

Attention Masonry Professionals

Masonry Certification Program 2021-2022: Module Ten

The North Carolina Masonry Contractors Association Certification Class Series continues
Building High-Performance Teams and Stellar Customer Service
Recruiting & retaining the best people, building strong customer relationships.

Presented by

Bob Dusin, P.E., SPHR

Bob Dusin is the co-author of *Creating the High Performance Work Place* and has spent the last 35 years working with construction companies to create the highest performing work environments possible. He grew up on a wheat and cattle farm in western Kansas and earned a degree in Civil Engineering from Kansas State University. He has been a Foreman, Superintendent, Project Manager, a Human Resources and Training Director, and a construction company owner. Bob is a member of the National Speakers Association and speaks at numerous expos and events both nationally and internationally each year. He is also a radio voiceover and video actor.

WHEN & WHERE?

Wednesday, August 31, 2022

8:00 am – 4:00 PM Lunch included

Greensboro Airport Marriott One Marriott Drive, Greensboro, NC 27409

WHO?

- **Certification Program Participants**

(Mandatory for Certified Masonry Executive CME candidates.)

This course is for owners and principals of masonry contracting companies.

- **Masonry Contracting firm owners and principals**

HOW MUCH?

\$250 (for NCMCA & MCAA members); **\$350** (non-members);

\$25 discount per student if three or more employees of one company are enrolled

Made possible in part with a grant from



YES, please register me/us for *Building High-Performance Teams*

Wednesday, August 31, 2022 - Greensboro

Name(s) _____

Company _____

Address _____

Telephone _____ E-mail _____

Email your registration form to NCMCA at information@ncmca.com

Cancellation deadline: Wednesday August 24, 2022

No-shows will be billed. No refunds for no-shows. Call for credit card payments.

2021-2022 NCMCA Masonry Certification Program

Module Nine and Module Ten August 30 and 31, 2022

Module Nine and Module Ten together replace the no-longer-available two-day "Masonry Quality Institute" (MQI) for the same two class credits as MQI.

Module 10 – Course Outline

Building High-Performance Teams and Stellar Customer Service

Employees-

Recruiting & retaining the best people
Inspiring & effective leadership in the office and in the field
Building a high-performance team
Minimizing & managing conflict
Measuring team success & giving constructive feedback

Customers –

Analyzing customers' real needs
Building strong customer relationships – the customer as partner, not adversary
Developing a professional image
Handling customer complaints, objections – recovering from poor service
Coping with difficult customers

Overnight accommodations

Certification Program Modules Nine and Ten are being presented on consecutive days Tuesday August 30 and Wednesday August 31, 2022 in the same location, the Greensboro Airport Marriott. The Marriott is providing a group rate for class attendees who wish to stay overnight on Tuesday. Use this link for details:

<https://www.marriott.com/events/start.mi?id=1657751828616&key=GRP>

Phone (336) 852-6450 Refer to this information when booking:

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