

**BAY AREA CHAPTER**



NORTH BAY SAN FRANCISCO GREATER OAKLAND  
SAN MATEO SANTA CLARA

*A SMACNA Chapter Supervisory Program*

# **Managing Critical Project Resources & Customer Relationships**

## **Resource Control: Managing Your Critical Project Resources**

This session will discuss the management side of knowing the status of and controlling the various resources that need to be managed for a successful project. The systems, metrics, reporting tools and what to do with the information are important success factors in being a great project manager whether your resources are people, materials or equipment.

## **Customer Relationships: Developing Customers for Life**

Construction is a service industry and how we treat our customers impact the success of the project and business. This session will drive home the importance of developing great customer relationships and how to navigate dissatisfaction when it occurs. We will explore the one question that needs to be asked to ensure your customers are happy and how to keep them coming back for years.

**Target Audience:** Field Leadership (Foremen, Superintendents and Team Leaders)

Presented by

**Stephane McShane**  
Maxim Consulting Group

**Wednesday, September 20, 2017**

**8:30 am—12:30 pm**

No Cost for Member Firms

**Bay Area SMACNA Training Room**

7677 Oakport Street, Suite 805

Oakland, CA 94621

510-635-8212

## About the Instructor:



**Stephane McShane**, Director at Maxim Consulting Group, is responsible for the evaluation and implementation processes with our clients. Stephane works with construction related firms of all sizes to evaluate business practices and assist with management challenges.

With a large depth of experience working in the construction industry, Stephane is keenly aware of the business and, most specifically, operational challenges firms' face. Her areas of expertise include: Leadership development, organizational assessments, strategic planning, project execution, business development, productivity improvement, and training programs. Mrs. McShane is an extremely motivational and inspirational speaker, mentor, and teacher. Her ability to create confidence and desire among your work groups is extremely effective.

Stephane possesses the rare combination of talent from being in the field as an apprentice, electrician, foreman, then working her way through each operational chair within a successful electrical construction firm. Her ability and drive defined her to be "best in class" at each position held. This is what makes her so effective at operational and organizational assessments today. There isn't a position operationally that she hasn't successfully conquered from being an estimating trainee through executive management. She has led her teams to become the undisputed leaders in their markets.

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**Register via fax to 510-635-0320 or e-mail [npirrone@bayareasmacna.org](mailto:npirrone@bayareasmacna.org)**

Name \_\_\_\_\_ Company \_\_\_\_\_

Phone \_\_\_\_\_ E-Mail \_\_\_\_\_

Attendee Names \_\_\_\_\_

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\_\_\_\_\_ Total # Attendees \_\_\_\_\_