

Daniel Gravelle

From: Daniel Gravelle
Sent: June 3, 2025 11:06 AM
Subject: MCA - Potential Dispatcher Course

Good morning, members,

At MCA Ottawa, we have been diligently striving to implement positive changes that will benefit you, our valued contractor members, in the long run. Considering this, we are pleased to announce a potential dispatcher course.

Course Details

- **Dates:** June 24th and June 25th
- **Location:** New MCA Ottawa office

What you will learn:

- The Dispatchers' Influence in the Organization and Their Impact on Profitability
- Four Styles of Communication
- Prioritizing Service Calls/Matching Technician Ability to Customer
- What Technicians Need from Their Dispatchers
- The Art of Asking the Right Questions
- Handling Difficult Customers/Steps to Rapid Service Recovery
- Taking Charge of Your Job and Career
- A Day in the Life of a Dispatcher/Getting Rid of Stress /Personal Action Plan

Who should attend:

- Dispatchers, Service Managers, and Management Staff Responsible for Dispatchers and Lead Service Technicians.

Instructor: Richard Worr

- Is a senior industry manager and leading educator with over 35 years of industry experience in North American and International markets? His accomplishments in the industrial, commercial, and institutional marketplace include corporate training and organizational management experience in the areas of management, strategic development, contract administration, customer service, project management, estimating and executive leadership.

Cost:

- \$150.00 per participant.

2 Gold Seal Credits

If you are interested in participating, please let me know. A registration form will be distributed based on the level of demand for this course.

Daniel Gravelle

General Manager

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