating in your team leadership are the same ones that have always applied.

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To Develop Leaders

5. Joining the NECA Service Network coincides with a unique commitment to leadership development.

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Questions? Thank you!

Up Next:
9:45-10:30 am
Interactive break in Canyon 1-6

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