



March 2020

Metropolitan Washington Association of
Plumbing-Heating-Cooling Contractors

Newsleak -

[Click here to Register for Thursday, March 5, 2020 at 6:00 p.m.](#)



Please join us for our monthly
meeting and training on

Thurs, March 5, 2020
Holiday Inn in College Park,
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College Park, MD 20740
6:00 - 7:30 pm: T-4 Training

MWPHCC

Monthly Meeting & Training
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6:00 p.m.

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and Steve Giles

All attendees must preregister, click below:

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March 5, 2020 at 6:00 p.m.](#)

Metropolitan Washington PHCC

The Metropolitan Washington Association of Plumbing-Heating-Cooling Contractors (MWPHCC) was founded in 1873 and represents approximately 40 companies and their employees. We place a strong emphasis on training and social networking and we are always focused on ways to make your business more profitable. Our chapter also places importance on giving back to the community through community service and promotion of the industry.

Our chapter meets monthly, usually the first Thursday of the month in College Park, MD We provide a free training at 6:00 pm, followed by our General Meeting and complimentary dinner.

**Our monthly meeting and
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*Please RSVP to: Sue Thompson at Sue@mwphcc.org /
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Facing Our Challenges

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

Hello, my fellow Defenders and Welcome to March 2020!

I want to start this article by letting you know, just in case you have forgotten... **YOU ARE ALL HEROES!** Sometimes however, even Heroes have rough challenges they must endure to move to the next level of greatness. Some of these challenges we have no control over and so we do our best to figure out new and better ways to work around them.

One of my LinkedIn contacts Gary Travis, posted this and it really got me thinking.

"There comes a moment for everyone when things get hard and you start thinking about giving up. You want to throw in a towel or go back to bed or it just isn't worth it anymore. But there is something very magical about this moment. This is the moment when everyone else stops. This is the moment when results start to happen. If you push through this and you keep going there's good things on the other side. So, the next time you reach this moment and you want to give up think about how far you've come and how badly you want what you have been working for and keep going."

I just finished reading an amazing book "Atomic Habits" by James Clear. He gives a great analogy of an ice cube sitting on a table in a room where the temperature is 26 degrees. Then the temperature slowly starts to rise until it reaches 32.1 degrees. The second the temperature rose above 32 degrees the ice starts to slowly melt. That small shift in temperature has a

completely transforming effect as it turns a solid into a liquid. If the temperature stayed at 32 degrees there would be no change. The question is what caused the room's temperature to rise? Some event or circumstance happened creating this magical moment. Did someone turn up the thermostat to make the room warmer? Did the batteries die in the Thermostat? Was a light turned on generating heat or did a couple of people walk into the room and their body temperature was enough to raise the temperature? One thing's for sure however, the ice cube had no control over its environment. Something else caused the change.

How does making decisions on handling life's challenges and ice and water have anything to do with each other? Sometimes we are like the ice cube. If things stay the same we stay the same. When life is good and everything is running smoothly then it's probably a good idea to not make any changes in your world. I'm sure you've heard the old saying "if it ain't broke don't fix it." Wise advice indeed when things are good. However, I would like to challenge you with this thinking. How good is good enough? Only you can decide but I believe that we can always strive to be better but this article is not about when things are good and you are in control.

No, this article is about when someone or something has turned up the heat and you are melting. You, your life, your business is now resembling the second part of Newton's first law of motion – "An object at rest stays at rest and an object in motion stays in



motion with the same speed and in the same direction **UNLESS ACTED UPON BY AN UNBALANCED FORCE!**

The unbalanced force could be a conscious decision you made but the outcome was not what you expected. Possibly you could just change things back to the way they were and everything would fall back into balance. Or maybe not. The damage is done and now it's up to you to find a way to fix things. The unbalanced force might be uncontrollable factors that cannot be changed. Think of the acronym C.E.R.T.S – Competition, Economy, Regulations, Technology and Social. Although these issues can't be changed they can be monitored.

(continued on page 9)

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MWPHCC Welcomes New Board Members

On Thursday, February 6, the MWPHCC Board of Directors and General Chapter Membership unanimously voted in two new members to join the Board of Directors for the Year 2020 .

Contractor, Owner and Operator,
Henry Leon,
Lion's Plumbing and Heating LLC

Industry Member,
Jason Breeden,
Director of Services at
ROI Marketing.



The **2020 Board of Directors** from left to right:
Bill and Laura Warshauer, Charlie Perkins, John Davis, Fred
Werth, Chris Erdle, Jason Breeden, Henry Leon, Jamey Gray
and Carl Anderson. Glenn King, Treasurer was giving the
official swearing in. Missing from the photo: Allen Luke, Dick
Rhodes, Otto Seidel Luella Green-Miles, Gary Markle and
Steve Heidler

Save the Date....

**MWPHCC Annual
Fishing Trip
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sue@mwphcc.org



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American Ladder Institute (ALI) has declared March as

National Ladder Safety Month.

This movement is dedicated to ladder safety awareness in an effort to decrease the number of ladder-related injuries and fatalities.

Every year, over 100 people die in ladder-related accidents, and thousands more suffer disabling injuries. Mark your calendar to join the American Ladder Institute (ALI) in observing National Ladder Safety Month, designed to raise awareness of ladder safety and to decrease the number of ladder-related injuries and fatalities.

To learn more about National Ladder Safety Month, including how your company can participate, visit the American Ladder Institute's ladder safety month website by **clicking on the image to the right.**



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WANT TO GET THE MOST OUT OF A MEETING? ASK THIS 5-WORD QUESTION

Inc.com, September 9, 2019

Meetings leave much to be desired--you'll want to use this phrase to help change that.

There's an overwhelming amount of data on how meetings are not much of a productivity enhancer. Columnist Peter Economy, from Inc.com, cites a study from Doodle's 2019 State of Meetings report that showed that ineffective meetings were predicted to cost almost \$400 billion in lost productivity in 2019.

When I attended standing meetings (like a weekly leadership team meeting, for example) in which people consistently walked away without direction or clarity, I went into action. I pulled the team leader aside and asked them to run an experiment. I simply asked them to embrace the spirit of five powerful words at the end of their next 10 meetings, and report back to me on impacts to productivity.

The five-word question: **"Who'll do what by when?"**

Why does it work so well? First, using these five words gets everyone on the same page and brings accountability to the table. When you consistently assign names to actions at the end of a meeting, it dramatically increases the extent to which everyone is paying attention during the meeting. You don't want to get assigned a task without knowing why and what's expected of you.

Asking "Who'll do what by when?" also forces clarity of thinking because you have to decide on what exactly needs to be done next. Committing to action forces you to get clear on the rationale behind that action.

As for the "by when" part, it forces actions to be time bound. People squirm when you assign a date to something they own, especially when you do it in

front of others--but it drives accountability.

Overall, these five words tend to enhance the entire flow of a meeting. When it's established that each meeting is going to end with this five-word inquiry, it changes not only engagement levels, but also improves quality of thinking and a spirit of collaboration and volunteerism, as no one wants to be consistently left off the "who" list.

So let's practice this phrase now that this article is drawing to a close: **"Who'll do what by when?"** You will apply this tactic at your next meeting. Agreed?

Inc.

Facing Our Challenges

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

(continued from page 3)

One way I kept my finger on C.E.R.T.S for my business was doing a SWAT analysis at least once a quarter. I would review what our Strengths and Weaknesses were and identify our Opportunities and Threats. I would read economic indicators, attend trade shows and manufacturer training to see what new products were coming out, be involved with my local PHCC chapter regarding what issues were being discussed in the State Legislature, and just talk to folks behind the counter at my distributors. This really helped understand my market. All these ideas could make you and your team the best prepared group on the planet and something can still blindside you and knock you completely on your butt.

Sorry for the depressing tone of this but remember my LinkedIn contact Gary Travis? Go back and read what he posted. I can't say if enough – YOU ALL ARE THE REAL HEROES!!! You haven't gotten where you are because you are afraid of the future, governments regulations, your competition, cutting edge technology, labor shortage, or even the economy. You made it this far because you don't quit when things get hard. You look back at the battles you have won and lost. You put into practice the things the work and got rid of the junk that didn't. For those of you that are just starting out remember it will get hard and you will want to quit. DON'T!!! You young whippersnappers have the best of the best to talk with and run ideas by and learn from their mistakes.

I'm closing with a quote from my dad:

"Dumb folks don't ever learn. Average Folks learn from their own mistakes. But a Smart Person learns from other people's mistakes."

Now go out and fight the good fight and be the Heroes I know you can be!

Carolyn Greene

Water Sales Leader

Resideo PRO Install | Honeywell Home


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At DCRA, we're working hard to make all of our services easier to use. Starting Monday, February 24, our online permit application process will be simpler than ever.

Key improvements include:

- Previously, customers needing more time would need to complete a new permit application after their one-year permit had expired. Now, customers can answer a few simple questions to gain an extension of their original permit (up to four, six-month extensions will be allowed).
- To ensure that the people you're hiring to work on your project are fully licensed, customers can now search and select from DCRA's active license database.
- To keep everyone involved in each project fully up-to-date, property owners, permit expeditors, design professionals, and contractors will now receive an automated email notification from DCRA when the permit application is submitted and approved. This keeps everyone in the loop, and helps prevent fraud. (To update your contact information, simply email us at dcra@dc.gov.)

Please review our [frequently asked questions](#). For questions about the permit application process, or to apply for a permit, visit our [website](#).





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RISK MANAGEMENT: PREVENTION COULD MEAN PROFITS

Federated Insurance, January 20, 2020

Establishing and promoting a culture of risk management can have a silent, but significant, impact at your business. Prioritizing safety and judgment can help protect your people and your profits. Emphasis on workplace safety and loss prevention — from senior management to front line employees — helps businesses run more efficiently and avoid errors that could dent or break the bottom line.

Every injury, every lawsuit, every poor hire, every missed opportunity to plan can pull money out of your pocket. Insurance helps pay for the direct costs of a loss, such as property damage, medical bills, and legal expenses. But your business is responsible for some re-

lated expenses — hiring and training new employees, lost productivity, low morale, damaged reputation, and potentially higher insurance premiums.

Constant Improvement

Federated Insurance clients repeatedly echo four points regarding the value of risk management culture and its positive impact on businesses. Keep the following in mind, and always be looking out for potentially hazardous situations.

It has to start at the top. Management should model good behavior, reinforce a “safety first” message, and invest time and resources to implement sound policies and procedures. Without their buy-in, it’s difficult to establish a successful risk management culture.

Empower employees. Give employees the tools and incentives to take owner-

ship in a risk management culture. Set clear expectations and reward positive behavior.

Take control. Many claims are preventable. Create and enforce policies related to safety, conduct, and hiring. Designating a risk manager to address these critical practices is one way to take the reins.

It has a financial impact. Hidden expenses can quickly add up. Additionally, losses can impact your workers compensation experience modifier, which may lead to higher insurance costs.

In a competitive business world, where turning a profit is often the highest priority, it’s tempting to sweep risk management under the rug with the expectation that an injury or accident won’t happen. That could be a costly mistake. Focus on risk management, and you can positively impact your bottom line.



FEDERATED INSURANCE

SOFT SKILLS ARE BETTER BUILDING BLOCKS IN THE CONSTRUCTION INDUSTRY

By: Brandon Kinsey, Saturday, February 8, 2020

The construction industry is booming; it is one segment of the economy that will continue to experience growth in 2020. In fact, the industry is expected to be among the fastest growing segments over the next 12 months, according to the Bureau of Labor Statistics.

The demand for skilled labor is at an all-time high, making those who possess the know-how that much more marketable. Recent surveys show most contractors report difficulty finding qualified craft workers as more and more Baby Boomers exit the workforce. The construction industry needs to look at the Millennials and Generation Z to fill the gap but, in doing so, needs to work on changing its reputation to become a more attractive career option for younger generations. Let's face it: the unusual hours, unsafe working environment and sometimes low compensation are unattractive.

The National Center for Construction Education and Research (NCCER) says that the construction industry is one that has often been labeled as a dirty, dangerous, roll-up-your-sleeves, blue-collar profession. Many industry stakeholders are working toward reshaping its image into one that's more creative, innovative and collaborative in hopes of attracting skilled workers. As such, it's imperative to hire for hard and soft skills or behavioral traits. While tempting, leaders who focus 100% on tactical skills are missing out on better-suited, well-rounded candidates and, at the same time, creating an increasingly revolving door. It's these behavioral traits that impact the way individuals think and work. Simply said, organizations that focus on soft skills win.

Chief among these soft

skills are the abilities to communicate both verbally and non-verbally. Communicating effectively ensures not only that a job is done correctly but can help prevent avoidable accidents on a jobsite, sometimes meaning the difference between life and death. In addition to communication, some other behavioral traits that should be considered include:

- Being observant of surroundings;
- Teamwork;
- Problem-solving;
- Conflict resolution;
- Thinking on one's feet;
- Flexibility;
- Decision-making;
- A strong memory;
- Actively listening;
- Persistence;
- Negotiation and diplomacy;
- Emotional intelligence; and
- Work ethic.

Leadership and employees should remember that non-technical skills are crucial to success. And those who exhibit those skills not only become a culture fit but also add to it, which can net greater creativity, innovation and collaboration.

TIPS FOR HIRING MANAGERS

So, in a fast-paced industry like construction with tight deadlines, how do hiring managers quickly vet possible hires and weed out the ones that won't be a good match? Behavioral assessments can prove to be helpful. These behavioral evaluations are designed to effectively, simply and easily measure current and future employee skills. When implemented correctly, they can quickly help leaders decipher who will be well-suited for a position in the company.

Leaders in the construction industry can start filling in the talent gap by focusing on the hiring process and shaping culture. Putting emphasis on technical skills and behavioral traits will result in better teams and improved career paths for those coming through the ranks.

Tackling new hires is a great first step in shaping an organization's culture. But management can't afford to ignore the team members already in place. It's wise to take a strategic pause and reassess current team members to really identify their strengths and weaknesses. Adjusting their current roles will achieve the best results for a company overall and for individual teams. Magic happens when leaders implement a talent optimization strategies.

Like anything in business, creating the optimal culture that attracts, retains and rewards outstanding talent won't happen overnight. But the effort is worth the time and energy, creating a much-sought-after place to work. Those who choose not to, particularly those in the construction industry, will be left in the dust.



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STOP PUNCHING YOURSELF IN THE FACE: 13 SELF DEFEATING BEHAVIORS TO AVOID

By: Dan Rockwell, *The Leadership Freak Blog*, February 19, 2020

*It's not good to knock-out yourself.
Self-defeat is inevitable until you
acknowledge you're punching yourself
in the face.*

13 Self-Defeating Behaviors:

- #1. **People pleasing that motivates to stress-out over opinions and approval.**
- #2. **Perseverance in the face of futility. Stop rolling the same stone up the same hill.** (Sisyphus) Find a new stone or find a new hill.
- #3. **Defending your position instead of exploring options.** Your need to win defeats your team.
- #4. **Putting off important work until the last minute.** Procrastination is an excuse-maker's back door.
- #5. **Perfecting before you go instead of perfecting as you go.**

#6. **Hanging from the knot at the end of the rope before seeking help.** If you want to go far, seek help early and often.

#7. **Rejecting reasonable risk.** If you want things to be different next year, step out now.

#8. **Giving feedback, but never seeking feedback.** The first function of leadership is model the way. Practice a behavior for three months before you ask others to practice it.

#9. **Practicing pugilism on yourself.**
Leadership is hard enough. Why not learn from mistakes instead of beating yourself down? Obsessing about mistakes is a subtle form of arrogance. "I shouldn't have done that." But real people make mistakes. Wise people learn.

#10. **Refusing to enjoy benefits and advantages.**

#11. **Avoiding elephants.** Only a two-year old believes monsters go away when you cover your eyes. Difficult situations get worse when you avoid them.

#12. **Dominating conversations.**
The person who talks the most has the most power. If you want your team to feel powerful, listen to them talk.

#13. **Dreaming without taking the next small step.** Any dream you can't act on today is a self-defeating fantasy.

Tip: Sometimes the next step is learning from someone.



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