

January 2020



Metropolitan Washington Association of
Plumbing-Heating-Cooling Contractors

Newsleak -

[CLICK THIS LINK TO REGISTER FOR JANUARY 9, 2020 - TECH TRAINING](#)



Please join us for our monthly
meeting and training on

Thurs, January 9, 2020 Holiday
Inn in College Park,
10000 Baltimore Avenue
College Park, MD 20740
6:00 - 7:30 pm: T-4 Training

MWPHCC

Monthly Meeting & Training
January 9, 2020
6:00 p.m.

All are Welcome!

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**“Universal Boiler Controls
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Presenter: Bruce Graham, Technical Support
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- Low Water Cut Controls and Function
- Gas Burner Controls Review
- Concluding with a “mini live-fire” burner demo!

**Click here to register for the
January 9th Dinner and
Training.**

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
Complimentary Dinner will
immediately follow the training.**

***Please RSVP to: Sue Thompson at Sue@mwphcc.org /
301-278-2962 or click on the Registration Link on
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MWPHCC Welcomes Our New Members!

MWPHCC welcomes three contractors to our chapter for 2020! They find the value in the monthly tech trainings, the national-level support and opportunities and the local chapter networking opportunities.

We are thrilled to welcome our newest members!

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Bob Mongold, President
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lionsPHC@gmail.com
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For more information on our chapter and joining the organization please email sue@mwphcc.org



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January 15, 2020	Water Heater 201
January 22, 2020	Boiler 101/Combustion Analyzer
January 29, 2020	State Tankless/Centrotherm
February 5, 2020	Water Heater 101
February 12, 2020	Water Heater 201
February 19, 2020	Boiler 101/Combustion Analyzer



For information call 800-441-8188 or visit our website www.roimkt.com to register



CHOOSE YOUR ONE WORD FOR 2020

By: **John Gordon** ; December 9, 2019

9 out of 10 people will fail with their resolutions.

50% of resolution makers will fail by the end of January.

But *One Word* sticks!

That's why 9 years I ago I stopped making New Year's resolutions and started picking One Word for the upcoming year. No resolutions, no goals... just One Word that gives meaning, mission,

passion and purpose.
One Word that will help me be my best.

My friends [Dan Britton](#) and [Jimmy Page](#) have been doing this for over 20 years. They told me how every New Year's Eve they gathered with their children and each came up with a word. Then they made paintings of their words that hung in their houses to remind them to live their word for the year.

I was inspired and started doing it with my family and shared it with everyone.

My words over the years have been: PURPOSE, SURRENDER, SERVE, PRAY, RISE, FORGIVE, STILL, CONNECTED and EXPAND.

Each word has molded and shaped me to become a better person, father, husband, writer, communicator and lead-

er. Looking back I know my One Word chose me more often than I chose it.

This is a great exercise to do with your kids and students too!

To help you get started ask yourself a few questions. What do you want to focus on this year? Or what's in the way? What do you need more or less of? What needs to change?

Once you come up with your word feel free to write it on a poster. Or write it on a rock and put it on your desk. Or make it your screen saver or phone's wall paper. The ideas are endless. The key is to keep your word front and center so you can see it and live it.



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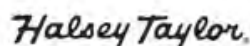
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Page 6



Passing the Torch

Passing the Torch

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

Greetings Fellow Heroes! Happy New Year! I hope you and your families had an amazing and joyful holiday season. I also hope 2019 was a year you can look back on with wonderful memories and a sense of Pride and Accomplishment. With all the festivities behind us it's time to focus on a new year. For myself and my fellow boots on the ground, our focus is to complete a "Path to Plan," where we map out how we will achieve our sales and training goals set by Resideo. I actually enjoy doing this.

One of the items I include in my plan is participating in local, regional and National events. I absolutely love attending the Metro Washington PHCC monthly meeting. If you haven't attended one in a while you need to do so. There is so much comradery and wisdom in the room that I always leave better than I came. Everyone is super nice and makes you feel like you are an old friend.

Last month, I was impressed with the knowledge, wisdom and years of experience that were represented in that room. As I watched the members interact with each other, I couldn't help thinking these are CHAMPIONS of our trade. It got me thinking how do we pass this torch of knowledge and wisdom to the next generation?

The torch commonly represents enlightenment and hope. One of our country's largest symbols of freedom is the Statue of Liberty! She stands holding her torch high as a symbol of liberty for the entire world see. When a Torch is held up it represents life, truth and the regenerative power of the flame. Passing the Torch for us is when someone passes along their

responsibilities, knowledge and wisdom to another person. There were quite a few people in attendance at the December meeting who are our next generations Torch Bearers. Men and women who love and believe in what they do. To me they are just as important as the Statue of Liberty to our country. The question is - Who can they Passed the Torch to? We all know there's a shortage of Trades People. The question is how do we fix it?

I'm sorry to say I don't have the answer nor do I have a quick fix. I do however, have a couple of simple suggestions that worked well for me when I owned my own business. First, understand millennials will make up 75% of the workforce in the next ten years. These folks were born with computers in their hands. What technology do you currently use in your company? You might want to look at a system where field techs can input data and then either email or text an invoice or receipt to your customer. Remember you customers will also be millennials. These are the folks who pay for their coffee with an app!

Secondly look at your work week. Is it the traditional Monday through Friday? Talk with your team and do a little brainstorming. When I ran my own company, we came up with several ideas that really worked well for us. Some techs like to come in later due to home responsibilities and others wanted to come in earlier. A couple of my techs wanted to work 4 ten-hour days and have three days off. We created a rotating schedule so that my team's work schedule could match their life schedule. We were also able to provide extend service hours to our customers! These small changes in



even start time can make a difference in your team and make your company more attractive to a potential employee.

Third, get involved in your local high school. Sponsor their football, baseball, soccer, cheerleaders, band whatever the school need help with and get to know the kids you want to bring into your business. Some schools will even do work release programs where the kids work half a day for you and you give them a grade instead of pay. They can work in the warehouse cleaning up, putting inventory away, answering the phones. During summer break they can ride with a senior technician and learn on the job. Once they graduate from High School they will be ready to start doing a few things on their own and you have an employee who already understand your culture.

I can't express it enough that You, my Fellow Heroes, have something very special which is very important to teach to the next generation of Trades Men and Women. Make 2020 the year that you find a way to start PASSING YOUR TORCH to one of our future Heroes. THEY ARE OUT THERE ALL YOU MUST DO IS LOOK!

Be Inspired. Be the Best. Join PHCC.



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ABC of Metro Washington founded ABC CraftMasters Training Trust (CTT), a separate 501(c)(3) organization, to help its members and the merit shop construction community create a qualified workforce now and into the future. CTT offers apprenticeship and construction craft training in 21 separate trades.

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For more information about our Apprenticeship & Skills Training Opportunities, click here!

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Working in Cold Environments: Preventing Cold Stress

Weeklysafety.com <safety@weeklysafety.com>, Dec 17, 2019

Cold stress isn't just a hazard for outdoor workers. What are the best ways to prevent cold stress injuries and illnesses and what is the best clothing to wear in cold environments?

Anyone working in a cold environment may be at risk for cold stress. This could include an indoor workplace like cold storage or an outdoor job in construction or agriculture. Prolonged exposure to cold and/or freezing temperatures while on the job may cause serious health problems such as trench foot, frostbite and hypothermia. In extreme cases, exposure to cold temperatures can lead to death.

Although OSHA does not have a specific standard that covers working in cold environments, under the Occupational Safety and Health Act (OSH Act) of 1970, employers have a duty to protect

workers from recognized hazards, including cold stress hazards, that are causing or likely to cause death or serious physical harm in the workplace.

Risk factors for cold stress include:

- Overexposure to cold temperatures
- Increase wind speed, and the wind chill effect
- Wet clothing and/or wet skin
- Dressing improperly for the weather
- Exhaustion
- Health conditions such as high blood pressure, diabetes or asthma
- Poor physical conditioning
- Inadequate training on how to work safely in cold temperatures

If employees are working in cold environments, indoors or outdoors, then they should have access to cold stress

prevention safety training and it's also a great topic for a safety meeting.

If you need some ideas for safety meeting topics or would like to save time when you are preparing for safety meetings then we've got you covered.

[Click HERE for "Important Tips to Prevent Cold Stress."](#)





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STOP PRETENDING YOU KNOW WHEN YOU DON'T

By: Dan Rockwell, *The Leadership Freak Blog*, November 27, 2019

Learning begins on the fringes of knowledge where clarity drifts toward uncertainty and confusion. People say things like, "I don't know." Successful leaders build relationships where it's safe, even desirable, to NOT know.

Perceived knowledge:

Ignorance comforts itself with the illusion of perceived knowledge. You know what the quarterback should do, even if you've never played football! Ignorance stands aloof and passes judgment. There's no need to learn if you already know.

It's easy to know how-to-do something you're not doing.

- You aren't leading the meeting, but you KNOW how to lead the meeting
- You aren't dealing with tough issues, but you KNOW what others should do.

How you respond to ignorance sets the direction of your leadership. Leaders who acknowledge ignorance develop their skills. Leaders who pretend to know develop bad habits.

Create confusion:

#1. Ask people to do things they haven't done.

The illusion of perceived knowledge bursts when you challenge people to do things they haven't done. They feel confused.

Knowing ABOUT differs from Knowing HOW.

Some become defensive when they don't know. These ones don't grow.

#2. Provide guidance and support, but don't be too helpful.

You're too helpful when people resent your intervention. Pull back until support is welcomed.

You help others reach higher by allow-

ing moderate levels of confusion.

Too much confusion:

Moderate levels of confusion open minds and fuel passion.

Too much confusion and people shut down in frustration. Monitor frustration.

Honor exploration.

Respect people who are willing to explore new ideas and try new behaviors.

What dangers do leaders face if they create moderate levels of confusion?



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