



SERVICE LEADERSHIP SERIES (SLS)

Leah Gutmann



Mechanical Contractors Association of America, Inc.

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Service Leadership Series (SLS)

Success in the Mechanical Service Industry requires a wide range of skills to successfully navigate a variety of relationships and challenges unique to the service business.

SLS 100: 4 hours

The Respected Field Leader

- Learn how to set actionable and achievable goals that are motivating and drive performance.
- Own your individual strengths and apply them strategically to achieve goals.
- Know how to leverage the strengths of those around you to increase service team success.
- Required Strengths Finders Assessment

SLS 101: 4 hours

Keys to Communication:

- Identify critical stakeholders and understand that they often go beyond the individual service client.
- Learn to ask great questions in order to achieve great results.
- Know your communication style and be able to leverage your natural style to increase personal performance.
- Required DISC Assessment

SLS 102: 4 hours

Emotional Intelligence

- Understand that emotional intelligence is the foundation to success in all other leadership areas.
- Identify and discuss the five emotional intelligence skills.
- Apply individualized strategies to increase emotional intelligence and build better relationships.
- Required Emotional Intelligence Assessment

SLS 103: 4 hours

Conflict Management: The Service Team and Beyond

- Embrace conflict as an opportunity to get better results.
- Improve trust skills in order to better manage conflict situations.
- Implement a process to drive one-on-one conflict conversations to positive outcomes.
- Become accountable for handling conflict situations.

SLS 104: 4 hours

Mechanical Service Financial Management

- Understand different financial models used in service divisions vs. construction.
- Review the financial impacts the service team has on the bottom line.
- Learn about the real cost of an hour of service labor.
- Discuss the critical factors in keeping the service bottom line healthy.

SLS 105: 4 hours

Critical Thinking and Decision Making

- Apply critical thinking strategies to improve the quality of decisions being made for the service business.
- Differentiate between what makes a good decision and what makes a poor decision.
- Practice a variety of decision-making tools used to solve problems encountered on the service side of the business.

SLS 106: 4 hours

Successful Service Teams

- Identify the unique challenges encountered by mechanical service team.
- Learn your team style approach and apply strategies to leverage the styles of the whole service team.
- Know what it means to be an Ideal Service Team Player.
- Gain input and buy-in from team members to make better team decisions.

SLS 107: 4 hours

Change Management: How to get Change to Stick

- Discuss why change is so difficult to implement effectively.
- Learn a model for change and be able to apply steps ensure success and sustainability.
- Drive motivation and know how to have critical conversations around change.
- Measure implementation success and be able to modify and flex your approach as needed.

SLS 108: 4 hours

Managing Key Stakeholder Relationships

- Identify and categorize important relationships vital to individual and organizational success.
- Learn how to build trust and improve communication in key relationships.
- Learn to listen and solve problems important to critical stakeholders.
- Take steps to build back a broken relationship.
- Know when a relationship is no longer the best investment of your energy and time.



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SLS 109: 4 hours

Presentation Skill

- Learn to communicate your thoughts and ideas clearly and confidently in any situation.
- Project review meetings
- Team meetings
- Project Interviews
- Practice impromptu speaking in a safe environment and get feedback from peers.
- Conduct effective team meetings.
- Communicate your expertise so that others will listen and understand.

SLS 110: 4 hours

1:1 Coaching Option

Select four or more topics to create a series and add individual coaching sessions.

- Set Goals.
- Establish focus improvement areas.
- Create an action plan.
- Follow-up on implementation.



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About the Instructor:

Leah Gutmann, owner of First Forward Consulting, LLC, specializes in a wide variety of training, program development, and consulting services. Leah is certified to deliver training on a wide variety of leadership and financial topics with a focus on the direct application of skills and abilities unique to the mechanical construction industry.

She has over 12 years of experience in the design, implementation and facilitation of educational programs, classes and seminars.

Her 20-year career as a CFO and Finance Manager in the mechanical construction industry has given Leah the unique ability to offer training and consulting from a hands-on, in the trenches perspective. Leah currently sits on the Board of Education for the Mechanical Contractors Association of Western Washington (MCAWW) where she offers her expertise on specific industry training needs and cutting-edge trends. She has been an integral part of building complete educational programs and specialized industry classes from the inception phase all the way through delivery. In addition to the MCAWW, a few of Leah's clients include Microsoft, the MCA of Kansas City, the Colorado Association of Mechanical and Plumbing Contractors, MacDonald-Miller Facility Solutions, The Seattle Pipe Trades, Hermanson Company, Dawson Construction, Colorado UA Local 58, and Lexington Plumbing. Being at the forefront in Instructor Training and Design, Leah has helped her clients create and deliver training that is engaging, relevant and impactful to their organizations. She is able to leverage client expertise on any technical or leadership topic and develop content that the instructor is motivated and confident to deliver to their employee groups.

Contact Information:

Contact Leah at **425-985-1787** or lgutmann@firstforward.biz.

To Schedule a Course:

1. Visit mcaa.org/initiatives/nei
2. Find the seminar/course you want to schedule.
3. Click "SCHEDULE A COURSE".
4. Fill out the form and select the specific course you are interested in.

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