



# Canadian Mechanical Contracting Education Foundation

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## Dispatcher Training Program 2009-2010

“Building Tomorrow’s Construction Leaders Today”

### When...

#### Please Circle Desired Location

Toronto, ON – Dec 10 & 11, 2009  
Victoria, BC – Feb 18 & 19, 2010  
Moncton, NB – Apr 15 & 16, 2010  
8:30 am – 4:30 pm

\* Specific locations  
will be announced shortly.

### 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 cannot be  
processed without payment.



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.

### 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**