



FALL/WINTER 2018/2019 SEMINAR CATALOG

AN INITIATIVE OF



LEARNING **TODAY.**
LEADING **TOMORROW.**

EDUCATION PARTNERS:



LETTER FROM THE CHAIRPERSON

DEAR CONTRACTOR:

We are pleased to present the Fall/Winter 2018-2019 Seminar Catalog for the Construction Education Institute® (CEI). The MCA of Chicago continues to pride itself on offering outstanding programs for the betterment of our contractors those of the education partners and the general construction industry in the Chicagoland area.

This semester we not only have new presenters, but also new topics. This includes a new certificate program for maintenance sales personnel and a half day course on managing cash flow. CEI is continuing our Lean education with a course on Lean for Service. We are broadening our faculty to include more instructors who also teach at a University level. For example, the program on negotiation which will be taught by Northwestern University Professor Katie Marie Zouhary.

Also, based on feedback from contractors, CEI classroom has been outfitted with an autotracking camera. For certain classes, this will allow participants to view the presenter and classroom from their own conference room or desk. Dan Bulley will utilize this camera for the first class, LEED Green Associate Study Course.

I would like to acknowledge and thank our construction education partners for their support of programming for our industry. They are:

- Chicagoland AGC
- Illinois Environmental Contractors Association (IECA)
- Piping Education Council (PEC)
- Plumbing Contractors Association (PCA)
- Plumbing Council of Midwest
- SMACNA Greater Chicago
- Underground Contractors Association (UCA)
- West Suburban Association (WSA)



Sincerely,
Paul Szymczak
Climatep Service Group
MCA of Chicago Education Committee Chair

DID YOU KNOW...

That through your membership with MCA of Chicago, you have access to programs at CEI for no charge? Learn more about how your company can become a member at www.mca.org/about/for-members.

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HOW TO REGISTER

Visit
www.mca.org/education to register for classes in this book.
If you have any questions about registration or course offerings, **contact Rebecca Lintow at rlintow@mca.org; (312) 384-1220.**

CERTIFICATE OF COMPLETION

Those who complete a seminar will receive a certificate of completion from the Piping Education Council and the MCA of Chicago.



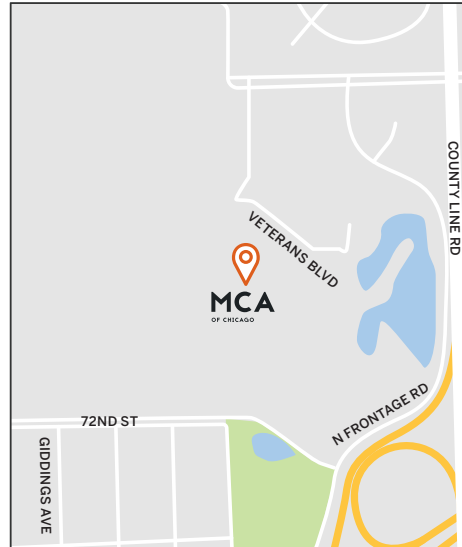
ABOUT CEI

OUR GOAL & GUARANTEE

Our goal is to provide truly exceptional and quality programming, and we won't be satisfied until you are. If any program of MCA's of Chicago Construction Education Institute® does not fulfill your goal, we will gladly refund your money.

HISTORY OF CEI

The nationally-recognized Construction Education Institute® (CEI) was founded in 1997 by MCA of Chicago and the Piping Education Council (PEC) to provide quality educational offerings for the industry. University-quality programs span a wide range of topics from safety to people management to computer technology. The CEI faculty is made up of highly qualified educators well-versed in the mechanical contracting and service industry.



DRIVING DIRECTIONS

7065 VETERANS BLVD., BURR RIDGE, IL 60527

The Construction Education Institute® is conveniently located in Burr Ridge, IL, close to I-294 and off of I-55. Exit I-55 at North County Line Road (276B) and turn left on Veterans Boulevard. Continue left on Veterans Boulevard and follow the signs to Building 7065.

MCA OF CHICAGO ADVISOR DR. RUSS ROGERS

MCA is honored to have Dr. Russ Rogers of DePaul University as our Construction Education Institute® advisor. He consults with Fortune 500 companies like PepsiCo, in our efforts to develop and provide our membership with quality programs and seminars.

Dr. Rogers is an organizational behavior specialist – specializing in human performance improvement, change management, leadership, and organizational effectiveness.



SCHEDULE AT A GLANCE

MCA offers PDH (Professional Development Hours) professional engineering registration. You will receive 1 PDH credit for every 50 minutes of instruction. Courses for **PDH credit** are marked as **PDH**

Web based training marked as

Courses for **Essentials of Project Management Certificate Program** will be marked as

Courses for **Fundamentals of Maintenance Sales Certificate Program** will be marked as

Courses for **Field Leadership Certificate Program** will be marked as

Courses that will be **available for live streaming** are marked as

SEPTEMBER 2018

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7 PDH LEED Green Associate Study Course	8
9	10	11 The "Coaching for Success" Huddle	12 Excel Level 1	13	14 Engineer Lunch: Blockchain for Engineers PDH	15
16	17	18	19	20 Testing, Balancing & Adjusting Water Systems (Course 1 of 6)	21 Making Money with Lean Service PDH	22
23	24	25 Fundamentals of Maintenance Sales - Session 1	26	27 CEO Power Hour Testing, Balancing & Adjusting Water Systems (Course 2 of 6)	28 Heading to the Office: Transitioning from the Field Project Management for Service	29
30						

OCTOBER 2018

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4 Fundamentals for a Field Supervisor - Part 1 Testing, Balancing & Adjusting Water Systems (Course 3 of 6)	5 Fundamentals for Project Managers - Part 1	6
7	8	9 Fundamentals of Maintenance Sales - Session 2	10	11 Testing, Balancing & Adjusting Water Systems (Course 4 of 6)	12 Basic Principles & Methods of Estimating - Part 1	13
14	15	16 Hands-On HVAC For Non-Technicians	17 Blue Beam Level 1	18 Time Mastery Testing, Balancing & Adjusting Water Systems (Course 5 of 6)	19 Safety Director Update	20
21	22	23 Fundamentals of Maintenance Sales - Session 3	24 Workplace Violence: Are You Prepared?	25 Testing, Balancing & Adjusting Water Systems (Course 6 of 6)	26 Building Automation Summit	27
28	29	30 MCA Open House	31			

Visit www.mca.org/education to register.

SCHEDULE AT A GLANCE

NOVEMBER 2018

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 Fundamentals for a Field Supervisor - Part 2	2 Fundamentals for Project Managers - Part 2	3
4	5	6 Fundamentals of Maintenance Sales- Session 4	7 Time Management using Outlook	8 Testing, Balancing & Adjusting Air systems (Course 1 of 6)	9	10
11	12	13 Project Coordinator Course- Level 1	14	15 Testing, Balancing & Adjusting Air systems (Course 2 of 6)	16 Basic Principles & Methods of Estimating - Part 2	17
18	19	20	21	22	23	24
25	26	27 Effective Business Writing Skills Workshop	28	29 Testing, Balancing & Adjusting Air systems (Course 4 of 6)	30	

DECEMBER 2018

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4 Negotiation for Professionals	5 Managing the Lifeblood of Building Trade Contracting: Cash Flow	6 Transform Your Organization for the Future	7	8
9	10	11 Referral Selling	12 Managing the Lifeblood of Service Contracting: Cash Flow	13 Testing, Balancing & Adjusting Air systems (Course 5 of 6)	14 Pivot Tables	15
16	17	18 Customer Relations Training	19	20 Testing, Balancing & Adjusting Air systems (Course 6 of 6)	21	22
23	24	25 Financial Outcomes for Project Managers	26	27	28	29
30	31					

SCHEDULE AT A GLANCE

JANUARY 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8 Legal Terms & Conditions For Maintenance Contracts	9 Excel Level 2	10 Testing, Balancing & Adjusting Refresher (Course 1 of 2)	11	12
13	14	15 Safety Training for Sales Professionals	16	17 Testing, Balancing & Adjusting Refresher (Course 2 of 2)	18 Introduction to the WELL Building Standard	19
20	21	22	23 A Foreman's Field Guide to Developing your Workforce: Step 1 & 2	24	25 Intro to Microsoft Project	26
27	28	29	30	31 Customer Service Skills and Excellence		

Visit www.mca.org/education to register.

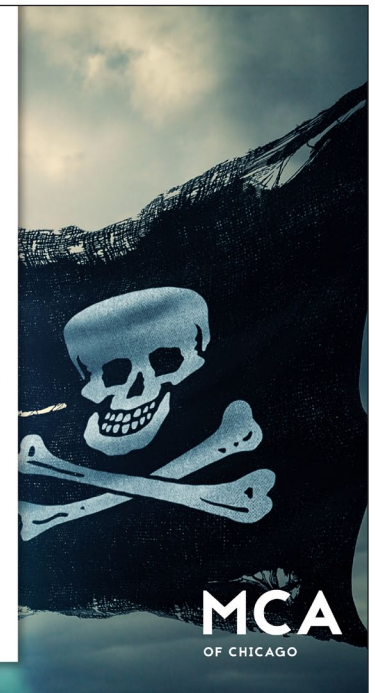
MCA of Chicago Open House

October 30
MCA of Chicago Offices, Burr Ridge

Save the Date, Matey!

Captain Brian Helm needs your help navigating Industry Waters! On October 30, jump on our decade-old flagship, anchored in Burr Ridge, to learn about MCA of Chicago's contributions to the union marketplace, the role of 597 signatories and how you can increase your involvement to keep us on the right course.

You'll have a chance to speak with special guest, including MCAA President Mike Brandt and the industry experts who keep our members at the top of their game.



FACULTY



David Ashcraft specializes in the training area of financial management. His expertise is taking normally torturous subject matter and converting the content to be educational, engaging, and entertaining. He custom designs and delivers training and keynote speeches for business networks, associations and banks. Ashcraft has been a highly-rated faculty member at Graduate School of Banking Colorado, Southwestern Graduate School of Banking and Graduate School of Banking LSU.



Nic Bittle is the founder of Work Force Pro and works with contractors to prepare and develop their workforce. He has developed tools that support the learning process through his unique delivery system called D.R.I.P. Information™. Nic is the architect of two performance improvement process curriculums using the D.R.I.P. Information™ system. This curriculum is designed to prepare and develop current and next generation workforces for the roles and responsibilities that lie ahead.



Dan Bulley is the Senior Vice President at MCA of Chicago. In addition to his role at MCA, Bulley has served on many other association Boards including Illinois ASHRAE and Illinois Green Alliance. He has a passion for sustainability and has taught LEED study courses for MCA of Chicago and several other MCA affiliates, City of Chicago, CDB and many others.



Kathryn Crosby is President and owner of C2 Consulting, Inc., a firm that provides financial, safety and other consulting services and training. Before starting her own business, she was Vice President/CFO for a Utah-based commercial and industrial mechanical contractor. Crosby served on the MCAA National Board of Directors and was Chairperson of the Project Managers Education Committee charged with oversight of the Institute for Project Management at the University of Texas-Austin. She currently serves on the faculty for the Institute for Project Management.



Darryl Harris is a consultant, trainer and coach, focused on helping organizations improve their performance by developing the skills and competencies of their people. Harris has an abundance of energy and passion for helping organizations develop and grow in a rapidly changing work environment. His clear and common sense approach has helped thousands of people learn how to successfully overcome these challenges. He brings an international background of 30 years of experience in the areas of leadership development, strategic planning, team effectiveness, customer skills, and more.

FACULTY



Ginnie Floraday has been consulting and teaching in the computer field for over two decades and has been working with MCA of Chicago for the past several years. Her two primary areas of expertise include corporate training in the Microsoft Office Suite and database development in Microsoft Access. She conducts both group and one-on-one training on-site for her clients. She has developed several hundred custom Microsoft Access database applications. Upon delivery of the application, her custom training includes instruction on how to design queries and additional reports.



Maureen Keane is an Executive Coach and guide in Leadership Development. She serves as adjunct faculty at Lewis University and Loyola University in their leadership and communication programs. She has over twenty years of marketing, management and communication experience working with individuals, organizations and companies in pursuit of improving communication skills, client relationships, employee satisfaction and leadership effectiveness.



John Koontz currently serves as MCAA's National Director for Project Management and Advanced Supervisory Education. A former tenured associate professor in Purdue University's Department of Building Construction Management, he previously served as Purdue's mechanical construction management coordinator. Koontz spent 15 years in the employment of MCAA contractors in a variety of positions, including senior project manager, project manager, project engineer and estimator. He is the director of the MCAA Institute for Project Management at the University of Texas in Austin, and has served on the Mechanical Contracting Foundation's Board of Trustees.



Alex Marks has more than 20 years' experience with financial planning, wealth management and accumulation, and retirement income strategies. Alex is an Accredited Investment Fiduciary® and holds FINRA Series, 7, 63 and 65 licenses, as well as insurance licenses. He also has a degree in Marketing and Finance from Northeastern University.



Stephane McShane is a Director at Maxim Consulting Group responsible for the evaluation and implementation processes with their clients. Stephane works with construction related firms of all sizes to evaluate business practices and assist with management challenges. With a large depth of experience working in the construction industry, Stephane is keenly aware of the business and, most specifically, operational challenges firms' face. Her areas of expertise include: Leadership development, organizational assessments, strategic planning, project execution, business development, productivity improvement, and training programs.

FACULTY



Keith Rahn's industry experience comes from owning a mechanical contracting company in Indiana for many years. Rahn currently serves as a assistant professor at Auburn University in the McWhorter School of Building Science. Prior to his new position, Rahn served as an instructional assistant professor at Illinois State University for nine years. While at ISU, he taught a variety of classes that covered instruction in mechanical and electrical systems, project management and administration, estimating and project scheduling, and construction material methods.



Mike Salemi has almost 40 years of experience as a Local 597 pipefitter. An expert in building automation systems, he is a UA Certified Instructor, and is also STAR certified. During the course of his career, he also completed the NEBB Testing, Adjusting and Balancing Certification and the Certified Building Commissioning and Retro-Commissioning Professional Program.



Dennis Sowards is a dynamic speaker and Lean consultant based in Phoenix. He provides a unique look into the application of Lean thinking to real life situations in the construction industry. He has shared the Lean message at MCAA and SMACNA national conventions, with many mechanical contractors, and at trade associations' meetings in the USA, Canada, Thailand, Germany and Ireland. He is the author of the best selling book: The Lean Construction Pocket Guide with over 7,000 copies sold worldwide. Sowards has written numerous Lean articles in Contractor, SNIPS and PM Magazines.



Catherine Stakenas, President of CPS Corporate Consultants and associate professor of Industrial-Organizational Psychology, provides clients with the tools they need to educate, assess and measure their business and the performance of their employees. As an associate professor at the Chicago School of Professional Psychology, Stakenas is an expert in the use and interpretation of dozens of self-assessment instruments, including conflict management, coping and stress.

FACULTY



Paul Szymczak began his career in mechanical contracting as a cold-call Maintenance Sales Representative. He has worked exclusively in HVAC/R Service throughout his twenty-five years in our industry, and has sold well over a million dollars in Preventive Maintenance Agreements. With a total of forty years of sales experience, his practical instruction will enlighten as well as enthuse. Paul is a long-standing member of MCA of Chicago, having just completed a five-year term on our Board of Directors. He serves as Chairman of our Education Committee and is Immediate Past President of the Chicagoland Better Heating and Cooling Council (CBHCC).



Brittanie Campbell-Turner is a Construction Management Professional who works with Corporate Real Estate owners and operators to reduce uncertainty as they make decisions on their construction projects. She is passionate about servicing the engineering and construction management industry and has been doing for 10+ years. Brittanie is currently a Project Management Consultant at Mace and is always researching ways to positively impact the construction industry by implementing best practices and innovative ideas. She is also the host of The Constructrr Podcast and shares her interviews from industry thought leaders at Constructrr.com.



Woody Woodall is the managing principal of Customer Focused Solutions, Inc., an organization he founded to assist contractors, associations and businesses achieve their strategic goals. After a long and distinguished career in the mechanical contracting industry, Woody saw a need for more education, collaboration, and operational support. His innovative approach to cutting-edge processes and sales have taken customer service teams from average to best in class. Woody started as a steamfitter with Local 602 in the Washington D.C. region, and after completing his apprenticeship, went on to become an instructor for the Union Apprentice Program.



Katie Marie Zouhary is a senior associate in Schiff Hardin LLP's Labor and Employment Group. Zouhary draws on her theatrical background when counseling clients on matters ranging from discrimination to whistleblower complaints to employment agreements. She is a professor that teaches Public Persuasion at Northwestern University School of Law's Master of Science in Law program. She has led major investigations into allegations of discrimination, harassment, and retaliation. Zouhary also advises clients on wage and hour matters, personnel policies, separation agreements, and performance evaluations. Her background as an improviser, attorney, and business professional provides her with a unique perspective on negotiation.

PROGRAMS BY TOPIC

SAFETY

Safety Director Update

OCTOBER 19, 2018 | 8AM - NOON

Learn about the forthcoming safety and health issues that will affect our industry, including the newest legislative and regulatory initiatives.

Workplace Violence: Are You Prepared?

OCTOBER 24, 2018 | 8AM - 10AM

MAGGIANO'S IN SCHAUMBURG

OSHA's research shows that nearly 2 million American workers report having been victims of workplace violence each year. A panel of experts will discuss how to manage situations where a workplace violence situation arises. Topics include employers' obligations under OSHA, negligent hire/retention claims and public relations concerns. Prevention methods will also be discussed including stronger employer policies, assessing the workplace, safety planning – employee GPS, establishing identification badges, electronic keys, and security guards, to minimize non-employee access.

Safety Training for Sales Professionals

MATT MCKEON

THE HILL GROUP; FRANKLIN PARK

JANUARY 8, 2019 | 8AM-10AM

This overview course will provide sales professional with the information that they need to do site visits safely. Topics will include how to:

- protect your back when removing a ladder from the top of a van
- set and climb a ladder properly
- throw a disconnect
- remove and reattach panels

**Sales certificate elective*



OSHA Online 10-Hour Safety and Health

CLICKSAFETY

OSHA is now approving a limited number of online courses that allow participants to receive their "little yellow card" from OSHA. This course is extremely well done and when completed you will receive your OSHA 10-Hour card. This course is available for MCA members only and provided through a partnership with ClickSafety.



NEED ASSISTANCE?

Contact Rebecca Lintow at
rlintow@mca.org for login
instructions to
online safety classes



OSHA Online 30-Hour Safety and Health CLICKSAFETY

It's hard to set aside 30 hours to get your OSHA card. Now you can do it conveniently through this online offering! When completed, you will receive your OSHA 30-Hour card from the Department of Labor. This course is available for MCA members only and provided through a partnership with ClickSafety.



Fall Protection

1 HOUR | MASTERY TECHNOLOGIES, INC.

Falls in the United States are the number two accident killer, ranking only behind traffic accidents as a cause of death. Falls on the job account for approximately 30% of all injuries. Close to 1,600 employees die and 300,000 suffer injuries from falls on the job. This course covers important fall protection tips.



Defensive Driving Techniques

1 HOUR | MASTERY TECHNOLOGIES, INC.

The majority of accidents in construction still come from vehicles. This online course developed by the National Safety Council is a great way to reduce the potential of costly vehicle accidents.

COMPUTER TECHNOLOGY

Excel Level 1

GINNIE FLORADAY

SEPTEMBER 12, 2018 | 9AM - NOON

The basic elements of building spreadsheets will be introduced. Topics will include building formulas, copying, moving and pasting cells, formatting, and printing spreadsheets.

Blue Beam Level 1

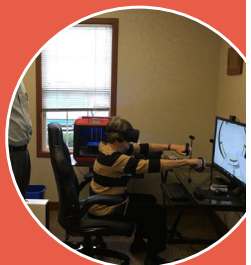
GINNIE FLORADAY

OCTOBER 17, 2018 | 9AM - NOON

Users will be walked through the basics of this powerful PDF management program. Blue Beam allows the extensive editing of documents, creation of layers for comparing CAD drawings as overlays. Copy sections, save repetitive tasks, number pages, and combine multiple documents into one.

EXPLORE THE TECH TERRITORY

Experience the newest way to try out the construction world's technology— visit MCA of Chicago's office and step into our Tech Territory today! Whether it's testing out a drone flying simulator, 3D printing on the spot or exploring the world through virtual reality goggles, we will help you leave confident in your abilities and with a better sense of what your company should invest in. Check out all that the tech territory has to offer and test out the industry's technology yourself. Contact Dan Bulley at dbulley@mca.org.



All classes take place at Construction Education Institute® at 7065 Veterans Blvd in Burr Ridge unless stated otherwise.

COMPUTER TECHNOLOGY

Time Management Using Outlook

GINNIE FLORADAY

NOVEMBER 7, 2018 | 9AM - NOON

Managing information on the computer is a full-time job. Another name for Outlook could be "Look Out", because if you don't manage it, you can become consumed by it. This class is geared toward using Outlook as a Time Management tool, not just an email program. We will combine techniques that use Outlook as a day planner and learn how OneNote can be used as a central hub to store or find related information that might be stored in multiple places.



Pivot Tables

GINNIE FLORADAY

DECEMBER 14, 2018 | 9AM - 10AM

This webinar will provide Excel users with a brief overview on one of Excel's most useful tools- Pivot Tables. PivotTables can be used to summarize, analyze, explore, and present summary data.

Excel Level 2

GINNIE FLORADAY

JANUARY 9, 2019 | 9AM - NOON

The introduction of advanced formatting techniques and the analysis tools will enable users to become more efficient spreadsheet users. Topics will include spreadsheet formatting, absolute cell references, the Solver procedure, the Outline procedure which will allow users to hide detail rows in spreadsheets and designing graphs.

Intro to Microsoft Project

JANUARY 25, 2019 | 8AM - 4PM

The use of software in construction CPM scheduling has become more prevalent in recent years. Software like Microsoft Project are becoming necessary tools for project managers. This course will help you tap into the power of Microsoft Project to successfully manage your next project. Topics include: understanding the project calendar; working with tasks, milestones and summaries; customized groups and filters; and importing tasks.

LEARN FROM GINNIE FLORADAY

Three free hours included as a
member benefit with MCA of Chicago



Did you know that with your MCA of Chicago membership your company is entitled to **three free hours** of training each year with computer and software expert Ginnie Floraday?

Whether you need personalized tutorials about Bluebeam or a company-wide webinar on using Excel efficiently, let Ginnie apply her expertise to help you meet your business challenges and simplify your successes. Schedule an appointment to have Ginnie visit your office or teach via live remote webinar.

Email Ginnie at gfloraday@comcast.net to schedule your free training session today!

**PLUS, DON'T FORGET TO TAKE ONE OF GINNIE'S
MANY COURSES OFFERED BY THE CEI®!**

Visit mca.org/education to view and register
for upcoming courses.

MCA
OF CHICAGO

FIELD LEADERSHIP: CERTIFICATE PROGRAM

Fundamentals for a Field Supervisor - Part 1

JOHN KOONTZ

OCTOBER 4, 2018 | 7AM - 3PM

The first day of this 4-part series will focus on planning skills & productivity improvement. Attendees will learn how the timely and complete transfer of information from those who estimated the project to those who build it is critical to maximizing project profitability. John will also explain the relationship between material management and labor productivity, as well as how you can devise methods for material handling that will save in labor cost and improve your site plan.

Fundamentals for a Field Supervisor - Part 2

JOHN KOONTZ

NOVEMBER 1, 2018 | 7AM - 3PM

The second day of this 4-part series will focus on Project Documentation & Controlling Labor Costs. In this program, you'll learn the basic types of project documentation required by the project management team. Special emphasis will be placed on the role of the jobsite supervisor in creating indisputable project documentation on a daily basis. John will explore the jobsite supervisor's role in managing and controlling mechanical project labor costs.

These programs are part of a new Advanced Field Supervisor Certificate Program. Visit mca.org/education for the application and additional information.



FIELD LEADERSHIP

A Foreman's Field Guide to Developing your Workforce: Step I

NIC BITTLE

JANUARY 23, 2018 | 8AM - NOON

When we can develop a group of individuals to perform like a team great things can happen. In A Foreman's Field Guide to Developing Your Workforce, Nic will walk your foremen and supervisors through how to develop their team for long-term success. As natural mentors on the jobsite it is up to the Foremen and Supervisors to develop their crew to be the next leaders of the industry.

IN THIS PROGRAM YOUR SUPERVISOR/FOREMAN WILL LEARN:

- The 4 Core Competencies lacking in most of the workforce entering the industry today.
- How to develop those competencies within your team while on the job.
- How to develop each team member so that everyone communicates on a higher level.
- The tips, tricks, tactics, and techniques a foreman and/or supervisor must master to effectively lead in today's market.

A Foreman's Field Guide to Developing your Workforce: Step II

NIC BITTLE

JANUARY 23, 2018 | NOON - 4PM

A Foreman's Field Guide Step II is a next-step look at how to get more out of your crew on a daily basis. In Step I we laid the foundation for developing and mentoring your crew. Now it is time to take it a step deeper. How do you push your crew without alienating them? How do you deliver criticism that will change a crewmembers behavior without changing their attitude for the worse? How do you develop a work ethic and initiative in a generation that many not possess these behaviors and skills?

WHAT IS JOBSCOPE?

Want to connect with the pipefitting industry in the Chicagoland area?

Jobscope is your go-to source for industry photos, articles and events from around the Chicago and northwest-Indiana areas.

Follow along for yourself by "liking" our page at facebook.com/597jobscope. Don't forget to tag [@597jobscope](https://twitter.com/597jobscope) in your own posts and photos, and together we can continue to be the source for Chicagoland's pipefitting industry.

The source for Chicagoland's pipefitting industry.

FIELD & SERVICE PERSONNEL

Testing, Balancing & Adjusting Water Systems **PDH**

(6 night course)

MIKE SALEMI

THURSDAYS, SEPTEMBER 20, 2018 - OCTOBER 25, 2018 |

5:30PM - 8:30PM

This 6-session class covers balancing of water systems. Like its counterpart for air systems, instruction is both classroom and hands on. Class size is limited to 30 people. Cost is free to members, but there is a \$30 per person textbook fee, "Start, Test and Balance," published by the United Association.

Testing, Balancing & Adjusting Air Systems **PDH**

(6 night course)

MIKE SALEMI

THURSDAYS, NOVEMBER 1, 2018 - DECEMBER 13, 2018 |

5:30PM - 8:30PM

This 6-session class covers balancing of air systems. Instruction is both classroom and hands on. Class size is limited to 30 people. It is required that participants purchase a \$30 textbook, "Start, Test and Balance," published by the United Association.

Testing, Balancing & Adjusting Refresher **PDH**

(2 night course)

MIKE SALEMI

JANUARY 10 & 17, 2019 | 5:30PM - 8:30PM

This two-week course fulfills re-certification requirements of the Certified Testing, Balancing and Adjusting Bureau (CTBAB) and the National Environmental Balancing Bureau (NEBB). Attendees are encouraged to submit testing and balancing problems that they have encountered in the field to be discussed in class.

BUSINESS MANAGEMENT

LEED Green Associate Study Course **PDH**

DAN BULLEY

SEPTEMBER 7, 2018 | 8AM- NOON

LEED Green Associate is the entry level LEED accreditation from USGBC and is specifically recommended by them for contractors. This is a good introductory course to what the LEED system is all about but is also designed as a study session for those wishing to take the LEED Green Associate Exam. Those that do decide to take the exam may wish to purchase additional study materials before they take the exam. The class will include discussion of these additional study options and also complete information on how and where to take the exam.

Engineer Lunch: Blockchain for Engineers **PDH**

BRITTANIE CAMPBELL-TURNER

HARRY CARAY'S ON KINZIE

SEPTEMBER 14, 2018 | 11:30AM - 1PM

This session will discuss how blockchain (the technology behind Bitcoin) will likely affect the architecture, engineering and construction industry in the near future. Including how it could change design, procurement, commissioning and labor. We will also look at case studies regarding supply chain and payments.

CEO Power Hour

ALEX MARKS

SEPTEMBER 27, 2018 | 8AM - 10AM

Join your fellow owners and CEOs to hear commentary from award winning financial advisor Alex Marks on the state of today's marketplace and how it impacts the construction industry, our businesses, and personal finances. Breakfast provided.

Heading to the Office: Transitioning from the Field

WOODY WOODALL

SEPTEMBER 28, 2018 | 8AM - 3PM

This course is designed to give field associates the needed information to help transition into the office. This class is designed to be interactive and we use real world case studies and situations that will help the participants understand the challenges of the office environment and help them navigate with enhanced soft skills.

All classes take place at Construction Education Institute® at 7065 Veterans Blvd in Burr Ridge unless stated otherwise.

BUSINESS MANAGEMENT

Hands-On HVAC For Non-Technicians

MOKENA - 597 TRAINING FACILITY

OCTOBER 16, 2018 | 9AM - 3PM

This is the opportunity to send new hires or other office people to get a better idea of what's going on with your service contractors in the field. They will spend the day at the 597/MCA school in Mokena learning the same things that the HVAC apprentices do. They'll get a peek into things like brazing, trouble shooting and even chiller rebuilding. Engineers, sales people and others can benefit from this class if they have not been in the field before and it will help them understand your business even better. Space is limited.

**Sales Certificate Elective*

Time Mastery

CATHERINE STAKENAS

OCTOBER 18, 2018 | 8AM- NOON

Everyone faces a daily dilemma: too much to do and not enough time to do it. Time appears to be the limiting factor, not the actual activities. Time management is self-management because managing time means adapting behavior accomplish tasks in an effective manner. This course walks participants through a process of identifying new habits in twelve-time management categories. The Time Mastery assessment provides insights into current behavior and offers a five-step approach for creating and changing habits. Participants set new goals for each of the Time Mastery Categories and write an Action Plan.

**Sales Certificate Elective*

Project Coordinator Course- Level 1

KATHRYN CROSBY

NOVEMBER 13-14, 2018 | 8AM - 4PM

During this two day session students will be introduced to the sample construction project that will be used for the course, learn about the project life cycle and will hear all that is occurring during each phase of that cycle. Using the MCAA's Successful Project Management Flowchart as a resource, students will learn about the Project Acquisition process while reviewing documents from the sample project. Day 2 will explore the Pre-Construction Phase of the project, which is critical to the success of project execution. Students will learn all a Project Coordinator could do to assist the project team in these two phases of the project life cycle.

Effective Business Writing Skills Workshop

MAUREEN KEANE

NOVEMBER 27, 2018 | 8AM - NOON

Good business writing isn't a given; even top executives struggle with writing clear, concise documents that get the point across and keep the reader engaged. Recent graduates often fail to make a successful transition from academic to business writing and from texting to emailing. Seasoned business people sometimes fail to update their skills and end up with stale, stagnant writing that dates both them and their organizations. This session will focus on message structure, appropriate tone, audience analysis and email writing - do's, don'ts, etiquette, format.

**Sales Certificate Elective*

Negotiation for Professionals

KATIE MARIE ZOUHARY

DECEMBER 4, 2018 | 8AM - NOON

Through a combination of theory and strategies used by experienced negotiators, you will discover new ways to manage key issues, defuse crises and negotiate disputes. You will gain insight to improve communication and successfully manage your negotiation.

**Sales Certificate Elective*

Managing the Lifeblood of Building Trade Contracting: Cash Flow

STEPHANE MCSHANE

DECEMBER 5, 2018 | NOON - 4PM

Cash flow is one of the most important issues facing contractors today. Having survived the downturn, companies are faced with starting new projects, hiring staff, and investing in assets to support the business. More companies go bankrupt due to cash flow issues than due to profitability. Many things can and should be done to improve cash management practices. We will explore a range of tools and techniques, from simple to complex, that allow firms to manage and control cash flow. Examples include contractual negotiation strategies, pricing and bidding practices, development of cost and resource-loaded schedules that tie to billing activities in the schedule of values, use of 12-week cash flow forecasts, project closeout procedures, and managing the billings and collection cycle. An interactive cash flow simulation provides hands-on experience that enhances the learning outcomes.

All classes take place at Construction Education Institute® at 7065 Veterans Blvd in Burr Ridge unless stated otherwise.

BUSINESS MANAGEMENT

Transform Your Organization for the Future

STEPHANE MCSHANE

DECEMBER 6, 2018 | 8AM - NOON

With the future bringing more of the same accelerated challenges of schedule compression, pricing pressure, and manpower shortages, the industry will be forced to innovate at a heightened clip. Most contractors are trying to solve these massive industry issues with tactical solutions and everyone is basically trying the same approach they have used for years.

The reality is a new business model that is evolving to address these challenges with strategic, long-term solutions. Best in class electrical contractors are utilizing value stream mapping to visualize work systems (prefabrication, IT, financial systems, etc.) and identify the gaps, overlaps and roadblocks in how customer requests/orders are completed. We will use case studies of US based contractors including pictures and detailed descriptions of what they have done, why, and the substantial bottom line results they are enjoying.

Legal Terms & Conditions For Maintenance Contracts

MARC PITTAS

THE HILL GROUP; FRANKLIN PARK

JANUARY 8, 2019 | 10AM-NOON

This overview course will how to explain to a prospect those terms and conditions items that almost every Maintenance Agreement contains regarding indemnification. If the customer wants the indemnification terms modified, what type of change is generally acceptable. The presenter will also talk about Certificates of Insurance (COI), what it represents and why customers want them.

**Sales Certificate Elective*

Introduction to the WELL Building Standard

PRESENTED BY THE ILLINOIS GREEN ALLIANCE

JANUARY 18, 2019 | 8AM - 11AM

This presentation provides an overview of the WELL Building Standard ideology, structure, and certification process. The medical basis for the concept categories is introduced along with design and construction strategies to create healthy buildings. The time has come to elevate human health and comfort to the forefront of building practices and reinvent buildings that are not only better for the planet—but also for people. We will discuss how to do this using the WELL Building Standard as the framework.

Customer Service Skills and Excellence

DARRYL HARRIS

JANUARY 31, 2019 | 8AM - NOON

The most effective customer service professionals strategically gain control of the inquiry (remember it is not just telephone calls anymore), accurately predict the customer's position and proactively provide the desired results in advance. This approach requires moving from the more traditional reactive customer service mode to a proactive diagnosing and problem solving strategy. This highly interactive workshop will focus on the essential skills that create and support World Class Customer Service. This session is valuable for anyone involved with customer service and all levels of supervisors, managers or team leaders.

ESSENTIALS OF PROJECT MANAGEMENT

The Essential of Project Management

Certificate program is designed to position your project managers as the best educated and most competent in the industry. Employees who have under 5 years project management experience will benefit from the curriculum.

Only those employees that are currently enrolled in the Essentials of Project Management Certificate program can participate in the below programs.



Fundamentals for Project Managers- Part I

JOHN KOONTZ

OCTOBER 5, 2018 | 8AM - 4PM AND
OCTOBER 6, 2018 | 7AM - 3PM

Project management is a pivotal responsibility on every job. Yet, until recently, there was very little training for existing project managers, especially those just starting out. This course is designed for project managers who have less than five years of project management experience, little or no formal project management training, or employees who are not presently project managers but have the potential to become a project manager. This intensive course will review all the basics of project management including: material management and site planning, conducting an effective turnover meeting, pre-construction planning, job cost control, project billings and maintaining positive cash flow.



Fundamentals for Project Managers- Part II

JOHN KOONTZ

NOVEMBER 2, 2018 | 8AM - 4PM AND
NOVEMBER 3, 2018 | 7AM - 3PM

Building on topics from part, these sessions will focus on additional project management basics including understanding and using the contract, managing change orders and project documentation.



Financial Outcomes for Project Managers

DAVID ASHCRAFT

DECEMBER 18, 2018 |
8AM - 4PM

Project managers will work through a case study and uncover the math mystery buried in the WIP.



For more information about
the Essential in Project
Management program visit
mca.org/education.

ESTIMATING

Basic Principles & Methods of Estimating - Part I

KEITH RAHN

OCTOBER 12, 2018 | 8AM - 4PM

Role of the Estimator: Investigate how bid strategies are developed for companies and how estimators implement that strategy. We will look at bidding documents and procedures for evaluating the project; such as procurement, analyzing/visualization, pre-bid conference, addendums and preparing bid documents.

Take-Off and Pricing in the Relationship to the Project Delivery System: The way we take-off and price the project is determined by the project delivery system the owner is using.

Effective Estimate Procedures: Gain an understanding of proper procedure and organization of putting an estimate together. Topics included are stripping of material and equipment, material/equipment pricing sheet and initial bid summary documentation. Attendees will be presented with a project to practice estimate techniques learned.

Basic Principles & Methods of Estimating - Part II

KEITH RAHN

NOVEMBER 16, 2018 | 8AM - 4PM

Sub-Contractor and Vendor Coordination: Early in the bidding process, your subcontractors and vendors need to be identified. Coordinating their scope of work is extremely important to developing a competitive bid.

Laboring Techniques: The best contracting firms have an excellent understanding of their labor productivity. We will examine how the MCAA Labor Estimating Manual is utilized, and how known productivity rates can be used in labor costing and how an effective crew mix can make you competitive.

Finalizing the Estimate: Attendees will apply previously learned estimate techniques to their own project estimate given in the class. Bid time pressures and how to better control them will be discussed.

Delivering the Bid: A good competitive price and a well-written proposal is essential to getting the work. We will look at developing a clear scope of work and a professionally formatted proposal letter.

SERVICE

Making Money with Lean Service PDH

DENNIS SOWARDS

SEPTEMBER 21, 2018 | 8AM - 3PM

Lean has been proven to improve construction productivity and reduce waste by as much as 30%. Lean works effectively in projects and in the fabrication shop. Can service work use Lean tools to yield similar results and not be lean on service? The answer is YES! The service world is extremely competitive and Lean can bring a competitive advantage to your operations. This seminar is an investment in your future.

When you have completed this workshop, you will:

- Understand the core principles of Lean thinking including how the Lean view of value and the waste apply to service
- Understand the Lean techniques that apply best in service operations and how these tools work.
- Identify which Lean techniques you will apply in your company
- Develop a plan to implement Lean in your Service operations

Building Automation Summit

OCTOBER 26, 2018 | 8AM - 10AM

The trend of remote monitoring, fault detection and artificial intelligence in buildings has been moving along for years, but it is definitely happening more rapidly in 2018. MCA believes there is a window of time that service contractors have in which to find their strategy to react to these trends. This program will have a panel of experts discussing the trends.

Managing the Lifeblood of Service Contracting: Cash Flow

STEPHANE MCSHANE

DECEMBER 5, 2018 | 8AM - NOON

Cash flow is one of the most important issues facing contractors today. Having survived the downturn, companies are faced with starting new projects, hiring staff, and investing in assets to support the business. More companies go bankrupt due to cash flow issues than due to profitability. Many things can and should be done to improve cash management practices. We will explore a range of tools and techniques, from simple to complex, that allow firms to manage and control cash flow. Examples include contractual negotiation strategies, pricing and bidding practices, development of cost and resource-loaded schedules that tie to billing activities in the schedule of values, use of 12-week cash flow forecasts, project closeout procedures, and managing the billings and collection cycle. An interactive cash flow simulation provides hands-on experience that enhances the learning outcomes.

Want to know
how Lean your
company is?

TAKE THE LEAN
QUIZ AT
WWW.MCA.ORG/LEAN/

SALES



The “Coaching for Success” Huddle

PAUL SZYMCAK

SEPTEMBER 11, 2018 | 11:30AM - 1:30PM

MICHAEL JORDAN’S RESTAURANT, OAK BROOK

It is required that all program participants and their managers attend the “Coaching for Success” Huddle. The purpose of this orientation is to help the managers understand and appreciate the sales system that will be taught, so they can better position their sales professionals for success.



Fundamentals of Maintenance Sales- Session 1

PAUL SZYMCAK

SEPTEMBER 25, 2018 | 8AM - NOON

We start with a critical examination of the importance of Maintenance Agreement sales to your service organization, then identify the skill set necessary to be successful selling Maintenance Agreements. The key metrics that every sales professional should use to measure performance will be taught, along with sales plan design and tracking. We will explore the sales cycle that is used to determine progress with each sales opportunity, and the larger selling system. The highlight of this session is learning how to qualify prospects and conduct the initial face-to-face meeting. This will include interactive practice, as it is arguably one of the most important skills necessary to make effective use of one’s time and resources.



Fundamentals of Maintenance Sales- Session 2

PAUL SZYMCAK

OCTOBER 9, 2018 | 8AM - NOON

Safely conducting a proper equipment survey is essential to writing an accurate and profitable Maintenance Agreement. We will review equipment types and identify the additional information that should be acquired during a site survey. Included will be a cursory study of the basic refrigeration cycle that will help support a complete survey. We will then explore the various types of Maintenance Agreement coverages that can be offered, including: The instructor will provide pricing strategies, and the associated financial risks. We will rehearse presenting Agreement Terms & Conditions to a prospective Customer, focusing on what not to say.



Fundamentals of Maintenance Sales- Session 3

PAUL SZYMCAK

OCTOBER 23, 2018 | 8AM - NOON

The keystone of this session is how to present a Maintenance Agreement proposal to a prospective customer. This will include team practice sessions to help master presentation techniques. Course participants will receive objective critiques to help them become more successful in closing sales.

We will analyze the primary objections from prospective customers, and train on how to overcome them. This session will then explore alternative sales strategies employed to improve effectiveness and shorten the sales cycle. Closing strategies and techniques will be covered, along with how to follow-up after a presentation, and how not to. Discussion will include the power of a “proposal take back”. We will identify the sales situations appropriate for consultative selling versus feature-benefit selling.



Fundamentals of Maintenance Sales- Session 4

PAUL SZYMCAK

NOVEMBER 6, 2018 | 8AM - NOON

We will study how effective sales professionals transfer new Maintenance Agreement customers to their operations department, so they are free to return their focus to the prospects in their sales pipeline. Considerable time will be spent on how to identify new prospects, focusing on what works and doesn’t in today’s marketplace. We will look at a day-in-the-life of a successful Maintenance Agreement sales professional, and the pitfalls that keep others from reaching their full potential. Our final discussion will be on continued career development, personal development and industry participation.

Referral Selling

JIM BARTOLOTTA

DECEMBER 11, 2018 | 8AM - 10AM

There is an art of getting people who know and love you to share names of people they know who maybe your next customers. How and when do you ask? When not to ask? This program will offer tips and ideas on referral selling. Topics will include creating financial incentives or rewards.

**Sales Certificate Elective*

Customer Relations Training

PAUL SZYMCAK

DECEMBER 11, 2018 |
10AM - NOON

This course will focus on how to see the world from the customer’s perspective, and not your own.

**Sales Certificate Elective*

All classes take place at Construction Education Institute® at 7065 Veterans Blvd in Burr Ridge unless stated otherwise.

FUNDAMENTALS OF MAINTENANCE SALES

CERTIFICATE
PROGRAM

THESE PROGRAMS ARE PART
OF A NEW FUNDAMENTALS OF
MAINTENANCE SALES CERTIFICATE
PROGRAM.

Visit mca.org/education/maintenance-sales/ for
the application and additional information.

FOR MORE INFORMATION, VISIT
www.mca.org/education

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MCAA EVENTS

MCAA

MSCA18 Annual Education Conference

OCTOBER 21 - OCTOBER 24, 2018
HUNTINGTON BEACH, CA

Take advantage of the visionary point of view and cutting-edge educational offerings that characterize the only industry conference specifically for the nation's premier mechanical service contracting companies.

MCAA Safety Directors Conference

JANUARY 22 - JANUARY 24, 2019
LAKE BUENA VISTA, FL

This conference serves as a mechanism for maintaining a network of mechanical industry safety and health professionals in their ongoing efforts to address critical industry safety and health issues and topics. Presentations and discussions will focus on urgent mechanical industry safety and health issues and topics covering jobsites, pertinent regulations, and legislative proposals.

MCAA Annual Convention

MARCH 3 - MARCH 7, 2019
PHOENIX, AZ

Enjoy MCAA's premier event with an abundance of educational workshops, riveting special sessions, outstanding exhibits, and social functions that never fail to amaze and delight.

To register, please visit www.mcaa.org.

MCA OF CHICAGO OFFERS SUBSIDIES FOR SELECT MCAA SEMINARS AND EVENTS

For more information on subsidies or to see if the program you want to attend qualifies for a subsidy, please contact **Rebecca Lintow** at rlintow@mca.org or call the MCA office at 312-384-1220.

To register for any of the MCAA programs, or to see what other resources are available, please visit www.mcaa.org.

DON'T MISS TECH DAY 2019!

APRIL 4TH, 2019




STRATEGIC PARTNERS



ILLINOIS ASHRAE

ASHRAE is an international organization dedicated to advancing the HVAC&R industry. Its members are primarily engineers but include vendors and contractors. It is a great group for engineers in our industry to join. The Illinois Chapter is the largest and oldest chapter in the world. It has over 1,000 members and MCA of Chicago has had a long history of cooperation with it. They have regular technical programs related to our industry. Keep an eye on MCA publications for co-sponsorship of these programs or visit www.illinoisashrae.org.



ILLINOIS GREEN ALLIANCE

The Illinois Green Alliance is one of the most active chapters in the country. Like ASHRAE, there are many MCA of Chicago members involved in this organization. Illinois Green Alliance provides great networking opportunities for contractors as well as some great classes. For more information on the Illinois Green Alliance and its activities, please visit www.illinoisgreenalliance.org or contact Dan Bulley at dbulley@mca.org.

STRATEGIC PARTNERS



The Chicagoland Better Heating - Cooling Council

CHICAGOLAND BETTER HEATING - COOLING COUNCIL | 2018-2019 SCHOOLS

This series of special hands-on service seminars is presented by the Chicagoland Better Heating-Cooling Council. Most CBHCC classes are free to the first two registrants from CBHCC member companies. MCA of Chicago pays CBHCC Dues for its members.

COMBUSTION ANALYZERS SCHOOL
WEDNESDAY, SEPT. 5, 2018 | 5-8 PM
Pipefitters' Local Union 597 Training Facility
Instructor: Ed Held

This school will cover the basics of combustion, as well as how to get the most out of your analyzer. Topics covered in this course are flue gas analysis and testing procedures, verifying proper fuel and air input, properly interpreting combustion test results, CO safety and source investigations, troubleshooting CO and combustion problems, techniques for identifying heat exchanger problems, using combustion analysis to improve your business and new technology in HVAC.

FLAME SAFEGUARD SCHOOL
TUESDAY, SEPT. 18, 2018 | 4-6 PM
South Side Control
Instructor: Ron Heintz

Participants of this school will learn the ins-and-outs of everything related to flame safeguard. Topics range from commercial flame detection and primary programmer flame safeguard control wiring to troubleshooting.

CONDENSING AND NON-CONDENSING BOILERS SCHOOL
TUESDAY, OCT. 9, 2018 | 4:30-6:30 PM
Porter Pipe & Supply

Description: Students will learn the differences and similarities between the installation of Condensing and Non-condensing boilers. The class will include the proper installation of Full Flow/Primary-Secondary Systems, proper components, as well as the water quality in these systems.

PUMP SERVICE SCHOOL
TUESDAY, OCT. 23, 2018 | 4:30-6:30 PM
Bornquist, Inc.
Instructor: Alex Urbaniec

Description: In this Pump Service School students will learn about Centrifugal Pumps: what they do, and the differentiations between types; Pump Seals and Pump Curves; and Servicing Inline and Base Mounted Pumps.

BASIC STEAM SCHOOL
TUESDAY, NOV. 13, 2018 | 4:30-6:30 PM
Metropolitan Industries

Participants will learn the basics of commercial and industrial steam. Topics include: Steam tables, Steam trap theory and operation, condensate return pumps, boiler feed/ make-up water systems and much more. We will discuss best piping practices, common installation rules and troubleshooting tips.

VFD AND ECM MOTORS SCHOOL
TUESDAY, DEC. 4, 2018 | 4:30-6:30 PM
Bornquist, Inc.
Instructor: Dan Watkins

Students will be given an overview of VFD pump drives and ECM motors in pumps for new installations. The course will include: variable speed pumping, traditional VFD's, pumps with ECM motors and sensorless versus sensorless control of pumps.

VFD TROUBLESHOOTING SCHOOL
WEDNESDAY, DEC. 12, 2018 | 5-8 PM
Pipefitters' Local Union 597 Training Facility
Instructor: Joe Dansereau

Description: The Troubleshooting Variable Frequency Drives School is a hands-on, application-focused class covering the programming and troubleshooting of the ABB Model ACH550 VFD.

To register for these classes, contact the CBHCC at (773) 529-1212 or www.cbhcc.org.

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