

# TENNESSEE



PLUMBING-HEATING-COOLING  
CONTRACTORS ASSOCIATION™

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# The TN PHCC Newslink

MAR / APR 2017

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## 120<sup>th</sup> Annual Events Schedule

**April 26-28, 2017**  
**Knoxville, TN**

### Wednesday, April 26th, Knoxville Expo Center, 5441 Clinton Highway, Knoxville

**4:30-5pm:** **Young Leaders Reception with Beer and Brats-** All "young" leaders are invited to meet and exchange ideas. (Pre-registration required)

**5:30-7pm:** **Tools of the Trade Show:** Open to all, free admission. Tools and technologies will be on display.

### Thursday, April 27th, Knoxville Expo Center, Knoxville

**8am-10am:** **Annual Meeting and Breakfast Buffet-** Awards, annual meeting and Keynote Presentation. All contractors and their employees are invited to attend. Continental breakfast included with convention fee, pre-registration required.

**10am-11am:** **Why People Learn and Why They Don't- Seminar One** with Tim Connor, globally renowned speaker and best-selling author- "The mind is an incredible device. It controls 99% of all of actions, thoughts, beliefs and behaviors. If we don't control what we allow to our brain we turn over the quality of our lives to circumstances. Tim shares the vital steps to improve learning skills and then applying them to life's challenges and opportunities to create better and more positive outcomes and success. **Free EBook for each participant,** (Included with convention registration)



## You Can't Lose with PHCC!

**11am-3:30pm: Trade Show** Knoxville Expo Center, with Free Lunch for Contractors and their Employees. Free admission and free convenient parking. Exhibits, demonstrations and new products. Prizes and carnival type contests.

**1:30pm-2:30pm:** **Leadership is Not a Title or Position But a Mindset- Seminar Two** with Tim Connor. Many people believe that to be a leader you must be in a position of leadership or control. Real leadership is a mindset and the ability to bring courage, vision and passion to any position from janitor to supervisor. Tim will share the twelve traits and skills of an effective leader whether you are the CEO or work in the mailroom. **Free EBook for each participant.** (Included with convention registration)

**6pm-9pm:** **6th Annual Presidents Event-** at The Lighthouse in Knoxville, 6800 Baum Drive. Casino action fun with dinner, cash bar and prizes. Event Benefits our PAC fund and sponsored by Federated Insurance.

### Friday, April 28th, TN PHCC State Office, 9041 Executive Park Dr, Knoxville

**8am-12pm** **TN PHCC Spring Board Meeting-** All contractors are invited to attend, breakfast is included, pre-registration requested.

Diamond  
Sponsors:



Seminar  
Sponsor:



# Member News

## Upcoming Date Reminders...

April 26-27: TN PHCC Annual Events, Knoxville TN

May 5: 25th Annual Danny Burnette Golf Classic, Crossville TN

June 12: PHCC Leadership Conference, Washington DC

June 13-14: PHCC Legislative Conference, Washington DC

July 21-22: TN PHCC Summer Board Meeting, French Lick Springs IN

Oct 4-6: PHCC National CONNECT 2017, Milwaukee WI

Oct 27-29: TN PHCC Fall Board and PHCC Zone 2 Meeting, Brasstown Valley GA

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## Welcome Back:

## The Cherokee Group, Sevierville TN

## Our Zone Members in the News:

Chip Greene, our past PHCC Zone 2 Director, past PHCC National president and current president of Greene & Associates in Macon, GA was featured in an article in the Dec 2016 *PHC Contractor* magazine. The article was called: Technology: Help or Hindrance? It is a great article on increasing your business with the help of technology. "Trade craftsmen are extremely good at building stuff with their hands but tend to cringe at the thought of having to use electronics to do their job." For more information and to read the article, go to [www.phcnews.com](http://www.phcnews.com).

**Joel Long**  
Co-owner and President of Commercial Division, GSM Services

*Favorite quote: "Courage is being scared to death...and saddling up anyway!" - John Wayne*

*Headline and opening: "Technology is helping us to build...and building is helping us to build..."*

*Lead-in: "The article discusses the challenges of using technology in construction and how it can be a double-edged sword."*

*How did you get started in this business?*

*What advice do you have for people who are thinking about getting into this business?*

*Where do you see your business in 5 years? 10 years?*

*Can you comment more on the Workforce Development and Apprenticeship Program?*

*Who are your "holy" growing up?*

*Where do you see the industry in 5 years? 10 years?*

Our current Zone 2 Director, Joel Long, co-owner of GSM Services in Gastonia, NC was featured in the Spring issue of Southern PHC. The article features Joel and asks various questions about how he got started in the business and his thoughts on the future of the industry. Joel's favorite quote is listed, "Courage is being scared to death...and saddling up anyway!" by John Wayne. Read the full article at [www.southernphc.com](http://www.southernphc.com).

Congratulations to go Chip and Joel! We are proud that members we know and "hang with" are published in national publications.

**MECHANICAL CONTRACTING**

**MECHANICAL INSIGHTS**

**Technology: Help or Hindrance?**

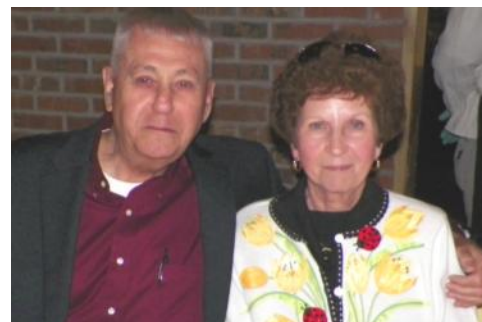
With a little training and reassurance, tradesmen could boost their business.

*BY CHIP GREENE*

*When I was asked about "Trade craftsman's view of technology," I thought about the many times I've seen a tradesman cringe at the thought of having to use electronics to do their job. It's a double-edged sword. On one hand, technology can help you build a better business. On the other hand, it can be a hindrance. The key is to use it wisely. The PHC Contractor is a resource for you to learn more about technology in construction. The article discusses the challenges of using technology in construction and how it can be a double-edged sword.*

*Trade craftsmen are extremely good at building stuff with their hands but tend to cringe at the thought of having to use electronics to do their job.*

## A Big Thank You to TIS Insurance for Sponsoring our Winter Board Dinner!



Ron and Brenda O'Neal at the 2012 Presidents Event.

**Ron O'Neal of Ben O'Neal Company in Chattanooga, TN PHCC Associate Board Member, has retired after 17 years of exemplary board service. Ron, you will be missed!**

# Annual State Convention

Thursday, April 27 at 8am

**Join Us!**

**Annual Meeting:** Make your way over to the Knoxville Convention Center at 5441 Clinton Highway, just 15 minutes north of downtown Knoxville as we present our Annual Meeting. (pre-registration required, see page 4)

President Kay Keefe will MC the event and highlights will include:

- Annual Awards presentations for Contractor of the Year and Associate Member of the Year (if awarded this year).
- Member Tenure Awards.
- Announcement of 2017 Scholarship winners.
- Legislative Report with our state lobbyist, Steve Buttry.
- PHCC National President, Patrick Wallner will travel to Knoxville from Redding CA to join our annual events and give us an update on PHCC National news.
- Zone 2 Director, Joel Long will give us an update on progress in our PHCC Zone.
- Keynote Speaker:

We are honored to have TN PHCC member and gubernatorial candidate, Bill Lee of Lee Company, Nashville. Bill will speak on the business climate in Tennessee and give us his professional insight on the future of our industry.

A little about Bill: *In 1992 Bill became the President of Lee Company, which had revenues of \$20 million. Today he serves as the Chairman of the company, a \$225 million comprehensive facilities solutions and home services company with over 1,150 employees, named one of Tennessee's top 5 "Best Companies to Work for" in 2006, 2007 and 2014 and named Nashville Business Journal's "Best in Business" for 2011.*



Thursday, April 27 at 10am and 1:30pm

**Convention:** Two Seminars will be presented by Tim Connor, Global Speaker and trainer and best-selling author (over 80 books). During his career Tim has helped millions of people and hundreds of organizations around the world (over 4000 presentations in 25 countries) improve their sales, management and leadership effectiveness, employee performance and life success.



**Seminar One: Why People Learn and Why They Don't-** "The mind is an incredible device. It controls 99% of all of actions, thoughts, beliefs and behaviors. If we don't control what we allow to our brain we turn over the quality of our lives to circumstances." Tim shares the vital steps to improve learning skills and then applying them to life's challenges and opportunities to create better and more positive outcomes and success. **Free EBook for each participant.**

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**Seminar Two: Leadership is Not a Title or Position But a Mindset-** Many people believe that to be a leader you must be in a position of leadership or control. Real leadership is a mindset and the ability to bring courage, vision and passion to any position from janitor to supervisor. Tim will share the twelve traits and skills of an effective leader whether you are the CEO or work in the mailroom. **Free EBook for each participant.**

**Annual Meeting and Seminars are open to all!**

**The seminars are catered to business leaders and employees.**

**Just \$75 pp for the Annual Meeting and both seminars. Register today, use the form on page 4.**

New this year, a reverse raffle at the Trade Show and our Presidents Event will feature live casino action for prizes! See page 4 for registration.

# Tennessee Association Plumbing-Heating-Cooling Contractors

## 120<sup>th</sup> Annual Events Registration Form: April 26-27, 2017



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**Free EBook for each participant**, (Included with convention registration below)



**11am-3:30pm: Trade Show** with Free Lunch for Contractors and their Employees.

- Free admission and free convenient parking.
- Exhibits, demonstrations and new products. Prizes and contests.



Diamond Sponsors

1:30pm-2:30pm: **Leadership is Not a Title or Position But a Mindset- Seminar Two** with Tim Connor. Many people believe that to be a leader you must be in a position of leadership or control. Real leadership is a mindset and the ability to bring courage, vision and passion to any position from janitor to supervisor. Tim will share the twelve traits and skills of an effective leader whether you are the CEO or work in the mailroom.  
**Free EBook for each participant**, (Included with convention registration below)



6pm-9pm: **6th Annual Presidents Event**- Lighthouse Knoxville, 6800 Baum Drive. Casino action fun with dinner, cash bar and prizes. Event Benefits our PAC fund and sponsored by Federated Insurance.

Breakfast and Seminars are included in the Convention fee. Pre-registration required for Annual Meeting/Breakfast/Convention Seminars and Presidents Event.

Name	Young Leaders Reception \$15pp	Annual Meeting, Breakfast & Convention Seminars \$75pp		Presidents Event \$55pp
		One- Why People Learn (included with convention fee)	Two- Leadership is Not a Title (included with convention fee)	

**Reverse Raffle Contest:** Unlike a typical raffle, in a Reverse Raffle the purchaser of the last ticket drawn wins the Grand Prize.

GRAND PRIZE: up to \$500 will be awarded on April 27 at 4pm at the Trade Show. A minimum of 200 tickets must be sold for the \$500 to be awarded. If fewer than 300 tickets are sold, the Grand Prize will be 40% of the Gross Proceeds. The minimum prize amount is \$200. Gross Proceeds is defined as the total number of tickets sold @ \$10 per ticket.

A maximum of 300 tickets will be sold. Ticket cost is \$10 each. The ticket price is not tax deductible. You must be 18 years or older to purchase a Reverse Raffle Ticket. Ticket sales will stop on April 27 at 3pm (unless all 300 tickets have been sold prior to that time). Interval Drawing Awards will be held throughout the show. Interval Drawings will be awarded for the 1st ticket, the 50th, 100th and 200th tickets drawn. The 1st ticket drawn will receive \$100 and the 50th, 100th and 200th tickets will each \$50. Winner of the Grand Prize need not be present to win.

Companies may purchase a ticket or several people can share the cost of a ticket. However one person must be named as the Ticket Owner. Prizes will be awarded to the ticket owner who is responsible for sharing the proceeds with the other ticket holders. In the event of a dispute or controversy, Scott Robinson, 2017 Events Chair of the TN PHCC, will rule.



Number of Reverse Raffle Tickets Requested at \$10 each:

**Free Catered Lunch Contest:** Order trade show contest entry tickets **before April 1<sup>st</sup>** (maximum 10 per company) and give them to your employees to turn in at a trade show booth and enter to win a free catered lunch for up to 30 employees at your company location. A random drawing will be held to determine the winner. Winner must use free catered lunch by 5/15, value up to \$50, catering arranged by TN PHCC.

Number of Catered Lunch Entry Tickets Requested:

Company Name: \_\_\_\_\_ Contact Email: \_\_\_\_\_

Checks payable to TAPHCC, 9041 Executive Park Dr. Suite 220, Knoxville, TN 37923 865-531-7422 Fax: 865-531-7045 taphcc@bellsouth.net  
TAPHCC Members can be invoiced, non-members please include payment with registration.

Credit Card Payments circle: MasterCard Visa Amex (NOTE: A 3.5% credit card processing fee will be charged.)

Name on Card: \_\_\_\_\_ Card # \_\_\_\_\_

Exp. Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Code: \_\_\_\_ Card Zip Code: \_\_\_\_\_ Sign: \_\_\_\_\_



# You Can!

## Why attend the Annual Events?

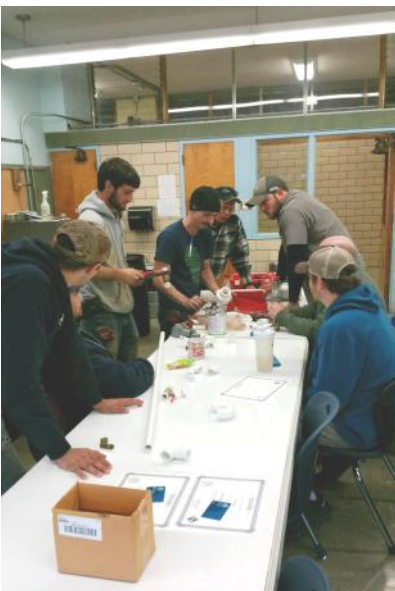
### You can:

- See tons of new products and technologies at one location at the Trade Show on one day with free admission and free parking!
- See other members, network and be part of an amazing award-winning Association!
- Win prizes at the Trade Show with our “carnival” type exhibitor booths!
- See the latest and greatest tools at the Tools of the Trade Show the night before the annual events.
- Attend 2 great seminars with your employees for way less than the cost of one typical education session.
- Enter a reverse raffle contest with the possibility of winning \$500!
- Send your “young” staff to the Young Leaders Reception so they can meet other young professionals and build their future network.
- Enter to Win a free catered lunch for up to 30 of your employees at your location just by sending your people to the Trade Show to turn in their entry tickets.
- Have a great time at the Presidents Event with live casino action, great food and a fun night out!



## You Can't Lose with PHCC!

## Workforce Development



The Knoxville PHCC Apprentice School classroom instruction also includes hands-on training as part of the curriculum. Recently the Plumbing 3 class learned about gravity fed pumps and the HVAC 2 class helped build a Trane training station.

The school will have their Graduation and Awards Banquet on April 26th followed by our Tools of the Trade Show for the apprentices and our members at the Knoxville Expo Center.

For more information about enrollment for your employees in next year's program please call the state office or visit our website.



# Workforce Development

## Career Fairs

TN PHCC and local members participated in the Knox County Career Fair, Sevierville High School Career Fair and ASHRAE's Career Day for area college students graduating with Mechanical Engineering degrees in the past two months.

As part of our continuing workforce development initiative, we distribute information to students about the advantages to becoming a plumber or HVAC technician, the cost savings over a college career plan and to encourage students to consider the trades.

Good luck to the Middle TN Chapter, Jonathan Sadler (Comfort Group) and Chapter President with Wayne Lowman (Total HVAC) for spearheading efforts to develop a Ride and Decide program in Middle Tennessee.



Gordy Noe of Pioneer Heating and Air talking to students at Knox County Career Fair and Sevierville High School Career Fairs..



Fil Harris (below) talking with a TN Tech student about careers in HVAC at Lipscomb University.



SKMES (above) provided a pipe fitting game for students at the Knox County Career Fair. The event was well received as students were timed fitting various shapes of pipe to match the drawings provided.



Dwayne Miller from Quality Plumbing and Mechanical attended the Sevier County Career Fair and promoted to students.

If you would like to join us at a career fair and talk to students about the trades, please let us know. The events happen year round and we welcome your input in these worthwhile events for our industry's future.



# Day on the Hill

On February 22nd, 15 members of the TN PHCC lobbied our members of congress at the Capital in Nashville. Over 40 meetings were held with our legislators to promote our Limited License HVAC bill and other legislative issues.

The pictures below show Michael Vance testifying in front of the House Business and Utilities Committee. Michael, TN PHCC Board Member and owner of Advanced Heat Pump Systems in Johnson City answered questions from

the committee about the purpose and scope of our bill. All of the legislators were provided a booklet with "talking points" and pictures of inferior and unsafe HVAC work Michael has seen in his business.

We will keep you posted on the progress of our Limited License HVAC legislation for this legislative session. Thank you to all who participated!



Michael Vance (above and right), Board Member and owner of Advanced Heat Pump Systems testifying for our Limited License HVAC bill to the House Business and Utilities Committee.



# National News



## \$87,500 in Scholarships Available from the PHCC Educational Foundation- Deadline is May 1st

Attracting new talent is essential to the future of the plumbing-heating-cooling p-h-c industry. 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. Our scholarship program has awards available for apprentices, trade school and college students.

Students in plumbing or HVAC apprenticeship programs, INCLUDING the Foundation's online eLearning program can apply and win scholarships we are awarding this year.

Many contractors do not push their apprentices to apply because the company already pays for the training. A scholarship win will help to offset those training costs for the company - and build a sense of accomplishment for the apprentice who wins!

So - even if your company pays apprentice tuition, have them apply!

Download the 2017 application form at: [www.phccfoundation.org/scholarships](http://www.phccfoundation.org/scholarships)

And here is a link to the [scholarship information page and application](#).

### Math Time!

At a net profit of 3%, your company would have to sell \$81,000 in new work to generate a net profit of \$2,500.

Would you rather sell \$81,000 in new work or have an apprentice win one of our \$2,500 scholarships?



## PHCC Water Supply Calculator App

The PHCC Water Supply Calculator App offers PHCC members a single resource to determine water supply fixture units and minimum fixture branch sizes for common plumbing fixtures, typical pressure drops in water meters, equivalent lengths of fittings.

The app also allows a user to input a fixture unit demand, resulting in suggested pipe size, determines GPM demand, pressure drop/100', and velocity in Type "L" copper pipe; with selectors referenced to the National Standard Plumbing Code, the Uniform Plumbing Code, and the International Plumbing Code.

In addition to the calculator, the app serves as an all-in-one membership engagement tool that allows members to directly access PHCC information and resources on their portable device.

PHCC is now everywhere you are!

[Web Application](#)  
[Click Here](#)



*The Water Supply Calculator App is brought to you by Charles "Chip" Greene, 2015-2016 PHCC National President*

## Workforce Development Center

To help meet the p-h-c industry's crucial challenge to attract, train, and retain qualified workers, PHCC is sharing resources and success stories in this new online Workforce Development Center. Look here for innovative ideas and tools you can use to guide efforts within your company and community! More content, including expanded resources for students, parents and educators, are added frequently - so check back often!



For more information visit: [www.phccweb.org/careers](http://www.phccweb.org/careers) or [www.phccareers.com](http://www.phccareers.com)

**"Conquer the Workforce Challenge: Workforce Development Guide: Download**

**"Talking Points on Plumbing and HVAC Careers": [Presentation](#) | [Talking Points](#)**

PHCC has developed a set of flyers to highlight the benefits of a p-h-c career: [The Demand](#) | [The Potential](#) | [The Skills](#) | [The Future](#)  
Members can download customizable versions of the flyers at [www.phccweb.org](http://www.phccweb.org)



# Business News

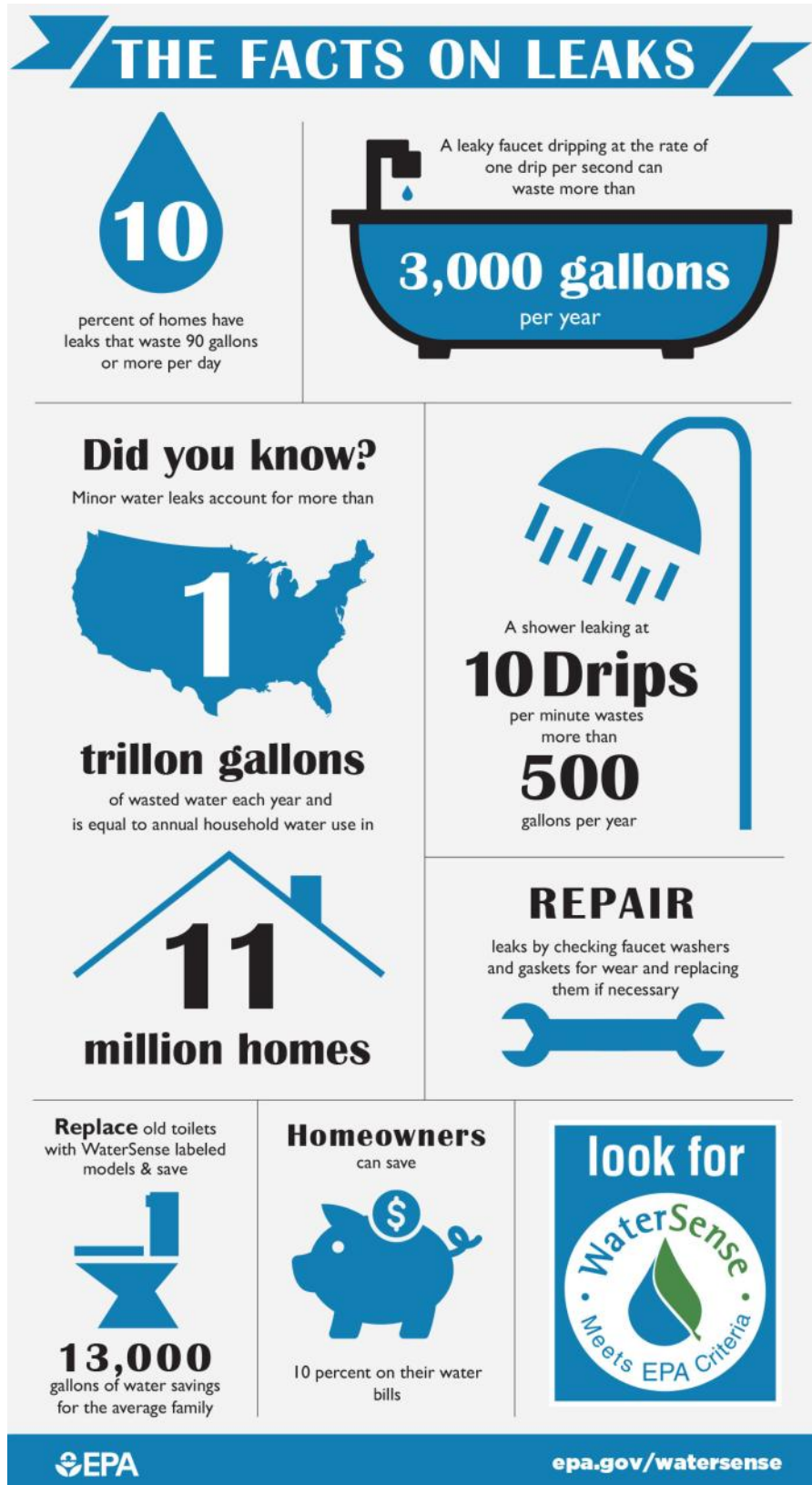
## EPA's 9th Annual Fix a Leak- March 20 through 26, 2017

Are you ready to chase down leaks? Household leaks can waste more than 1 trillion gallons of water annually nationwide, so each year we hunt down the drips during Fix a Leak Week. Mark your calendars for EPA's ninth annual Fix a Leak Week which will take place March 20 through 26, 2017, but remember that you can find and fix leaks inside and outside your home to save valuable water and money all year long.

From family fun runs to leak detection contests to WaterSense demonstrations, Fix a Leak Week events happen from coast to coast and are all geared to teach you how to find and fix household leaks. See our [Event Map](#) to view past events and to find new events near you!

Click [here](#) to visit the Fix A Leak Week website at Water Sense.

Click [here](#) for non-consumer information on how you can use Fix A Leak Week for your business and promotion.



# Business News

## Email Etiquette 101- by Vickie Mitchell

Published March 03, 2017, Small Market Meetings

Email swept into the office in the mid-1990s, and with this new form of business communication came a whole bunch of questions for etiquette expert Lynne Breil. Owner of The Professional Edge ([www.theprofessionaledgeinc.com](http://www.theprofessionaledgeinc.com)), Breil has a lot of good advice about how to be both polite and productive as you use this primary business communication tool. Follow her recommendations and chances are your email messages will be not only more mannerly but also more effective.



### Get off to a strong start with your subject line.

Avoid vague subject lines like "A quick question," "Follow up" or others that provide little-to-no concrete information. Instead, Breil said, make subject lines "concise, enticing and relevant (CER)." Include a deadline, a description of an event or your name; for example, "Proposal for staff retreat from Lynne Breil" or "Need your input on 2017 conference by 5 p.m. tomorrow."

"Email has to fight for the right to be opened," Breil said. "Make sure your subject line will catch attention." But don't go too far with alarmist words like "urgent" or strings of exclamation points.

When the discussion in an email thread takes a new direction, change the subject line to fit the new topic, which makes it easier to track down the conversation later and alerts recipients that the subject has changed.

### Say 'so long' to lengthy messages.

Email was designed to quickly relay information; it easily outruns a business letter and typically takes less time than a phone call. Yet, over time, emails have gotten too long and detailed. Shorter emails, said Breil, are much more likely to be read and absorbed, and are much more mobile friendly. "Keep your emails to five to six sentences," Breil said. "About 150 words would be my recommendation." If your email is longer than a half-dozen sentences, edit it. "Think, how can I boil this down," she said. Using active rather than passive voice can help. For example, instead of writing "If you have any questions, call me," take the more direct route and write "Call me if you have questions." And keep this tidbit from Breil in mind as you compose your message: In a survey, more than 80 percent of 1,000 people said they wouldn't read an email that is more than four paragraphs long.

### BLUF for better reading and results.

Most of us put the meat of our email at the end of our message when we should be telling people from the start why we are writing. As you compose an email, think Bottom Line Up Front (BLUF), Breil said. "People want to know the relevancy right up front. Get to the point." So, for example, when I contacted Breil about an interview for this column, I introduced myself and told her about myself and about Small Market Meetings. Then I asked about an interview. I should have begun by saying, "I have read about you and would like to interview you for a story about email etiquette." Then I could follow with a short explanation of who I am and the publication I'm writing for.

### Who to include — and who to omit.

We've all been in one of those "reply to all" email strings that go on and on and, after a while, aren't relevant to everyone on the list. "I've been talking about this for 15 years," Breil said. "If you have a list, take a minute and delete those who don't need to know that you can't make it to the reception because you are picking up your child at soccer practice." On the flip side, anyone who is mentioned in your email message probably should be copied on the email, Breil said.

*You can reach Lynne Breil, visit [www.theprofessionaledgeinc.com](http://www.theprofessionaledgeinc.com).*

## Complimentary Webinar

### Employment Insights – Title III – ADA Cases/Web Accessibility

Wednesday, March 22, 2017

2:00 PM Eastern Time

### Webinar highlights:

Learn about specific website features that can minimize (or attract) unwelcome website accessibility claims. In addition, you will gain insight about local and state initiatives running counter to the changes being implemented through presidential executive orders.



This webinar is provided by Enquiron, a company wholly independent from Federated Insurance, with the understanding that Federated Insurance does not provide legal or employment advice.

# Business News

## The Three Biggest Challenges Salespeople Face- Tim Connor, CSP

Salespeople face a variety of challenges in their career. Selling is like no other profession in that it requires exceptional people skills as well as the mastery of a great number of specific sales competencies and attitudes that are not generally found in other careers. For you sales veterans, please don't stop reading now, as I believe that many well established sales professionals often struggle with these same three challenges.

There are obviously more than three challenges that new salespeople must deal with on a daily basis, so how did I single out the following three as the most critical? You can survive in a sales career without many of the others that are not mentioned here, but if you can't overcome or deal with these three your successful future career in sales may be in doubt.

Here are the three:

### 1) The ability to control your attitudes no matter what is going on around you.

In sales you will be bombarded daily with economic issues, customer challenges and organizational problems that will never go away. Sure, many of them will subside from time to time, while other new ones will surface. But, you will soon discover that your success can't be subject to the ebb and flow of these external issues, many of which you have no control over.

What can you do?

- Recognize that your ultimate success is ultimately in your hands and not the control of the government, your organization or your competitors.
- Accept the fact that a positive attitude is one of your greatest allies in a successful career.
- Don't ever give up control of your ability to control your attitudes.
- Read self help materials with a vengeance.

### 2) The ability to manage your time and resources.

The single common denominator in all salespeople whether they are just starting out or are making significant 6 figure incomes is - time. People who fail and people who succeed all have the same 24 hours to work with. Some may have a better education while others may be endowed with a great family heritage, but in the end everyone gets only 24 hours a day to use as they will.

What can you do?

- Develop an early start concept. Start your day, your planning, your goal setting your everything while everyone else is still thinking about 'getting started'.
- Whatever time a task or activity takes, get in the habit of cutting the time you have available for it in half.
- Make focus, concentration your mantra. Don't let distractions and interruptions rule your day or your life.
- Spend ten percent of your time in planning and goal setting activities.
- Develop a ruthless attitude about self evaluation of your activities and results. Keep asking yourself why, why not, how could I be doing anything better.

### 3) The ability to handle failure, rejection and discouragement.

Failure and rejection come with the territory on a fairly routine basis in sales. No one is immune to a lost sale after a significant amount of time and resources were invested. No one sells everyone all the time. The resiliency to overcome disappointment, rejection and yes, even failure, is a critical part of the successful salesperson's psyche.

What can you do?

- Accept the simple premise that not everyone you meet is going to like you or buy from you. This doesn't mean you shouldn't try.
- Learn to learn from your failures. See failure as a stepping stone to being better.
- Fail often so you can succeed sooner.
- Spend routine time in self evaluation.

The rest is up to you. You can settle for being average or even mediocre or you can decide that your future is up to you and no one or nothing else is going to stop you, ever.

You can reach Tim at: Tim Connor, Post Office Box 397 - Davidson, NC 28036 - 704-875-1230 (Voice) E-Mail: [tim@timconnor.com](mailto:tim@timconnor.com)

The author of this article is Tim Connor, our seminar speaker for the TN PHCC Annual Convention on April 27th.



## The TAPHCC Newslink

TENNESSEE ASSOCIATION OF PLUMBING -  
HEATING - COOLING CONTRACTORS, INC.  
9041 Executive Park Drive - Suite 220  
Knoxville, TN 37923

# STATE ASSOCIATE MEMBERS SUPPORTING PHCC

## **ASSOCIATE MEMBERS listed support the TENNESSEE PHCC:**

1-800-Water-Damage A6 Sales Beaty Chevrolet Company Ben O'Neal Company Boiler Supply Company Bradford White Corporation Brody & Company Insurance Charlotte Pipe & Foundry Coastal Supply Company Crowe Howarth, LLP Ed's Supply Co. Inc. Employee Benefits Specialists Enviro-Systems FC² Sales Inc. Federated Insurance Company Ferguson, Knoxville Ferguson, Johnson City Ferguson, Nashville Freeland Chevrolet Geny Insurance Group Gray Hodges Corporation Hajoca-Kingsport	Hajoca-Knoxville Hendersonville Winnelson Co. Hobbs & Associates Hoffman & Hoffman J. Smith Lanier & Co. James M. Pleasants Co. Johnstone Supply Kenny Pipe & Supply Inc.- Knoxville Lewis Thomason- Knoxville Lewis Thomason- Nashville Mercedes Benz of Knoxville Mid America Marketing Milwaukee Electric Tool Nashville Chrysler Jeep Dodge Ram National Engravers, Inc. O.G. Hughes & Sons, Inc Peacock Sales Company PDI- Plumbing Distributors Inc. PMG Benefits Consulting, LLC Pulley & Assoc. of TN, LLC REA, Inc. Reeder Chevrolet	Safety and Health Compliance ServPro of Rocky Hill, Sequoyah Hills, South Knox ServPro of West Knoxville/Concord Statewide Insurance Stowers Rentals Sunbelt Marketing Tennessee 811 The Underground Detective Tier Restoration TIS Insurance Services Tradesmen International Trane, US Inc. Trillium Construction United Testing & Balancing Victaulic Viega WM McClain Company West Chevrolet Inc. Wiggs, Haun, & Bohan Sales Co. Willis, Towers, Watson PC.
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# SUPPORT YOUR CHAPTER PHCC ASSOCIATION



## CHATTANOOGA

**Meeting** - Call for date and time  
Wally's on Ringgold Road  
Reservations: 423-622-3178

## MIDDLE TENNESSEE

President: Jonathan Sadler  
Sec-Treasurer: Curtis Frizzell  
**Meeting:** 3rd Tuesday, 11:00 am  
Please call Jonathan at 256-759-3972 for  
details on meeting locations and schedule

## KNOXVILLE

President: Scott Robinson  
Secretary-Treasurer: Jim McCampbell  
**Meeting** - 4th Monday, 11:45 am  
Bearden Banquet Hall, 5806 Kingston Pike  
RSVP- Rose Mayfield - 865-607-4283

## NORTHEAST TENNESSEE

President: Mark Lucas  
Vice-President: Keith Rhymer  
Sec-Treasurer: Leslie Persinger  
**Meeting** - 2nd Tuesday, 11:30 am  
Call for Location: 423-926-2665