

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

Rob Biedermann, JB Henderson Construction Company, Inc. SMACNA – SMWIA Partners in Progress Conference March 18, 2010 Las Vegas, Nevada





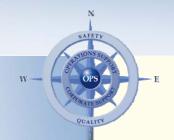


## Agenda

- 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\*...







#### **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





