



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

