



Canadian Mechanical Contracting Education Foundation

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New date and location for British Columbia

Dispatcher Training Program 2009-2010

"Building Tomorrow's Construction Leaders Today"

When...

New Date: April 19th and 20th

Deadline to register is April 1st

Vancouver, BC

MCABC Training Room

223-3989 Henning Dr.

Burnaby, BC V5C 6N5

8:30 am to 4:30 pm

The **Canadian Mechanical Contracting Education Foundation (CMCEF)** proudly presents this exclusive seminar on **Dispatcher Training**. A two-day program designed to help new or experienced dispatchers advance their careers, improve job satisfaction, understand their vital role to the company, and significantly enhance their ability to contribute to the company's success!

What Will You Learn?

This all new two-day program will provide dispatchers with all the skills they need to dramatically improve job performance. This program goes beyond traditional technical training to cover such critical dispatcher skills as leading technicians rather than letting technicians lead them, becoming the service manager's partner, prioritizing customer emergencies, evaluating technician abilities, and managing their own careers in dispatching. After attending this program, dispatchers will be able to improve their job performance by learning how to: identify the service life cycle and the critical contact points that impact service success; recognize the importance of the dispatcher's job and its impact on the organization's profitability; communicate effectively with technicians and customers; and use good decision-making approaches for optimum priority setting and effective resource allocation.

Who Is The Presenter?

Richard Worr has spent 35 years in the construction industry as a chief estimator and project manager for many large-scale mechanical & electrical projects in the Industrial, Commercial and Institutional marketplace. He has also acted as Manager Mechanical & Electrical, Electrical Commodity Manager, Regional Manager, Project Manager Mechanical, Millwrighting & Electrical projects, and Cost Controller.

For many years, Mr. Worr has been heavily involved in training, including the project management course as part of the Canadian Mechanical Contracting Education Foundation and the University of Waterloo's Gold Seal Accredited Project Management program. Mr. Worr has also taught numerous seminars for CMCEF as well as present at its bi-annual Middle Management Conference.



Cost...

Registration Fee \$745 + GST/HST

CMCEF Fee \$670 + GST/HST

Payment...

Visa, MC, Amex

Invoicing for Members Only

Please Note...

Seating is limited & registration will not be processed without payment. A minimum of 12 participants is required for the course to be confirmed. All registrations must be received prior to April 1st to confirm the course.

Registration Information:

Registration Fee (\$745 + GST/HST)

CMCEF Fee (\$670 + GST/HST)

Company Name: _____ Contact: _____

Address: _____ City: _____ Province: _____ Postal: _____

Phone: _____ Fax: _____ eMail: _____

Attendee 1 + Email: _____ Amount (+ GST): _____

Attendee 2 + Email: _____ Less 10% - Amount (+ GST): _____

Attendee 3 + Email: _____ Less 10% - Amount (+ GST): _____

Method of Payment:

Invoice (Members Only)

Visa

MasterCard

American Express

Card Number: _____ Expiration: _____

Cardholder Name: _____ Signature: _____

Please Fax This Registration Form to 613.235.2793