



September 2024

Metropolitan Washington Association of Plumbing-Heating-HP Inc.

## Newsleak — September 2024

### **MWPHCC Upcoming Tech Training** **Thursday, September 5, 2024 6:15 pm** **Holiday Inn** **10000 Baltimore Avenue, College Park**

Training at 6:15 followed by dinner!

## MWPHCC TECH TRAINING

PRESENTATION BY GENERAL WIRE AND THE DUHART COMPANY  
THURSDAY, SEPTEMBER 5, 2024 AT 6:15 P.M.

- ♦ Operator tips on drain cleaning safety and effectiveness.
- ♦ How not to 'Break your Stuff.'
- ♦ How to improve effectiveness and profits

**Click HERE to**  
**register!**

#### **Metropolitan Washington PHCC**

The Metropolitan Washington Association of Plumbing- Heating-Cooling Contractors (MWPHCC) was founded in 1873 and represents approximately 40 companies and their employees. We place a strong emphasis on training and social networking and we are always focused on ways to make your business more profitable. Our chapter also places importance on giving back to the community through community service and promotion of the industry.

## INFORMATION ON UPCOMING TECH TRAINING

THURSDAY, SEPTEMBER 5, 2024 at 6:15 P.M.

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General Pipe Cleaners is a family business with a unique history and product line. This short seminar will focus on the following:

- The history and business philosophy that sets General apart from other drain cleaning manufacturers.
- The development and advantages of Flexicore cable.
- General's unique product line.
- Operator tips on drain cleaning safety and effectiveness.
- How not to 'Break your Stuff.'

How to improve effectiveness and profitability using multiple machines on the same job.

Attendees will find this seminar both informative and fun and will leave with valuable information no matter what brand of drain cleaning equipment they currently use.

**Dave Dunbar** | Customer Success Specialist

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For questions about the event contact

**Jason Breeden-** [jbreedden@roimkt.com](mailto:jbreedden@roimkt.com)

**Carl Anderson-** [Carl.Anderson@ferguson.com](mailto:Carl.Anderson@ferguson.com)

For Reservations contact **Sue Thompson-**  
[sue@mwphcc.org](mailto:sue@mwphcc.org)







## UPCOMING MWP HCC TECH TRAININGS



September 5, 2024  
Duhart & General Wire

February 6, 2025  
Chesapeake Systems (pending)

October 3, 2024  
Northeastern with Bradford White

MARCH 6, 2025  
Milwaukee Tool

November 27, 2024  
ROI and Ferguson

APRIL 3, 2025  
N H Yates

December 5, 2024  
D&B Distributing, Inc.

MAY 1, 2025  
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January 9, 2025  
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*All trainings begin at 6:15 p.m. and are held for Chapter Members at Holiday Inn, College Park*

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## Five Steps to Take with Critics

By: Dan Rockwell, *The Leadership Freak Blog*, August 20, 2024

There are two kinds of critics. Those who push against your success and grumblers trying to help. Some fault-finders are committed, others are barriers. Determine if they are trying to help before you give complainers space in your brain.

Embrace prickly helpers. Ignore stone-throwers on the sidelines.

5 Steps for Dealing with Critics:

### #1. Clarify Concerns

Restate the complaint in your own words to ensure understanding.



*Question: This is the concern I hear. Do you think I understand? Wait for a positive response. Don't explore*

criticism until everyone agrees on the issue.

### #2. Explore Motivation

Dig into reasons for the complaint. Don't assume negative motivations. Some complainers are trying to help.

*Question: What makes this issue important to you? How does this concern align with our goals?*

### #3. Identify Outcomes

Determine what they want to achieve and who benefits from addressing the issue.

*Question: What will be different if we successfully address this concern?*

### #4. Explore Solutions

Generate at least three possible solutions.

*Questions:*

*\* I hear what you don't like. What suggestions do you have?*

*\* What alternative solutions have you considered?*

### #5. Define Next Steps

Determine who does the work and how success will be measured.

*Questions:*

*\* What's the next step?*

*\* Who needs to take it?*

*\* What's your contribution?*

### Open your heart:

Defensiveness is weakness. Closing your ears to fault-finders limits potential.

Don't let critics run your life.

*What suggestions do you have for dealing with critics?*

*When do you listen? When should you move on?*





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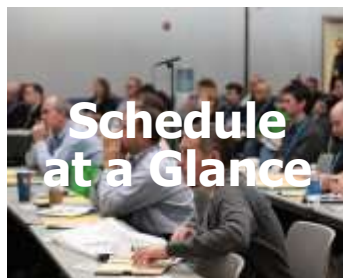
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## The Story of the Apprentice

In "The Story of the Apprentice" online this summer, PHCC zone three director, Dennis Hamon has done an amazing job highlighting the very talented Brady Kroll and his journey to the trades. I encourage everyone to check out this inspiring series and share on your social media accounts and with your chapter.

Follow along by checking out the episodes below!



[Episode 1](#)

[Episode 2](#)

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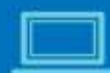
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General Pipe Cleaners is a family business with a unique history and product line.

This short seminar at the September 5th Tech Training will focus on the following:

- The history and business philosophy that sets General apart from other drain cleaning manufacturers.
- The development and advantages of Flexicore cable.
- General's unique product line.
- Operator tips on drain cleaning safety and effectiveness.
- **How not to 'Break your Stuff.'**
- How to improve effectiveness and profitability using multiple machines on the same job.

Attendees will find this seminar both informative and fun and will leave with valuable information no matter what brand of drain cleaning equipment they currently use.

## General Marks Nearly a Century of Drain Cleaning Industry Leadership

General Pipe Cleaners, a division of General Wire Spring Co., is a leading manufacturer of high-quality drain cleaning equipment. With nearly a century of knowledge of market needs and superior equipment reliability, General Pipe Cleaners has forged a robust reputation for turning "good ideas" into "great products" for decades.

Four generations of the General family and workforce have been serving the drain cleaning industry for nearly one hundred years. Customer satisfaction, trustworthy tools, creative solutions, continual product improvements, and solid equipment have fueled a legacy of success and industry leadership.

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## Stop Protecting Start Correcting: 4 Reasons Unnecessary Mistakes Persist

By: Dan Rockwell, *The Leadership Freak Blog*, August 7, 2024

*Elbert Hubbard was wrong when he wrote, "The greatest mistake you can make in life is to be continually fearing you will make one." The greatest mistake is the persistence of unnecessary mistakes.*

Reasons unnecessary mistakes persist:

### #1. Lack of pain:

Unnecessary mistakes persist when we coddle rather than confront. Over-protection blocks pain. Consequences disrupt painful patterns.

**You're likely to do better next time if you focus on feeling bad after failure.** Feeling bad leads to success. (Researchgate)



### #2. Failure to take responsibility:

Persistent bunglers are blamers. Blame shifting makes others responsible. Self-protection allows us to stay the same until the pain of stagnation outweighs the joy of blaming. We don't correct our blunders when we feel someone else is responsible.

*Challenge blame shifting:*

- ◆ What part did you play in this failure?
- ◆ What are you learning about yourself as a result of this mistake?
- ◆ What would you do differently next time?

### #3. Perceived knowledge:

We give ourselves credit for success and blame others for failure. Lack of learning promotes stupid patterns.

**"Right action is better than knowledge; but in order to do what is right, we must know what is right."** Charlemagne

### #4. Insufficient feedback:

Timely feedback interrupts recurring mistakes. Sometimes people don't realize they're falling short.

Only 5% of employees believed that their managers provided candid feedback about their performance. (Mercer)

High performers desire constructive feedback.

**Solution:** Give corrective feedback and spend time developing new ways of doing things next time. Practice seeking feedback as well.

*Which of the above ideas about unnecessary mistakes seems most practical to you?*



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