



CONTRACTOR CONNECTION



January February March 2018

Indiana PHCC: Who We Are and What We Do

Indiana PHCC is a not for profit trade association that represents the professional plumbing-heating-cooling contractors and affiliated manufacturers and suppliers in the state of Indiana.

Our mission: Enhance Professionalism. Educate. Train. Provide Industry Leaders.

In a nutshell: We train amazing technicians and make p-h-c contractors more successful.

Why?: To protect the health of the nation.

Whether you join to get training for an apprentice, want to find new employees or learn from the best contractors in the state, you have come to the right place!

HIGH-POWERED INDIANA WORKFORCE DEVELOPMENT

Indiana PHCC understands the skills gap shortage. The website www.the-bestcareer4you.com was developed to help find qualified leads for Indiana PHCC contractors. The website is attracting serious candidates for less cost than you could do it yourself. No other industry group is working

to get the message of the modern profession of plumbing to the next generation of Indiana workers in the way they want to receive it!



EXPERT, AFFORDABLE APPRENTICESHIP TRAINING

Experience has demonstrated the most practical and sound method of preparing workers for employment in skilled occupations is through apprenticeship.

Indiana PHCC has 7 apprentice schools throughout the state with member discounted tuition and a record of high passing scores on Indiana professional licensing exams.

PROTECTION FROM OVER-REGULATION

Indiana PHCC fights for the protection of the plumbing licensing law. We

monitor code changes and serve on commissions and committees that affect your livelihood.

We alert lawmakers about how new laws and regulations could affect your business — thus preventing burdensome regulations.

THE NETWORK THAT PAYS YOU BACK

While you learn from contractors who “have been there and done that” you can take discounts on WorldPay credit card processing, Speedway SuperFleet, and access risk management tools from Federated Insurance.

NEWS & BUSINESS INSIGHTS

Stay in the loop through weekly e-newsletters, quarterly Contractor Connection, and email alerts.

THREE LEVELS OF EDUCATION

7 local chapters offer grassroots programs, the state chapter holds an annual convention and offers technical classes in med gas training, pump installer CEUs, and code updates. National PHCC offers free member webinars and a national convention and trade show.

Visit iaphcc.com to learn more or call us at (317) 575-9292.

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THE PRESIDENT'S PERSPECTIVE

Randy Lynch is President of the Indiana PHCC. Randy is a licensed plumbing contractor PC89100339 with Brenneco Plumbing, Lafayette



Randy Lynch
Indiana PHCC President

Communication

Communication across the generational ages along with incorporating new technology is a learning curve that we all have to do whether we like it or not. There is a constant reminder to me that as our workforce changes so do the ways we need to go about communicating.

If we're to believe the common generational stereotypes in the workplace, we would assume Baby Boomers are team-oriented workaholics, Gen-Xers are stubbornly independent, and Millennials focus more on their smart phones than their jobs.

But while some of these stereotypes have an element of truth to them, studies show that more often than not this is simply not the case the majority of the time. While there are certainly significant differences among generations, there's a lot more that we have in common than not, particularly when it comes to communication.

In our company we range in age from teens all the way to close to retirement and every generation in between. We are finding that it is a better path to focus on what we have in common vs how we are different.

We have also been surprised to "learn" a few things from others outside

our generation. There are a few things we would like to share.

As part of the over 50 crowd in the workplace I always assumed that the millennials preferred to communicate through text, email etc. but have learned through reading and working with a few that they actually prefer communicating face to face. The same goes for baby boomers and gen-xers.

Another thing I am learning is that whichever generation you belong to we all want to feel like we are serving a meaningful role within our respective organizations.

Nobody wants to feel like an interchangeable cog in a machine. When we all recognize each other's shared commitment toward a common goal, generational barriers to communication can come crashing down. Clearly defining a team's purpose and each employee's role in achieving that purpose is critical to fostering productive workplace relationships.

Everyone has different ways of communicating so we all need to be aware of the other ways to do this whether

it's self-reliant, group oriented or one on one interaction.

One thing we all crave on some level is positive feedback. When it comes to positive feedback, generational

"When we all recognize each other's shared commitment toward a common goal, generational barriers to communication can come crashing down."

attitudes are largely the same. Giving your fellow coworkers recognition for a job well-done is a great way to communicate their value to your organization and a critical step towards forging stronger workplace relationships.

As we move ahead in 2018 my hope is that we continue to grow in the realm of positive communication with our fellow peers.

I hope 2018 is prosperous to you all.

God Bless
Randy Lynch



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IT'S YOUR LIFE

A Vision for the Next Generation

Develop talent now for a successful future

While incentives such as bonuses and profit sharing are important, recognizing achievements and building self-esteem are priceless.

Some business owners procrastinate or avoid communicating their succession plans because they fear how family members and employees might react. However, their silence may actually create more stress and cause harm to the business. Most employees—including family members—will feel more secure about the future if they know what to expect and how they will fit in.

It's never too late to develop a business succession plan. But the earlier you start, the better. Estate planning experts agree that long-term plans to transfer businesses are generally much more successful than those "patched together" following the unexpected death or disability of an owner.

Business succession actually begins with each employee's first day on the job

Think about it, whether he or she is one of your children or a high school student working part-time, that young person could someday be the head of the company.

Experts agree—succession planning includes creating an environment that motivates employees to use their talents and skills to reach their full potential and contribute to the success of the business. Sounds simple, but how do you accomplish it?

Perhaps a mentor program or an apprenticeship is a good start. Talented young people are more likely to stay with the company if they feel involved in something bigger than their own job. It is wise to provide opportunities by matching experienced workers with newer employees to guide them as they grow in their jobs.

As employees gain experience, they become assets to your business and their value increases. Providing key employees opportunities to gain well-rounded business experience through cross-functional training and experience is admirable. This no doubt helps them become dependable managers who can make good decisions and take initiatives to improve operations.

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WORK TRUCK SHOW® 2018- Get A Free Pass

North America's largest work truck event features the latest commercial trucks, vans, vehicle components and truck equipment on an exhibit floor covering more than 500,000 square feet. During Work Truck Week, the industry gathers to see the newest innovations, choose from industry-focused training courses as part of a robust educational conference, and gain access to engineering representatives from 500 exhibiting companies. Anyone who works with vehicles, including public and private truck fleet operators, manufacturers, dealers and equipment distributors, can find solutions to their business challenges.

This annual event, produced by NTEA, is scheduled Tuesday, March 6 through Friday, March 9, 2018 at the Indiana Convention Center (Indianapolis, Indiana). Sessions, Fleet Technical Congress and Green Truck Summit begin March 6, and the exhibit hall is open March 7-9.

Indiana PHCC's cooperative relationship with NTEA allows us to provide you with a free admission pass and online promo code to attend The Work Truck Show® and one concurrent educational session (an \$85 total value).

Educational programming

With your free pass, you can choose one Work Truck Show, Fleet Technical Congress or Green Truck Summit concurrent educational session.

Topics include:

- FMVSS 111 Rear Visibility Full Compliance Requirements: How Commercial Vehicles Are Affected
- Work Truck Industry Overview and Outlook
- Are You Leaving Money on the Table?
- Real-World Experience with NHTSA Safety and Defect Reporting Regulations

**THE
WORK
TRUCK
SHOW®**

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March 6-9, 2018 Indianapolis, IN

Sessions begin March 6 Exhibit hall open March 7-9

- Get 20% More Productivity Out of Your Next Work Truck Purchase
- A Clean Fuel at the Best Overall Cost
- Ready...Hire...Aim: Just Because Your Competition Hires This Way Doesn't Mean You Should
- Business Information Security: Fundamentals for Small and Mid-Sized Companies
- Vehicle Weight Reduction — Every Pound Counts
- Transferring Line Haul Knowledge to Vocational Applications
- Building a Championship Team

Fleet Technical Congress

Held in conjunction with The Work Truck Show and Green Truck Summit, Fleet Technical Congress offers fleet managers the opportunity to explore the latest technology solutions while gaining management insights from leaders of some of the country's biggest fleets and suppliers. Fleet Technical Congress is designed for both established fleet managers and those moving into more senior fleet management roles. It will provide the

tools, techniques and insights needed to succeed in achieving operational goals.

Green Truck Summit

At this annual conference (held in conjunction with The Work Truck Show and Fleet Technical Congress), fleet managers, truck equipment distributors, upfitters and truck dealers from around the world learn the clean energy developments and decisions shaping the journey toward the goal of zero-emission transportation. The Summit brings together leading truck manufacturers, governmental and regulatory officials, and fleet management decision-makers to share their outlook on how the industry can make an immediate impact on greenhouse gas and criteria pollutant reduction.

Ride-and-Drive

Experience the latest advanced technology and alternative fuel applications for commercial vehicles. Meet key suppliers and test-drive or ride in the newest trucks. Participation is free and available on a first-come, first-served basis to all Work Truck Show 2018 attendees. No Ride-and-Drive registration is necessary. New this year in the Ride-and-Drive area, a mobile training classroom will feature examples of advanced manufacturing technologies as well as information on available career paths in the work truck industry.

Registration details

Contact us at (317) 575-9292 to get your free pass. Then, register at worktruckshow.com, using the promo code on your free pass. You can go online to view a current exhibitor list, interactive exhibit floorplan, educational session and special event details, a complete schedule of events, hotel information, FAQs, and more.

IN Workforce Development

WHAT IS THE BEST CAREER FOR YOU?



IN PHCC will be promoting the industry and promoting www.thebest-career4you.com at these upcoming events:

Mar. 13 - Career Day
Central Nine - Greenwood

Apr. 11 - Area 31 Employment Fair -
Ben Davis High School

Apr 12 - Southport High School
Career Fair

The program has been featured in national publications, most recently the December 2017 issue of **CONTRACTOR** magazine in an article and editorial by Bob Mader. Contact the Association office if you want to help at one of the Career Events.

Local Chapter News

Congratulations to Ray Abbott, Korte Does It All, on being elected President of the Fort Wayne PHCC Chapter. The chapter has also added two new State Board members: Kevin Kratzman, Korte Does It All, and Chet Voglewede, Voglewede Plumbing.



Melissa Parker is the new Executive Manager for the Greater Indianapolis PHCC Chapter. The mailing address for the chapter is PO Box 421487, Indianapolis, IN 46241. Melissa is the Marketing and Media Coordinator for Winsupply of Indianapolis.

World Plumbing Day: March 11

Many people in developed countries throughout the world take plumbing for granted. They simply turn on a tap or faucet and obtain clean water. However, little thought is given to the engineering expertise provided by plumbers that ensures these systems

operate as intended. Equally, few people appreciate the consequences of bad plumbing systems. Help spread the word in your local community that clean water is not a luxury; safe, clean drinking water and sanitation is possible in any nation when sound plumbing practices are adopted. To live together in the world, humans need plumbing ... and plumbers!

PHCC Educational Foundation Will Award 43 Scholarships Worth \$102,500 in 2018

The PHCC Educational Foundation and its industry partners are teaming up to identify and aid students pursuing a career in the p-h-c industry. The purpose of these scholarship programs is to help students prepare for careers in the plumbing-heating-cooling (p-h-c) profession.

Students in plumbing or HVAC apprenticeship programs can apply and win scholarships this year. Applications and information are available at phccfoundation.org.

Workforce Development Strategies & Solutions



INDIANA PHCC CONVENTION
French Lick Springs Hotel

Sept. 13-14, 2018

CONTRACTOR CONNECTION



Indiana Association
Plumbing-Heating-Cooling Contractors
9595 Whitley Drive, Suite 208
Indianapolis, IN 46240



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