Get Ahead With A Leadership Makeover: Traits Contractors Look For In Their Future Leaders.

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Agenda

• What Does JB Henderson Do?
• Customer Requirements.
• Traits.
What Does JB Henderson Do?

• General & Mechanical Contractor:
  – Industrial:
    • Process – Semiconductor.
    • Mechanical.
  – Government
    • Secure, Non-Secure Facilities – National Laboratories.
  – Institutional
    • Remodel, Retrofit – Public Schools.
Customer Requirements

• Safety
• Quality
• Schedule
• Cost Competitiveness
Traits

- Leadership
- Initiative
- Problem Solving
- Self-Improvement
- Mastery
- Customer Focus / Relations
Leadership

• #1 Trait Most Contractors are looking for…
• Difficult to define, but you know it when you see it…
• Setting the course...
• Orchestrator...
• Motivate & Inspire...

* Rick Reese, FMI
Initiative

- Always be looking for the things to be done...
Problem Solving

• “The buck stops here…”
• Can’t push to others…
• Others are now looking to you!
• Make customer’s problems “go away”…
• Make employer’s problems “go away”…
Self-Improvement

• Always be “the One” Improving You!!
  – “If you don’t take care of your career, nobody else will…”

• How?
  – Journeyman Upgrade Courses
  – iTi & SMACNA Courses, Seminars & Webinars
    • National and Local
  – College Courses
Understanding of “the Work” & Mastery of your Trade

• Be a Master of Your Trade...
• Understand ALL the “Work” your contractor does:
  – Pipe Trades
  – Basic Trades
  – CAD, Modeling, BIM
Customer Focus / Relations

• All about communications…

• You are the primary face of the company…

• Manage the “Business” relationship:
  – Contract…
  – Billing / Invoicing