



ARCA/MCA *Southern California* Announces Dispatcher Training Program

**June 17-18, 2009
7:30 am to 4:00 pm**

**Open to all
dispatchers and
supervisors of
ARCA/MCA
Southern California
member
contractors!**

**Limited to the
first 30
registrations
received!**

**Continental
breakfast and
lunch provided!**

This 2-day program will provide dispatchers with all the skills they need to dramatically improve job performance. Custom-designed especially for MSCA members, 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 career 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.

Program instructor will be Nancy Bandy. Nancy is Managing Director of TRANSITIONS Consulting Group, a consulting firm which helps organizations use training initiatives to quickly meet the challenges of their rapidly changing environments. Nancy is an enthusiastic presenter and facilitator with over 20 years of experience in corporate training, sales, and education. She has designed and delivered over 30 different workshops and training programs in the areas of consultative selling, management and instructor development, customer service, performance management, individual and team presentations, change management strategies, entrepreneurship, and executive leadership. She is a popular presenter for many MSCA national and local programs.

**The program will be held at:
Orange County Training Center
1380 S. Sanderson Ave.
Anaheim, California 92806**

Registration Deadline May 23, 2009

Registration Form

Name _____

Company _____

Contact Phone _____

Make checks payable to:

ARCA/MCA *Southern California*
3602 Inland Empire Blvd. Suite B-206
Ontario, CA 91764
909.477.4515

**Registration Fee
\$100.00 per person**