

Training for the HVAC Industry



Technical Training & Management Conference

February 27, 2018

8:00 am - 3:00 pm

Sheraton Tara Hotel | Framingham, MA

This conference will include workshops for technicians, owners, office and sales staff, and the opportunity for vendors to promote their products and services, and network with industry leaders.

Technicians Training Sessions

Hot Work Safety Certificate Class and Test | NFPA
MS Check Mini Split Heat Pump Testing

Keynote Luncheon Presentation

Social Style Success | Presented by: Liz Patrick - Service Roundtable

Management Sessions

Future of HVAC | Ron Smith, Ron Smith Consulting & Coaching
What Highly Successful HVAC Contractors Do | Ron Smith, Ron Smith Consulting & Coaching
Killing the Service Tech | Presented by: Todd Liles, Service Excellence Training

Agenda



8:00 am - 9:00 am **Registration and Exhibitor Visits**

8:30 am - 10:00 am **Technicians Seminar**
Hot Work Safety Certificate Class

Management Seminar

Future of HVAC | Presented by: Ron Smith, Ron Smith Consulting & Coaching

10:00 am - 10:30 am Refreshment Break and Exhibitor Visits

10:30 am - 12:00 pm **Technicians Seminar**
Hot Work Safety Certificate Class (Concludes with Test)

Management Seminar

What Highly Successful HVAC Contractors Do | Presented by: Ron Smith, Ron Smith Consulting & Coaching

12:00 pm - 1:30 pm **Lunch**

Lunch Keynote Presentation

Social Style Success | Presented by: Liz Patrick, Service Roundtable

1:30 pm - 3:00 pm **Technicians Seminar**
MS Check Mini Split Heat Pump Testing | Presented by: Charles E McCracken, CLEAResult

Management Seminar

Killing the Service Tech | Presented by: Todd Liles, Service Excellence Training



Lunch is included.

Members:	First attendee	\$100 per person
	Additional attendees	\$75 per person
Non Members:	\$125 per person	



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Program at a Glance

8:30 am - 12:00 pm

Hot Work Safety Certificate Class

In response to a tragic fire that took the lives of two fire fighters, the City of Boston working with the National Fire Prevention Association (NFPA) established a Hot Work permit requirement. ACA/NE supports this action as it clearly reaffirms the contractor's responsibility when engaging in Hot work. Contractors must do everything they can to assure the work they perform does not create any situation that can result in a fire. ACA/NE believes that this requirement will be adopted state wide and encourages all contractors to take advantage of this certificate class.

The Hot Work Safety Certificate Class will :

- Describe the various types of hot work
- Identify common fuel sources and ignition sources
- Cite relevant standards, regulations, and ordinances that are applicable to hot work
- Define the duties and responsibilities of each person on the hot work team
- Read and understand a hot work permit.

These steps help form the basis for creating and managing all hot work activities in a safe and effective manner, using sound fundamentals learned and practiced for many years throughout various industries and trades. The program will also determine the achievement of such learning objectives through an appropriate assessment developed, reviewed and evaluated by NFPA®.

8:30 am - 10:00 am

Future of HVAC

Presented by: Ron Smith, Ron Smith Consulting & Coaching

Will there be a shortage of energy? Will the various energy prices escalate? Will energy prices rise faster than inflation? Will there be more regulations in our country in addition to the 81,883 regulatory rules written over the past 20 years – and that's Federal rules only? How about the chemicals our industry uses? What will be the future refrigerant and why will there be a new one? Will we continue to see more self-diagnostic equipment? The Connected Home is coming fast – will you be a participant or a bystander? We'll continue to face a manpower shortage – how serious is this and what can the industry and you do about it? Marketing will be more complex. Contractors are in an age of transparency. Good News: Contractors are still needed for sales, service, installations and retrofits.

Program at a Glance

10:30 am - 12:00 pm

What Highly Successful HVAC Contractors Do

Presented by: Ron Smith, Ron Smith Consulting & Coaching

What makes a highly successful contractor? First, they report annual revenue growth. Second, they report annual double digit net profit. Third, they maintain a pleasant work environment.

You can do the same – this complete step-by-step comprehensive presentation, presented in a logical order, will teach you what you must do to accomplish the same objective.

Nothing presented is theoretical. It's all practical information Ron has personally developed and practiced in his long HVAC career as a highly successful contractor, then a franchisor, consolidator and consultant with clients all over North America, and other countries.

12:00 pm - 1:30 pm

Lunch and Keynote Presentation

Social Style Success

Presented by: Liz Patrick, Service Roundtable

The Harvard Business Review says that successful managers are notably inconsistent. It is only when a manager becomes comfortable with being uncomfortable on a daily basis that they can maximize their success. Flexing one's social style reduces tension and encourages others to behave more productively with you. This presentation helps you discover your unique social style and teaches you to recognize and flex to other styles.

1:30 pm - 3:00 pm

MS Check Mini Split Heat Pump Testing

Presented by: Charles McCracken, CLEAResult

The session will demonstrate field testing for quality installation, examine options for mini ducted and conventional air handler installations, and survey installation techniques for maximizing efficiency and performance. The target audience includes technicians, installers, sales staff, service & installation managers.

Program at a Glance

1:30 pm - 3:00 pm

Killing the Service Tech

Presented by: Todd Liles, Service Excellence Training

The average service technician is overweight, stressed out, and fueled by legal stimulants. Coffee, cigarettes, and monster drinks have replaced the staple of a good breakfast and rest.

This unhealthy combination is an absolute recipe for disaster, and it's killing our service techs.

The impact of an unhealthy life style is causing massive damage to our industry. If not resolved, we may find the HVAC trades dying off.

If you ask any business owner what his biggest challenge is today, he is going to say,

“There is a major shortage of people in the trades. We are just not getting any new blood.”

Now, ask a father that happens to be a tradesman (plumber, electrician, or HVAC tech) what he would say to his son about becoming an HVAC tech. He would probably say something like,

“Son, why don't you get a job that pays you well and has normal hours? I'm proud to be a tech, but I want you to have more time with your family.”

Why does a father say this to his son?

Because, he loves his son, and understands the stresses that come from non-stop service.

In the “new generation,” kids have been raised to value their health, time, and quality of life more than money. These are not bad values, but they create problems for “Old School” Management techniques.

In this 1.5 hour presentation, you will learn how to:

- Manage the Millennial Workforce
 - Create a Healthy Work-Life Balance
 - Limit Turn-over, and
 - Reduce Your Stress
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Registration Form

Technical Training & Management Conference

February 27, 2018

Sheraton Tara Hotel | Framingham, MA | 8:00 am - 3:00 pm

Register Online

To register online go to www.acane.org

Company _____ Street _____

City _____ State _____ Zip _____ Phone _____

Member Fees: First attendee = \$100 per person | Additional attendees = \$75 per person | Non Members = \$125 per person

If you register to attend the Hot Work Safety Certificate Class, please provide the home address that appears on your state authorized ID (driver's license, etc.) This information will be verified by the Boston Fire Department to obtain a Hot Work Permit. You must also have a valid email address to register, and the email address can only be used by one person.

Please check the sessions you will attend.

Name # 1 _____ Hot Work 8:30 am - 12:00 pm

Email # 1 _____ Future of HVAC 8:30 am - 10:00 am

Home Address _____ Successful HVAC 10:30 am - 12:00 pm

City _____ State _____ Zip _____ Lunch | Social Style 12:00 pm - 1:30 pm

Home Phone _____ Killing the Service Tech 1:30 pm - 3:00 pm

Mobile Phone _____ MS Check Mini Split Heat 1:30 pm - 3:00 pm

Name # 2 _____ Hot Work 8:30 am - 12:00 pm

Email # 2 _____ Future of HVAC 8:30 am - 10:00 am

Home Address _____ Successful HVAC 10:30 am - 12:00 pm

City _____ State _____ Zip _____ Lunch | Social Style 12:00 pm - 1:30 pm

Home Phone _____ Killing the Service Tech 1:30 pm - 3:00 pm

Mobile Phone _____ MS Check Mini Split Heat 1:30 pm - 3:00 pm

Total \$ _____ Payment Method Check   

Account Number _____ Expiration _____ Security Code _____

Cardholders' Name _____ Email _____ Billing Zip _____

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