

Lisa Pratt

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National Sales Manager - Franke Home Solutions

How did you get your start in the Plumbing & Heating industry?

I started in 2000 with a small agency in Ontario selling Sanitarios Lamosa (Vortens).

What is your current job and what do you love about it/why have you stayed?

I love my current role as NSM as it allows me to connect with customers I've known for over 20 years, as well fostering teamwork within my company and finally delivering solutions to our customers. The team I work with is supportive and we all have the same goals and vision. That is critical to our success.

What is the best career advice you ever received?

Be modest. Be transparent. Be consistent.

Be open to suggestions/recommendations. You're only as good as your last success.

If you could go back in time and give your younger self career advice, what would it be?

Look at the bigger picture of where you are in your career and where you want to be.

What is the most unusual job you have ever had (in any industry)?

Installing toilets at a low-income housing project in downtown Toronto.

What do you look forward to professionally/where do you see yourself going?

I want to be seen as someone who is approachable and pragmatic, creative with solutions and willing to help others. My role as NSM is a learning experience and I see this expanding to include other brands and admin responsibilities.

What energizes you outside of work?

Exercising, walking my dog, playing the piano, painting and learning different cooking methods.

Do you have personal goals/dreams that you're working towards?

Become a master chef and sommelier and building our retirement home at our family cabin.

What is the biggest obstacle you've had to overcome?

Being recognized and respected as a woman in our industry.

What is your "superpower"/what are you really good at?

I have very good people skills and listen, not hear, what our customers (internal and external) really want.

How do you challenge & inspire yourself to grow?

Deal with difficult issues full on, think about any ramifications and all fair options . Challenge myself with training courses on subjects I'm weaker at.

How would you/what would you say to attract other women to join our industry?

Now, more than ever, diversity in our workplace is at the forefront so as a woman, dive into your career, learn from your peers and be confident, strong and gain respect.

Are you willing to have readers connect with you?

Yes: lisa.pratt@franke.com