



CPMCA

California Plumbing & Mechanical
Contractors Association

Seminar Catalog

**July–December
2017**

**Computer Skills/Technology • Foreman Training
Management • People Management/Skills • Project Management
Sales/Service/Safety • Certified Safety Online Courses • Webcasts**

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CPMCA Executive Committee, Board of Directors and Staff

Executive Committee 2016–2017

Steve Cornelius, President
University Mechanical & Engineering
Contractors – San Diego

David Quirk, Vice-President
Performance Mechanical, Inc.

Jim DeFlavio, Secretary
Murray Co.

Tim Healy, Treasurer
ARB, Inc.

Rick Moreno, Past President
Astro Mechanical Contractors, Inc.

Board of Directors Term Ending 12/31/2017

Scott Burson
Xcel Mechanical Systems, Inc.

Mike Davis
H.L. Moe Company, Inc.

Tom Finell
Southland Industries

Bryan Suttles
Suttles Plumbing & Mechanical Corporation

Larry Verne
Verne's Plumbing, Inc.

Board of Directors Term Ending 12/31/2018

Mark Felio
Paul Hansen Equipment, Inc.

Steve Fosdick
Murray Co.

Pete Fortin
ACCO Engineered Systems

Jay Lusita
Tier One Plumbing

Dan Naylor
Kinetics

Randy Stewart
Pan-Pacific Mechanical

Education Committee

Harry Bederian – Chairperson
ARB, Inc.

Shaabini Alford
Murray Co.

Travis Craven
All Area Plumbing, Inc.

Beni Monaco
All Area Services, Inc.

Bryan Suttles
Suttles Plumbing & Mechanical Corporation

Bill Thompson
Meadows Mechanical

CPMCA Staff

Chip Martin
Executive Director

Michelle Lynn
Director of Education

Dana Giambalvo
Office Manager

Letter from the Executive Director



We are pleased to share with you CPMCA's 10th semi-annual course catalog featuring classes July - December 2017. We are confident that you will find our course offering greatly beneficial to your success in the industry, both personally and professionally. In response to your valuable feedback, we are bringing back some of your favorite presenters while also exploring new topics relevant to the industry. The first half of 2017 brought over 400 attendees to our training events, similar to the ones you will find in the brochure. We encourage you to read through this catalog and attend all courses that interest you. We hope our education program continues to keep your knowledge and skill set current and ahead of the curve!

After successfully closing CPMCA's second state funded grant under ETP (Employment Training Panel) in 2016, we were delighted to be awarded a third contract which began on December 31, 2016. ETP assists CPMCA in "upgrading the skills of their workers through training that leads to good paying, long term jobs." This state program continues to give credibility and recognition to our first-in-class educational program providing an added value to the Mechanical Contracting Industry and allowing the association to funnel state funding into continued program development. Thanks to many of our members, year after year, we are able to showcase significant member participation as well as an impressive and diverse course offering. We are grateful for our relationship with ETP and the opportunity to provide you, our members, with an educational program that best fits your needs and offers you classes taught by some of the industry's best, most qualified presenters.

CPMCA is fully committed to providing you with an exceptional educational program and we welcome your thoughts and feedback.

CPMCA Mission Statement

The mission of CPMCA is to provide representation of its members to enhance their business and profitability through education and labor relations. This Association will provide a partnership for progress between Labor and Management; setting aside differences, to unite in the common goal of expanding the market share of the union mechanical contracting industry.

Vision Statement

CPMCA is the organization of choice, a progressive leader and voice for the union plumbing and mechanical contracting industry in Southern California, providing business opportunities, education, fair employment, honesty, integrity and family values.

Goal & Guarantee

Our goal is to offer a comprehensive first-in-class educational program unparalleled in the industry which will continue to advance the professional, technical and managerial skills of our member contractors and their employees. If you are not fully satisfied with a particular program, we will gladly provide a full refund.

SCHEDULE AT A GLANCE BY MONTH

The following is a list of classes offered during the second half of 2017.

July

20 Hiring and Terminating Employees

August

10 Double Your Bottom Line! -
Improving Construction Productivity

18 Cal/OSHA – New, Dangerous Waters

25-26 Supervisory Education (ASE) 1 & 2

September

14 Best Practices of the
Best Contractors

22-23 Supervisory Education (ASE) 3 & 4

28 Developing Your Emotional
Intelligence

October

4 First Aid & Adult/Infant CPR

13 Change Order Requests and
Change Order Management

20 & 21 Supervisory Education (ASE) 5 & 6

26 Real Cost of Changes – Change
Orders for Project Managers

November

2 Customer Service Excellence

15 The Evolution of Prefabrication
– Positioning Your
Company for Success

Anytime – Webcasts

- Active Listening
- BIM 101
- Excel: Excel Solver Procedure
- Excel: Insert Excel Sheet into Word
- Excel: Microsoft Word fill-In Forms
- Excel: Summarizing Data with Subtotals in Excel
- Going Green – Valuable Opportunities for Mechanical Contractors
- Green Building: LEED Certification “So You Want to be a Green Contractor”
- Green Building: LEED Certification and Sustainable Design
- Mechanical Estimating Techniques
- Microsoft Office 2007 Excel
- Microsoft Office 2007 Overview
- PowerPoint: Introduction to PowerPoint 2007
- Retro-Commissioning
- Water Efficiency and How It Relates to Green Building

Computer Skills & Technology

Coming in 2018!

Foreman

- Foreman Advanced Supervisory Education (ASE) 1 & 2
Fri & Sat, August 25 & 26, 2017
- Foreman Advanced Supervisory Education (ASE) 3 & 4
Fri & Sat, September 22 & 23, 2017
- Foreman Advanced Supervisory Education (ASE) 5 & 6
Fri & Sat, October 20 & 21, 2017

Management

- Best Practices of the Best Contractors
Thursday, September 14, 2017
- Real Cost of Changes – Change Orders for Project Managers
Thursday, October 26, 2017

People Management/Skills

- Hiring and Terminating Employees
Thursday, July 20, 2017
- Developing Your Emotional Intelligence
Thursday, September 28, 2017

Project Management

- Double Your Bottom Line! - Improving Construction Productivity
Thursday, August 10, 2017
- Change Order Requests and Change Order Management
Friday, October 13, 2017
- The Evolution of Prefabrication – Positioning Your Company for Success
Wednesday, November 15, 2017

Sales/Service/Safety

- Cal/OSHA – New, Dangerous Waters
Friday, August 18, 2017
- First Aid and Adult/Infant CPR
Wednesday, October 4, 2017
- Customer Service Excellence
Thursday, November 2, 2017

ClickSafety Online Courses

- Anytime! Available 24/7

Webcasts

- Active Listening
- BIM 101
- Excel: Excel Solver Procedure
- Excel: Insert Excel Sheet into Word
- Excel: Microsoft Word fill-In Forms
- Excel: Summarizing Data with Subtotals in Excel
- Going Green - Valuable Opportunities for Mechanical Contractors
- Green Building: LEED Certification “So You Want to be a Green Contractor”
- Green Building: LEED Certification and Sustainable Design
- Mechanical Estimating Techniques
- Microsoft Office 2007 Excel
- Microsoft Office 2007 Overview
- PowerPoint: Introduction to PowerPoint 2007
- Retro-Commissioning
- Water Efficiency and How It Relates to Green Building
- Workplace Violence

and many more – please see www.cpmca.org for complete listing

IMPORTANT EVENTS



Plan Accordingly! Take note of these important MCAA Events:

AEC Best Practices Conference – Boston Marriott Long Wharf – Boston, MA	August 6-9, 2017
ALI Course 17 – Babson College, Wellesley, MA	September 10-14, 2017
IPM Class 65, Week 2 – University of Texas, Austin, TX	September 24-28, 2017
IPM Class 66, Week 2 – University of Texas, Austin, TX	September 25-29, 2017
MCAA's GreatFutures Forum...Where Students and Contractors Come Together – Marriott Indianapolis Downtown –Indianapolis, IN	September 28-October 1, 2017
Field Leaders Conference – Philadelphia Airport Marriott – Philadelphia, PA	October 11-13, 2017
MSCA Annual Educational Conference – Boca Raton Resort – Boca Raton, FL	October 15-18, 2017
IPM Class 67, Week 1 – University of Texas, Austin, TX	October 22-26, 2017
IFEBP Conference – Mandalay Bay Convention Center – Las Vegas, NV	October 22-25, 2017
IPM Class 68, Week 1 – University of Texas, Austin, TX	October 23-27, 2017
ALI Course 17, Week 2 – Babson College, Wellesley, MA	November 5-10, 2017
MSCA Sales Masters II – University of Houston, Houston, TX	November 5-10, 2017
Technology Conference – JW Marriott Austin – Austin, TX	November 8-10, 2017
Industry Improvement Funds Conference – Longboat Key Club – Longboat Key, FL	December 6-8, 2017

MCAA Contacts:

Please call MCAA directly for additional information on any of their events @ 301-869-5800.

For conference & conventions, contact Cynthia Buffington @ cbuffington@mcaa.org.

For Advanced Leadership Institute, contact Dennis Langley @ dlangley@mcaa.org.

For educational classes & IPM, contact Beth Miller @ bmiller@mcaa.org.

For online webcasts & conferences, contact Sean McGuire @ smcguire@mcaa.org.

For online webcasts & MSCA, contact Barbara Dolim @ bdolim@mcaa.org.

Plan Accordingly! Take note of these important CPMCA Events:

CPMCA Annual Retreat – The Inn at Pebble Beach, Pebble Beach, CA	July 26-30, 2017
CPMCA Labor/Management Retreat	August 29-September 1, 2017
CPMCA Annual Dinner – Lakeside Golf Club, Burbank, CA	December 5, 2017



CPMCA Contacts:

For educational classes, contact Michelle Lynn at Michelle@cpmca.org or 818-275-2893.

For meetings, retreats, and all other events, contact Dana Giambalvo at dana@cpmca.org or 818-275-2890.



Troy Aichele became involved with the mechanical contracting industry while obtaining his B.S. degree in Construction Management Degree at the University of Washington as an intern for a Seattle Mechanical Contractor. After graduating and working full-time, he went on to secure an A.A.S. degree in HVAC and Refrigeration Design and has since worked in every facet as a Mechanical Contractor in the Pacific Northwest over the last 20 years. Currently, Troy manages the Commercial High-Rise Division as Sr. Account Executive for the Hermanson Company in Seattle where his group performs \$40M of Mechanical Construction annually. Troy is a member of the MCAA's (Mechanical Contractors Association of America) Board of Directors, Chairman of the MCAA Career Development Committee, which oversees 52 student chapters in North American and manages the popular Student Chapter Competition held yearly at MCAA's National Convention, and a member of the MCAA's Board of Trustees, MCERF (Mechanical Contracting Education & Research Foundation).



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. He received his BA from Washington State University and is a graduate of Pacific Coast Banking School, where he later served as an associate director.



Jim S. Bain is a professional motivational speaker, published author, and successful business consultant with over 30 years of experience in getting things done. He has been a principal in a large independent insurance firm, a senior executive in a trade association and a construction company, as well as owning a retail business and his current consulting firm. In addition to serving as the Executive Director for three not-for-profit groups, Jim has served on the national faculty for the Associated General Contractors of America and the Mechanical Contractors Association of America. He has been a featured speaker at the AGC/A national convention as well as the Construction Financial Management Association national convention. Described by his audiences as a cross between Mike Ditka and Jonny Carson, Jim entertains, amuses, and delivers hard hitting lessons on living a productive, successful and happy life. As one attendee said, "it's not fair to make me laugh, cry, and feel better about myself all in one evening."



NEW SPEAKER! Dan DeSalvo is a trainer's trainer – a consummate professional who has delivered hundreds of seminars, keynote addresses, and training programs to clients ranging from small businesses to major corporations. His motivational, energetic style and thought-provoking programs are always met with great audience enthusiasm and acclaim. Dan's extensive professional career includes positions as an account executive for Dale Carnegie Training and as an executive vice president for Great American Seminars. Dan is also a professional mentor and trainer for Hofstra University's Business Development Center.

Dan specializes in helping professionals develop their communication skills; build more effective workplace relationships; and handle those inevitable personality clashes, job-related conflicts, and other difficult situations with ease. His programs are chock-full of fresh ideas, brilliant innovations, and keen insights into human behavior in today's workplace. Whether it's team building, dealing with difficult personalities, coaching and counseling, developing leadership skills, or creating crackerjack customer service teams, Dan helps people permanently transform the way they interact with others and perform their jobs.



John R. Koontz has over 30 years of wide-ranging mechanical industry experience that includes contracting, academics, and consulting. He is a former Tenured Associate Professor in Purdue University's Department of Building Construction Management. He is also the founder and former director of Purdue's Mechanical Construction Management Specialization Program. In addition to his academic career, he spent 15 years in the employment of MCAA contractors in a variety of positions including senior project manager, project manager, project engineer, and estimator and is the founder of the 1st ever MCAA student chapter which was started at Purdue in 1993. Professor Koontz's

family heritage of long-term UA family members (grandfather, great uncle, and father) provides a sincere and deep-rooted pride, interest, and concern for the future success and survival of all parties involved in union mechanical construction.



Mark Matteson started his career as an HVAC technician in 1976. He is one of those rare professionals who can say he is speaker, consultant, and author and mean it. He has attracted clients in HVAC contracting, distribution and manufacturing as well as such organizations like Microsoft, T-Mobile, John Deere, Conoco-Phillips, Aflac, and other Fortune 1,000 companies on three continents. His annual speaking commitment typically means 40 Keynotes, 20 Seminars and Workshops and 5-10 Consulting engagements around the world.

A committed writer, Mark has written five books: *Presenting Like a Pro*, *Sales Success Strategies*, *Customer Service Excellence*. His monthly e-newsletter goes out to 6,900 people a month since 2003. He posts Tweets and comments on LinkedIn daily.

He is interviewed frequently and has been quoted in the media. He is considered a thought leader, an idea reporter and agent of change who teaches his clients **HOW TO GET TWICE AS MUCH DONE IN HALF THE TIME**. He has done work internationally in Australia, Canada, Aruba, and Turkey. Furthermore, he has worked in 47 states in the U.S.

He resides in Edmonds, WA with his wife of 37 years, Debbie. They have three grown sons. **Mark takes pride in the fact he has flunked high school English.**



Stephane A. McShane is a Director at Maxim Consulting Group responsible for the evaluation and implementation processes with our 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 that firms face. Her areas of expertise include: Leadership development, executive coaching, organizational assessments, strategic planning, project execution, business development, productivity improvement, and training programs. Mrs. McShane

is an internationally recognized speaker, mentor, author, and teacher. Her ability to motivate, inspire, and create confidence among your work groups is extremely rare and very effective.



Mr. Max Muller is a graduate of the University of Kansas and is certified as a 501 and 503 Outreach Trainer from the OSHA Training Institute. He has worked as a businessman, a lawyer, real estate agent, consultant and more. The one thing that strikes you when you meet Max Muller for the first time is how anyone so remarkably accomplished as he is can be so down-to-earth and genuinely concerned about helping total strangers learn to do their jobs better. But then after you've been around Max for five minutes, you'll start thinking of him like a friend you've known for 20 years and you'll realize that, for Max, there is no such thing as a stranger. Far and away one of our most valued trainers,

Max combines his keen legal mind with the natural sales ability he uses in his real estate ventures, to create a fascinating training experience that is totally unique in the world of copycat presentations. Covering the gamut from inventory control to OSHA compliance to complex and conflicting HR issues, Max brings life to these somewhat dry subjects, but never loses sight of how critical each of the topics are to your business.



Chip Ossman has 39 years of wide ranging mechanical, industrial, and general contracting experience. President of Ossman Project Management Consulting, Inc. since 1997, providing claims consulting support services, Mr. Ossman consults with all members of the construction industry involved in construction disputes, and prepares and evaluates construction delay, disruption, and inefficiency claims, and serves as an arbitrator, with the American Arbitration Association, and as a mediator. He has testified more than forty times in California Superior Court and arbitrations as an expert in delay, disruption, inefficiency claims and costs. Many of his clients are CPMCA members.

He received his Bachelor of Mechanical Engineering degree (graduated in 1976) and his Master of Science degree, with concentration in Construction Management (in 1983), from the Georgia Institute of Technology (Georgia Tech). In 2003 he earned the Master of Dispute Resolution degree from the Straus Institute for Dispute Resolution at Pepperdine University; summary studies of his Thesis: "Construction Arbitration Consistency and Reliability: An Empirical Study" are published in four industry juried publications.



Roxana E. Verano is a twenty-year veteran of employment law. Roxana Verano knows that happy employees do not need Unions to protect them. She enjoys working closely with employers to help them run efficient, Union- free businesses with satisfied employees. On a daily basis, she counsels and trains clients in Employment Law so they can remain in compliance and avoid legal problems from arising in the first place. Her Spanish-speaking clients appreciate her fluency in Spanish when they need services ranging from Employee Handbooks to witness interviews.



Thomas (Tom) L. Williams, P.E. was MCAA President in 2003. He recently retired from McKenney's, Inc., a multi-disciplined construction and engineering firm based in Atlanta, and serving the Southeast. During Tom's thirty-one years with the company, McKenney's annual revenues grew from \$3 million dollars to \$145 million dollars. A significant portion of the work is design / build. Mr. Williams has been personally involved with the construction of hospitals, office buildings, museums, stadiums, public buildings, and industrial projects. Tom Williams is a graduate of the Georgia Institute of Technology where he received a degree in mechanical engineering. He has been educating through the Mechanical Contractors of America National Education Initiative teaching industry professionals how to improve both their hard and soft skills. Mr. Williams presents regularly at local associations in the United States and Canada. He also teaches at MCAA's Institute for Project Management and the Advanced Institute for Project Management. His seminars make extensive use of case studies and real project examples. Tom is also a consultant to local associations and contractors on labor negotiations and best business practices.

COMPUTER SKILLS/TECHNOLOGY – COMING IN 2018!



Foreman Advanced Supervisory Education (ASE) 1 & 2

John R. Koontz

Friday and Saturday, August 25 & 26, 2017

7:30 a.m. – 4:30 p.m.

Member: \$100

Non-Member: \$179

This course will cover the following topics:

- **Planning Skills for Foremen:** Effective planning makes projects more productive and profitable. This session covers three areas of planning: turnover meetings, pre-construction planning, and short interval planning.
- **Productivity Improvement:** Material Management and Site Planning Methods: Learn how material management and labor productivity are related, and get strategies for improving material handling and site planning.
- **The Foreman's Role in Project Documentation:** Examine the role of the jobsite supervisor in creating daily, indisputable project documentation. Review the basic types of and uses for project documentation and learn methods to improve documentation effectiveness.
- **Managing Labor:** Coding, Tracking, and Forecasting : You will explore the jobsite supervisor's role in managing and controlling mechanical project labor costs as well as the jobsite supervisor's unique partnership with the mechanical project manager in timekeeping, coding, tracking, and forecasting project labor hours and costs will be stressed.

Foreman Advanced Supervisory Education (ASE) 3 & 4

John R. Koontz

Friday and Saturday, September 22 & 23, 2017

7:30 a.m. – 4:30 p.m.

Member: \$100

Non-Member: \$179

This course will cover the following topics:

- **Essential Management Skills for the Project Foreman:** this session explores basic management skills relative to the position of jobsite foreman. Understand essential traits, skills, and behaviors that allow a foreman to more effectively manage crews.
- **Managing Change at the Jobsite:** Review the jobsite supervisor's role in managing the change order process. Discuss the negative impact of change orders on the completion of the original scope of work and the methods for minimizing and managing these impacts.
- **Critical Leadership Skills for Project Foremen:** Learn the difference between being in charge and being an effective leader. Understand the critical leadership skills of an effective foreman.
- **Successful Survival of Project Closeout:** This session provides basic skills for a successful project closeout. A discussion of innovative methods used by MCAA contractors to help reduce the typical end of project profit/productivity drain is included.

Foreman Advanced Supervisory Education (ASE) 5 & 6

John R. Koontz

Friday and Saturday, October 20 & 21, 2017

7:30 a.m. – 4:30 p.m.

Member: \$100

Non-Member: \$179

This two day course will cover the following topics:

- **Everyday Negotiating Skills for Jobsite Supervisors:** This session will provide jobsite supervisors with basic skills to improve their negotiating abilities and increase their effectiveness and comfort level when negotiating.
- **Managing Your Subcontractors:** This session will include subcontractor management topics such as thoroughly understanding the subcontractor's scope of work, managing change orders, proper communication, developing strong relationships, managing safety, coordination and documentation.
- **Practical Time Management Skills for Foremen:** This session will focus on the practical time management methods and techniques a foreman can easily use to increase management efficiency and effectiveness such as delegation, task prioritization and managing meetings.
- **Qualities, Characteristics, and Habits of the Industry's Best Foremen:** Why are some mechanical foremen consistently more successful than the typical foreman in our industry? What are the qualities, methods, and practices that separate a good foreman from a great foreman?



Best Practices of the Best Contractors

Tom Williams

Thursday, September 14, 2017

7:30 a.m. – 3:30 p.m.

Member: Free

Non-Member: \$179

“Good companies are results driven. Great companies are process driven”. Every construction company accumulates material and combines that material and adds labor to create a finished product. The Romans were masters of construction doing the same process. Too many contractors still do work as the Romans did work, results driven. The best contractors in today’s markets continually improve their performance by creating a culture of success. In the driven mechanical contracting industry, these contractors thrive while others struggle. The basic leadership skills we seek were exemplified by John Wooden. Using John Wooden’s book “Wooden on Leadership”, and Jim Collin’s book “Good to Great”, we will examine the Best Practices of the Best Contractors and why these practices create a culture of accountability, effective communication, and continual success.

Real Cost of Changes – Change Orders for Project Managers

Troy Aichele & David Ashcraft

Thursday, October 26, 2017

7:30 a.m. – 3:30 p.m.

Member: Free

Non-Member: \$179

This practical workshop is a must for Project Managers who deal with change orders. Using a case study, students will learn to analyze, price, document and sell a cumulative impact change order. This seminar will benefit all Project Managers with at least 3-4 years of experience.

After taking this class, participants will be able to:

- Quickly identify every type of construction change, determine whether or not they contain direct, indirect and impact costs, and position their company for entitlement.
- Accurately calculate direct, indirect and cumulative impact change orders using specific worksheets, guidelines, references and tools handed out in class.
- Successfully document, analyze and present in class a cumulative impact change order based on a case-study scenario.

PEOPLE MANAGEMENT/SKILLS

Hiring and Terminating Employees

Roxana Verano, Esq.

Thursday, July 20, 2017

12:00 p.m. – 1:30 p.m.

Member: Free

Non-Member: \$179

Stay up to date and compliant as you learn how to navigate the hiring and terminating of employees while also safeguarding your company against unfavorable circumstances. This workshop will cover the following:

Pre-Hire:

- Avoid Discriminatory Job Placement Ads
- Conducting Proper Interviews
- Benefits of Employment Applications
- Criminal History Inquiries
- Background Checks
- Physical Examination
- Offer Letter of Employment
- Establish hiring procedures
- Train Management

Post-Hire:

- New Hire Documentation
- Orientation Including an Overview of Key Policies, Company Vision/Mission Statement
- Communicate Clear Expectations
- Progressive Discipline Policies/CBA Policies
- Grievance Procedures
- Drug Use
- Termination Risk Analysis
- Final Pay Rules

Developing Your Emotional Intelligence

Dan DeSalvo

Thursday, September 26, 2017

7:30 a.m. – 2:30 p.m.

Member: Free

Non-Member: \$179

Discover exactly what emotional intelligence (EI) is, why it's recognized as one of the hottest performance tools for thousands of success-minded people like you, and how you can easily raise your EI to stand out from the crowd. Researchers and business experts agree that people with high EI are consistently the top performers in their organizations. They're more resilient and flexible when things get tough and are held in the highest regard by their bosses, peers, coworkers, and others. Using EI skills you'll learn in this seminar, you'll gain the ability to more appropriately respond to the world around you and eliminate the stress and frustration that often comes from working with others. In this powerful one-day seminar, you'll learn why EI is far more than just a handy set of "people skills," and why many executives feel it's the one skill you must have to be successful in today's workplace.



Double Your Bottom Line! - Improving Construction Productivity

Jim S. Bain

Thursday, August 10, 2017

7:30 a.m. – 2:30 p.m.

Member: Free

Non-Member: \$179

Every expert in construction productivity agrees, we have A LOT of room for improvement. But how? After an introduction to the concept of continuous productivity improvement, we will examine tools and techniques to deliver real results on your job sites. Learn how to recover 24 minutes each day and double your bottom line profit. Sections on equipment management, planning and scheduling, managing sub-contractors, and the use of measurements and technology are certain to teach you and your staff how to save valuable time and money.

Change Order Requests and Change Order Management

Chip Ossman

Friday, October 13, 2017

7:30 a.m. – 11:30 a.m.

Member: Free

Non-Member: \$179

Changes on a construction project are a matter of practical reality. Though change orders are an inevitable part of the construction process, they need not and should not dominate the project's execution. This seminar provides practical tips and techniques for the proper handling and management of change order requests, change orders, and claims.

Topics to be discussed include:

- Making sure you have the entire contract, and how to use it
- Full and final considerations
- Types of changes
- Pricing methodologies
- Causation
- Proof of delay
- Entitlement
- Disruption and inefficiency
- Change administration
- Direct cost calculations
- Notice
- Extended overhead calculations
- Acknowledgement
- Death by 1,000 cuts
- Incorporation in the contract
- Total cost - 4 prongs of proof
- Inefficiency and loss of productivity costs
- What to do when the general won't forward your claim
- Segregating claims against the general from claims against the owner

PROJECT MANAGEMENT

CONTINUED

The Evolution of Prefabrication – Positioning Your Company for Success

Stephane McShane

Wednesday, November 15, 2017

7:30 a.m. – 2:30 p.m.

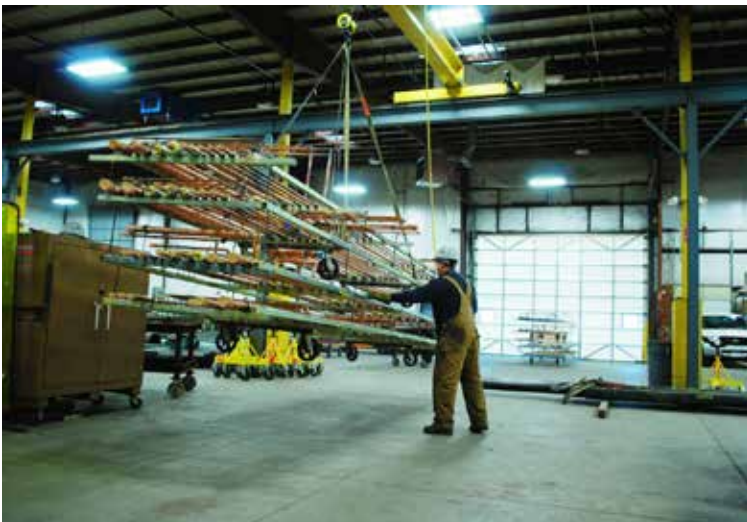
Member: Free

Non-Member: \$179

With the future bringing more of the same challenges of schedule compression, pricing pressure, and manpower shortages, the industry will be forced to innovate. 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 a strategic, long-term solution. Best in class mechanical contractors are bringing up to 75% of their field labor hours into the prefabrication process at an average productivity improvement of 30% in addition to significant material cost savings. We will discuss how contractors are able to do this through value stream mapping, product standardization (at the component, assembly and system level), design for assembly, manufacture and installation principles, supply chain management and other tools broadly used outside of construction but being used successfully by contractors. We will use case studies of US based contractors including pictures and detailed descriptions of what they have done, why, and the results they are enjoying.

Learning Objectives:

- How to transform your organization to address schedule compression, pricing pressure and manpower shortages in a meaningful way
- Learn best practices to accelerate organizational change and make it stick, long-term
- Introduce tools, techniques and ideas to innovate your company to overcome industry challenges and drive substantial bottom line improvements



Cal/OSHA – New, Dangerous Waters

Max Muller

Friday, August 18, 2017

7:30 a.m. – 2:30 p.m.

Member: Free

Non-Member: \$179

It's the little things that can get you. This information-rich, fast-paced session is filled with do's and don'ts related to the most impactful changes to Cal/OSHA standards over the past two years, and those that will go into effect during 2017; together with those oldies but not so goodies like Cal/OSHA's Multi-Employer Citation Policy. The suggestions made during this important sessions could save your company thousands of dollars. Really!

First Aid & Adult/Infant CPR

A & J Training Trust Fund

Wednesday, October 4, 2017

7:30 a.m. – 4:00 p.m.

Members: Free

Non-Members: \$179

CPMCA's has partnered with the Apprentice & Journeyman Training Trust Fund to offer CPMCA members First Aid/Adult CPR training.

This class allows you to obtain your First Aid Certification which is good for (3) three years and your Adult & Child CPR certification which is good for (1) one year. General contractors are sporadically checking and requesting such certifications. It is advised that your workforce maintain a current certification and that you are able to provide it upon request.



Customer Service Excellence

Mark Matteson

Thursday, November 2, 2017

7:30 a.m. – 3:30 p.m.

Member: Free

Non-Member: \$179

The purpose of business is to get and keep customers. Learn how to lower churn, deal with angry customers and keep more of the clients you have worked so hard to earn. What if you kept more of the business you have?

Skills and habits you can expect to take away:

- How to Keep More of The Business You Have
- How to Build Breakthrough Relationships with Your Clients
- Telephone and Field Soft Skills Transfer
- How to Deal with An Angry Customer (And Turn Him into A Raving Fan)
- How to Generate Endless Referrals from The Field
- 10 Strategies Every Manager Needs to Know and Adopt
- The Value of Appreciation, Respect and Understanding
- Generating Leads and New Business From The Field
(Increasing Revenue Without Increasing Overhead!)

CLICKSAFETY ONLINE COURSES

ClickSafety – Online Safety Courses

**Anytime – Accessible 24/7
online from your computer**

Member: Free (however CPMCA will bill for the cost of the class if the class is not completed)

Non-Member: Not Available



As the leader in online safety training solutions, ClickSafety offers a comprehensive library of over 300 courses, specifically engineered to help you build a world-class safety culture. Developed by Certified Safety Professionals and Certified Industrial Hygienists, our courses are designed to protect your most valuable asset – your employees. A complete list of topics is available on CPMCA's website.

Please note: all classes must be completed within 6 months from the start date. Classes are offered free of charge to members, however CPMCA will bill for the cost of the class if the class is not completed by due date.

OSHA Online 10-Hour Safety & Health

Anytime Online

OSHA 10-Hour Construction is a part of an online OSHA outreach program that results in a valid DOL/OSHA 10-Hour Card. This OSHA10 online training course teaches recognition, avoidance, abatement and prevention of safety and health hazards in workplaces. This course also provides information regarding workers' rights, employer responsibilities and how to file a complaint. It was also designed to help individuals stay up-to-date with their OSHA safety requirements.

OSHA Online 30-Hour Construction

Anytime Online

OSHA 30-Hour Construction is an OSHA-Authorized online course featuring the required steps for completing OSHA Outreach training and receiving an OSHA 30 Card. This online training covers everything from Electrical Hazard Safety to Fall Protection. ClickSafety's OSHA 30-Hour Construction course is a proven way to receive a valid OSHA 30-Hour Card and achieve the safety level required by your company for work in the construction industry.

OSHA Updates Confined Spaces in Construction Standard

Anytime Online

OSHA's final rule for Confined Spaces in Construction went into effect August 3, 2015. Are you and your coworkers prepared for the changes? This week, Pete Rice, CSP, CIH discusses OSHA's Final Rule for Confined Spaces in Construction, including how it differs from the Confined Spaces in General Industry standard. Pete shares the Top 5 Changes to the CS in Construction rule and why the new rule was enacted.

ClickSafety has 2 new Confined Spaces in Construction online safety training courses that meet OSHA's final rule for Confined Spaces in Construction:

Confined Spaces in Construction Awareness (20-minute)

Confined spaces in Construction; An Instruction (75-Minute)

Cal/OSHA Heat Illness Prevention for Workers

Cal/OSHA Heat Illness Prevention is intended for employers in all industries that have employees working in California with the potential for exposure to heat illness and heat stress. This course is intended to familiarize the student with the basics of Cal/OSHA's standard, titled Heat Illness Prevention, and found in Section 3395 of the Title 8 California Code of Regulations, effective on May 1, 2015.

CLICKSAFETY ONLINE COURSES

CONTINUED

Asbestos

Asbestos exposure happens when workers disturb asbestos-containing materials during demolition and renovation of buildings. In this introductory course, we will teach you about the properties and exposures of asbestos as covered by OSHA Standard Subpart Z 29 CFR 1910.1001 for General Industry. This course also covers how to protect workers from exposure of asbestos in the workplace.

100% Fall Protection

This course is intended to inform students of basic guidelines and methods employed for a 100% fall protection program. It reviews elements of fall hazards, fall hazard evaluation, and fall hazard control. This training references applicable OSHA requirements and other pertinent information. Real life case studies and lessons learned are presented to illustrate the “why” and the “need” for compliance and following OSHA requirements and industrial best practices.

To sign-up for online training through our partners at ClickSafety.com, please contact CPMCA or the A & J for more information. CPMCA process enrollment for contractor members staff personnel while the Apprentice & Journeymen Training Trust Fund processes class assignments for Union members.



WEBCASTS ARE AVAILABLE AT WWW.CPMCA.ORG!

NOTE: All Webcasts are Online Courses that can be accessed on CPMCA's website at any time. They are available to CPMCA members only. Your company login information is required to access these courses.

Active Listening

Mark Matteson

Online Course – Please contact our office to obtain or create login credentials.

Active Listening is vital in today's business environment. In this webcast, you will learn from Mark Matteson the 4 steps to Active Listening and how to apply them in everyday business communication with your customers. According to Mark Matteson, the 4 steps to active listening are: listen active and with intention, pause 3 – 5 seconds before responding, question for clarification and paraphrase. Incorporating these 4 basic steps into your customer relations will improve your effectiveness and increase your sales with your customers

BIM 101

Dwayne Lindsey

Online Course – Please contact our office to obtain or create login credentials.

There is simply no easier way to learn about BIM (Building Information Modeling) than viewing this easy to understand webcast. You will learn exactly what BIM is and why it's good for your industry in a non-technical way.

Excel: Insert Excel Sheet into Word

Ginnie Floraday

Online Course – Please contact our office to obtain or create login credentials.

You can incorporate an Excel workbook into your Word document. You have the choice of linking to the actual Excel sheet or bringing in a static copy of the worksheet. If you link to the original file it is called embedding. If changes are made to the original selection they will appear in the copied text within Word. A static copy will not transfer any of the changes back to the spreadsheet.

Excel: Solver Procedure

Ginnie Floraday

Online Course – Please contact our office to obtain or create login credentials.

This webcast will show you how to use the Solver function in Excel to streamline formulas in spreadsheets. Solver allows you to calculate a formula backwards. Participants will learn how to change the value of a cell that is dependent on a formula. An example of the application of this function is budgets. After setting individual projections within each department, a department total is generated for each department. If you know that a certain department cannot exceed a certain amount, the Solver can modify the individual numbers that impact the total. All you have to do is identify what the total should be, and Solver will modify any of the related cells.

Excel: Summarizing Data with Subtotals in Excel

Ginnie Floraday

Online Course – Please contact our office to obtain or create login credentials.

When the data is in list form, Microsoft Excel can calculate and insert subtotals in a worksheet. When you specify the items you want to create subtotals for, the values to be summarized, and the functions to use on the values, Microsoft Excel outlines the worksheet so that you can show or hide as much detail as you need. If you have summarized data by using formulas that contain functions such as SUM, Microsoft can automatically outline the data.

Going Green – Valuable Opportunities for Mechanical Contractors

Jeff Grossberg

Online Course – Please contact our office to obtain or create login credentials.

Jeff Grossberg will inform member contractors about the growing demand of sustainable technology. Grossberg encourages contractors to become leaders, rather than followers, and offers guidance on how contractors can grow their business and garner market share by entering the green building marketplace.

Green Building: LEED Certification and Sustainable Design

Lincoln Pearce

Online Course – Please contact our office to obtain or create login credentials.

Once considered a passing fad, green building has driven its roots deep into the American landscape. City Halls in Chicago and Atlanta have green rooftops and green building initiatives are thriving in Los Angeles, Seattle, Denver, Dallas and other major cities nationwide. Even the United Nations headquarters in New York will be renovated with green principles in mind.

Green Building: LEED Certification “So You Want to be a Green Contractor”

Dan Bulley

Online Course – Please contact our office to obtain or create login credentials.

Learn what it takes to become a green contractor with Dan Bulley.

Mechanical Estimating Techniques

Keith Rahn

Online Course – Please contact our office to obtain or create login credentials.

If you can expertly estimate the cost of a construction project you have the edge in the bidding process. Keith Rahn will teach you how to analyze contract documents and estimate more accurately than your competition. Keith’s techniques will give you the tools you need to win the bid and establish long-term trusted relationships with your customers.

Microsoft Office 2007 Excel

Ginnie Floraday

Online Course – Please contact our office to obtain or create login credentials.

This webcast will give an overview to the updated version of Excel including improvements to Pivot tables, Filters and advanced formatting.

Microsoft Office 2007 Overview

Ginnie Floraday

Online Course – Please contact our office to obtain or create login credentials.

This webcast will give an overview to the updated versions of Excel, Word, PowerPoint and Outlook. Some of the new features to be reviewed will be the Ribbon (the replacement for the toolbar), the Mini Toolbar, document Themes and Quick Styles in Word. Excel enhancements include improvements to Pivot tables, Filters and advanced formatting.

Microsoft Word Fill-In Forms – Build a Word document with Fields

Ginnie Floraday

Online Course – Please contact our office to obtain or create login credentials.

A form is a structured document with spaces reserved for entering information. You design the form, and others can fill it in on paper or in Microsoft Word.

PowerPoint: Introduction to PowerPoint 2007

Ginnie Floraday

Online Course – Please contact our office to obtain or create login credentials.

This webcast will provide an overview to the updated version of PowerPoint.

Retro-Commissioning

Chris Philbrick

Online Course – Please contact our office to obtain or create login credentials.

Retro-Commissioning is a commissioning process applied to existing buildings that have never been commissioned. It is a systematic, documented process that identifies low-cost operations and maintenance improvements in existing buildings and brings the building up to the design intentions of its current usage. Retro-commissioning assures that the mechanical systems are optimally integrated and perform together as efficiently as possible. Retro-commissioning's primary focus is on using O&M tune-up activities and diagnostic testing to optimize the building systems. This course will outline the process and phases of RCx: planning, investigation, implementations, measurement and verification. Chris Philbrick will cover a typical project that has moved through the retro-commissioning process and will include a summary of cost and savings for multiple projects. Typical low cost measure will be discussed as well as how the retro-commissioning process relates to LEED EB credits.

Water Efficiency and How It Relates to Green Building

Jim Allen

Online Course – Please contact our office to obtain or create login credentials.

Seventy percent of the Earth's surface is water...and yet only 3 percent is fresh water, and 57 percent of that fresh water is frozen in polar ice caps and glaciers. Only 1 percent of the Earth's water is available for human consumption – and the green building movement is working to conserve that vital, limited supply. This online course will inform member contractors about the importance of water conservation, as well as ways to improve water efficiency in a building project. The online course covers how different industries use water and provides an overview of national conservation initiatives. Upcoming technologies and emerging trends to conserve water are also discussed.

Workplace Violence

Rick Maltz

Online Course – Please contact our office to obtain or create login credentials.

Workplace violence is a leading liability to employers, but can be prevented with proper on-the-job measures. This webcast helps employers understand the impact of workplace violence, explains what Red Flag indicators to look for, and review best practices for developing a Workplace Violence Prevention program.



CPMCA

California Plumbing & Mechanical
Contractors Association

**California Plumbing & Mechanical
Contractors Association
3500 W. Olive Avenue, Suite 860
Burbank, CA 91505**

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