

JANUARY 2021



Metropolitan Washington Association of
Plumbing-Heating-Cooling Contractors

Newsleak

January 7th Tech Training

MWPHCC Tech Training - Commercial Piping Solutions

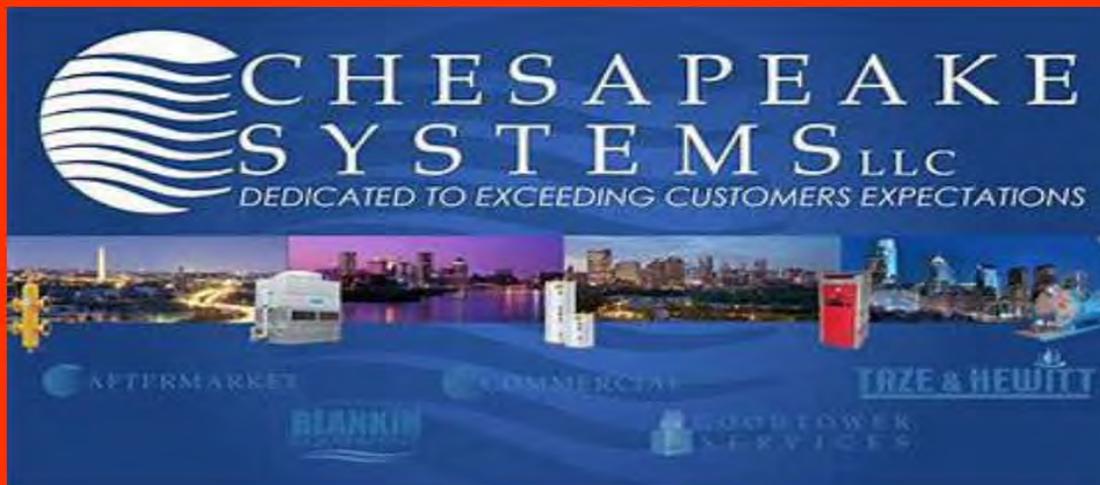
Click "Tickets" to Register

[Tickets](#)

Date: Thursday, January 7, 2021 Time: 6:00 p.m. - 7:00 p.m.

Zoom Session - Registration required

Sponsored by Chesapeake Systems, the topic for this one-hour Zoom Session will address Commercial Piping Solutions for plumbing and hydronic applications. Presenters for the evening are Steve Swanson and Jed Keep from Uponor.



Attendees must register in advance to gain access to this training.



*Wishing our Chapter Members and
Industry Partners
a wonderful holiday
Merry Christmas and Happy New Year!*

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Company Culture

By Carolyn Greene, Water Sales Leader, Resideo PRO Install/Honeywell Home

Happy New Year's Fellow Defenders – I hope you all were nice and not naughty, and Santa was good to you! Well, it is the beginning of another year and to a lot of people that means a fresh start, the time to begin a new idea, to make a change in your life, etc. Last year was tough for everyone and we all learned to adapt to situations we have never been through. After all we are the Defenders of the Public Health and last year the World needed Defenders. So, let us all make our New Year's Wish that things will be better for everyone. The New Year is time to fix things that are broken, make just ok things better and increase the things which were great.

If there was one word for last year it was **ADAPT**. We had to "Social Distance," wear masks, not go out of the house, and we used ridiculous amounts of toilet paper, (just kidding - not). We stayed away from church, school, stores or any social event, and the list goes on and on. For me it meant not traveling, not seeing my customers, shipping issues, doing virtual meetings and training and asking at least a thousand times "Do you see my screen? Can you hear me? Is anyone there....." I do not know about you, but one thing I learned from last year is that I am quite capable of adapting.

To ADAPT means to "make (something) suitable for a new use or purpose; modify." This month I would like to ask you to think about your company's culture. Is it working for you or do you need to adapt something to make you company the best of the best?

Back in the day when I went to apply for a job, I didn't care about the Company's Culture. I was only concerned about how

much they were going to pay me. In fact, I didn't even know such a thing existed. I knew that some places I where I worked I felt like I belonged. Then there were other places where something was not quite right. No one was happy, people talked about each other, there was backstabbing, petty game playing, and it seemed that only the "favorites" got promotions. If you have worked for a while, you may have experienced a toxic work environment. So, I go back to my first question. If you took a poll of your employees, and they answered truthfully, *what would they say about working for your company?*

I have learned quite a bit about Company Culture by working for Resideo. In fact, it is our Culture that makes me love my job. Oh, don't get me wrong – I love the travel, meeting new people, helping companies grow their businesses and supplying great products that I believe in. But behind the scenes Resideo is a company that wants their employees to succeed, grow and thrive. I suspect most of you would want your employees to feel the same way about your company. So, for the rest of this article, I am going to share 5 things that I believe are important in terms of your Company's Culture. So, let's get started.

1. Hiring the Right People

I know this is a tough one. We are all looking to fill our open positions. We are suffering from a labor shortage and sometimes we hire someone who can do the job, but might not be a good fit. The damage they can do to your team can cause you to lose great people and possibly lose customers as well. When you are interviewing don't just look at their skill set. Ask the candidate what type of environment they want to work in

and why. Have them describe their ideal way of working. For example, do they need a quiet space or can they focus in a team office setting. Ask them how they would handle a difficult team member or how they would handle a challenging situation. Some advice I got from a boss I really admired was to be "Slow to Hire and Quick to Fire!"



2. Take Your Time Onboarding

Onboarding is an especially important step in getting your new hire up to speed. Just discussing Human Resource information such as benefit packages, time off, sick leave, where to clock in and out, completing employment forms etc. is not enough. To truly onboard an employee takes time. Employees need to learn about the sequence of events for your business: the who, what, why, where, when and how things are done. This takes time. Think about spreading it out over a couple of weeks with weekly meetings to check in. You might consider having them spend a day with a person in each department, so that they can see the entire process, not just their part. This shows them that they are part of a larger team.

I always would have a new technician ride with one of my best techs for at least two weeks, even if my new hire had a license. I learned this from my great boss, who said "Once the dog was outside the fence it was hard to get them back in."

(continued on p. 5)

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The Metro Washington Chapter wishes to take a moment to honor and pay tribute to two men who gave so much to our chapter and industry. May they Rest In Peace.

Alan Harry Bachman, 88, of Las Vegas, passed away on December 3, 2020. Alan was born September 25, 1932 in Philadelphia PA to the late Arthur and the late Lillian Bachman. Alan was the founder of Johnny Be Quick, Plumbing & Construction company in Maryland. He was a leader and major philanthropist in the Las Vegas Jewish community and Israel. He cared deeply for the survival of the Jewish people and believed that the future must be firmly placed in the hands of the younger generation. Alan was preceded in death by his loving wife of 35 years, Judy Bachman. He is survived by his nieces Susan Bachman and Callie Bachman and his sister in law Elaine Bachman. A private service was held at Judean Memorial Gardens on Thursday, December 10, 2020.

Charles Edward Perkins, 68, a loving man, left this physical world hand in hand with Jesus, Saturday November 21st 2020. His charisma and laughter will echo forever in our hearts. An incredible husband to Vickie Perkins; and an unbelievably supportive father to David, Danyell and Jason Perkins, leaving a legacy of faith. He ensured comfort for others over 50 years working at Beltsville Heating and Air Conditioning. He enjoyed the sweet fellowship and singing in the choir at Mt. Zion UMC in Lothian Md. And he loved riding his motorcycle as much as possible calling it his "handlebar therapy". Always hard working, a gentle giant, and adored by his sisters Martha O'Brien, Shelley Foskey and brother Jerry Perkins. A treasure and blessing to have known him, to have loved him, to have joined him along his way. Heaven is his home; enjoy the adventure and we'll see you soon! Praise God!!

(continued from p. 3)

He explained by saying that you want to make sure a new hire knows how to solder before you let him out in a truck. Once he is by himself and floods someone house it is too late.

3. "Culturize" Your Staff Meetings

Make sure you have regular staff meetings. Depending on the size of your company it could be once a week, monthly or quarterly. Let each department give highlights for a great job done by a team member. Give a shoutout to someone who really went above and beyond. Recognize personal things like birthdays, promotions, their work anniversaries. Remember your employees spend almost 1/3 of their time at work.

4. Culture in Action

Culture is a lot more than the logistic of what your company does. Your culture can be seen not only by your employees but by your customers and vendors as well. If you create an environment where your employees are treated fairly, and believe they are part of the team, they will go above and beyond to make sure the Team wins. They will pass this belief to your customers and vendors, who will then feel like they are on your team as well. When you instill into your employees how you want them to treat your customers and vendors by treating them the same way. I believe this to be true because I visit a lot of businesses, with both contractors and distributors and I can often tell within 20 minutes what the employees think about the company. When leadership does things that show their employees they matter; that they are appreciated, and that the company cares about them, it becomes obvious in the employees' attitudes and behaviors. Simple things like a Quarterly Culture Award given to an employee, thank you notes which acknowledge some little thing that may have otherwise gone unnoticed or even a company wide program where people can thank and acknowledge their colleagues go a

long way in building a culture where employees want to be part of the team.

5. Ask, Listen and Act

Ask employees questions order to determine how they feel about the company. *Do you like working here? Why or Why not? What are some of the things we do well? What are some of the things we need to do better? Do we have outdated policies and procedures?* Ask them for solutions as well. **Listen** to what they have to say and use their feedback when you **act** to make changes or decisions. Be sure to communicate why those changes were made.

During the past ten months some things have greatly changed, some only a little and others not at all. Some of your employees might be working from home and some are still coming into the shop. Regardless of how your workplace has changed, your customers still need potable water flowing into their homes, their water hot, their drains working, their furnaces and AC operational. You still need to go to their homes and businesses to make these things happen. You still need supplies delivered or picked up by your technicians in order to maintain your customers' comfort.

I know you have a business to run and some of the items mentioned here take time to implement and become part of the culture. However, there are benefits for you to think about your company's culture:

- Your company gets a reputation of being a great place to work – and this attracts the best employees. It also keeps your good ones from leaving -
- Your employees like working for your company and this shows in their work -
- Your employees treat your customers with the same respect you treat them with – this helps keep your customers happy and calling you

So, as you start thinking about your business in 2021 and the changes you want to make, don't just look at your Financial Reports, your inventory, your marketing, your administrative, customer service and operational departments. Think about your employees. Without them none of these things would be possible.

I hope this article has brought some value to you and as always if you ever would like to discuss what I have written please feel free to give me a call. I am wishing prosperity to all of you both professionally and personally in 2021. You all are my heroes.

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UPCOMING TECH TRAINING FEBRUARY 2021

Date: Thursday, February 4, 2021
Time: 6:00 p.m.– 7:00 p.m.

Topic: Bosch Tankless Water Heaters
Sponsor: R.E . MICHEL Company



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with Mike Wentz, Dean of Education at The Joyce Agency



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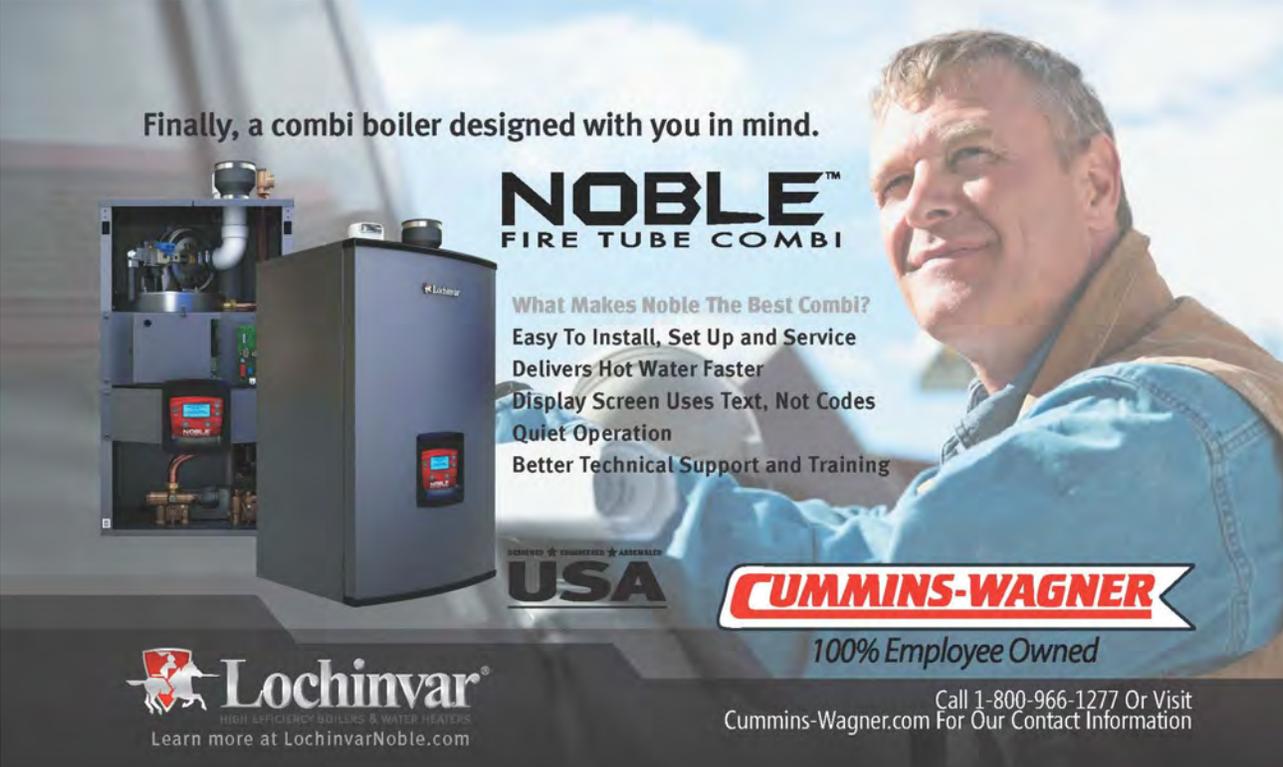
With him is a trailer stocked full of equipment and tools for hands-on education. Training is available on residential and commercial products from our manufacturers, including Bradford White and TracPipe. Mike also offers his expertise through virtual training. Whether in person or remotely, he can provide the level of instruction your team needs, from basic to advanced.

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WHY I ADMIRE FROSTY AND YOU SHOULD TOO

By: Dan Rockwell, *The Leadership Freak* Blog, December 20, 2020

*Frosty the snowman
Knew the sun was hot that day,
So he said, "Let's run
And we'll have some fun
Now before I melt away."*

Why I Admire Frosty the Snowman:

#1. Optimism.

Melting would ruin most people's day. I bet you wouldn't have fun if you were melting. But, in fact, you are melting. In addition, there's an expiration date on opportunity.

Do what you are putting off.

- Pick up the phone right now and let an employee know they matter. "I appreciate you."
- Finish something and check it off your list.
- Give someone a second chance.
- Send a note to a family member just to say, "I'm thinking of you."

Enjoy making a difference before you melt!

#2. Enjoyment.

"Let's run and have some fun."

The ability to enjoy is most relevant in turbulence, uncertainty, and stress.

1. Somber-faced leaders seem constantly annoyed even if they aren't.
2. Enjoyment is energy but pessimism is deadly.
3. People are annoying when you focus on faults and weaknesses.

Project: List each team member on a piece of paper. Alongside their name list two strengths. (Don't add weaknesses.) Keep the list on the corner of your desk.

#3. Dance.

Maybe dancing is too much to ask, but do you want "curmudgeon" written on

your headstone? Brighten up once or twice today. It won't kill you even if you are melting. Which would you rather have on your headstone: "Jolly happy soul," or "Best frown in town?"



Project: Put a smile on your face. A fake smile will do!



[Frosty the Snowman - YouTube](#)



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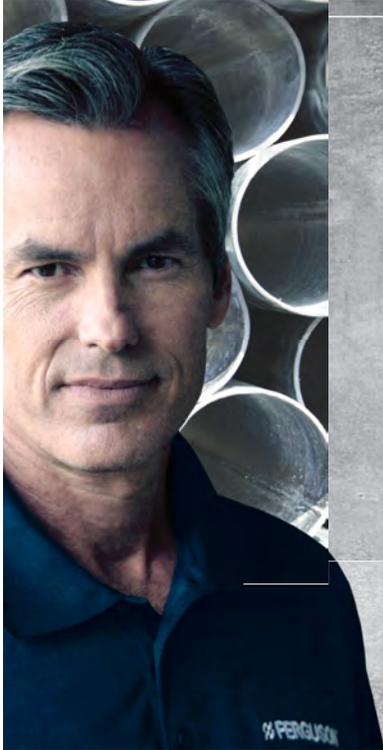
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- **American Business Forms** – KN95 Face Masks, Disposable Face Masks. Please note that you are a PHCC member with your order.
- **Parkdale** – Reusable cloth face masks
- **Marco Promotions** – Face masks
- **Amylior Inc.** – K95 Face Masks and medical masks
- **Home Depot Pro** – Non-medical face masks and hand sanitizer available in case quantities. To learn more and place an order, Contact Nick Fleming by email at Nicholas_R_Fleming@Homedepot.com or phone at 904-528-7914. Please note these materials are not available online.
- **Ferguson Enterprises** – committed to helping PHCC members secure PPE and the other products they need to continue to serve their customers safely. Please reach out to your local Ferguson representative for product availability and pricing.



[Visit the COVID-19 Recovery Center for resources compiled for you by PHCC!](#)

happy new year

*On behalf of the MWPHCC, the Board of Directors
wishes you and your families a new year filled with
health, happiness and prosperity!*



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