



CPMCA

California Plumbing & Mechanical
Contractors Association

Seminar Catalog

**July–December
2018**

**Computer Skills/Technology Computer Skills/Technology • Management
Foreman Training • People Management/Skills • Project Management
Project Management/Foreman Training Program • Estimating
Sales/Service/Safety • Certified Safety – Safety Risk Control • Webcasts**



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CPMCA Executive Committee, Board of Directors

Executive Committee 2018–2019

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Contractors – San Diego

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Murray Co.

Jay Lusita, Secretary

Tier One Plumbing

Tim R. Healy, Treasurer

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Bryan Suttles, Executive Committee Elect

Suttles Plumbing & Mechanical Corporation

Board of Directors Term Ending 12/31/2019

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ARB, Inc.

Matt Cunningham

Jackson and Blanc

John Feikema

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Tom Finell

Southland Industries

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Verne's Plumbing, Inc.

Board of Directors Term Ending 12/31/2018

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Murray Company

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Kinetics

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Education Committee

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Scott Baker

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Schultz Mechanical

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All Area Services, Inc.

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Suttles Plumbing & Mechanical Corporation

Bill Thompson

Meadows Mechanical

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Chip Martin

Executive Director

Johanna Bracy

Vice President of Member Services

Michelle Lynn

Director of Education

Dana Giambalvo

Office Manager

Letter from the Executive Director



We are delighted to present you with CPMCA's 11th semi-annual Seminar Catalog featuring classes July – December 2018. In addition to some favorites, you will find new courses in foreman training, OSHA recordkeeping, people management and employment law. Learn how to develop and maximize your team's strengths as a foreman, how to better and more accurately complete your OSHA 300 form, how to coach your employees to better perform, and how new California employment laws will impact your company. We believe our curriculum will further empower, enrich and add to your existing skillset.

Also new:

CPMCA Service Contractors Alliance – This year, CPMCA developed a new group of service contractor members, whose mission is to provide services tailored to our service contractor members' needs. We are excited to be offering our first class specifically designed for our service contractors: "Delivering the Ultimate Service Experience: A Guide for Technicians" taught by Kevin Dougherty. Your service staff will not want to miss out!

Classes in San Diego – We are offering 2 classes in San Diego in order to more comprehensively serve our membership. Please take advantage and mark your calendars!

Journeyman Upgrade Training Requirement – Effective September 1, 2018, All Book 1 and Book 2 Journeymen must annually complete 10 hours of approved journeymen training as a condition of new or continuing employment. Training hours starting on January 1, 2018 will count. ***On page 6 of this course guide, classes marked with an asterisk are approved and will count toward required Journeyman Upgrade Training hours.*** For more specific information about annual requirements and approved courses, please visit www.uniontopics.com/journeyman-training.

We encourage you to browse through this brochure and highlight courses that speak to your company, position or department. CPMCA continues to pride itself in offering seminars in many areas of training with one goal in mind; for the overall betterment of our contractors and their workers in Southern California. We welcome you to attend as many seminars as fit your interest and career!

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 last half of 2018.

July

- 12 OSHA 300 Recordkeeping – New Requirements*
- 20 Bluebeam Revu 2018

August

- 10 It's About TIME
- 15 Interpreting Construction Documents
- 16 Delivering the Ultimate Service Experience: A Guide for Technicians
- 16 Microsoft Excel 2016 – Part 1, 2, & 3 (SAN DIEGO)
- 17 Delivering the Ultimate Service Experience: A Guide for Technicians (SAN DIEGO)
- 23 The Best Kept Secrets of Successfully Managing Employees*

September

- 14 Change Order Requests and Change Order Management
- 19 First Aid & Adult/Infant CPR*
- 21-22 Project Manager/Foreman Training Series 7 & 8*

October

- 4 Estimating and Blueprint Reading
- 19-20 Project Manager/Foreman Training Series 9 & 10*
- 24 A Foreman's Field Guide to Developing Your Workforce*
- 25 New Laws Affecting Employers in 2018 & The ABC's of Leave of Absences

November

- 7 First Aid & Adult/Infant CPR*

Computer Skills & Technology

- Bluebeam Revu 2018
Friday, July 20, 2018
- Microsoft Excel 2016 – Part 1, 2, & 3
Thursday, August 16, 2018

Management

- New Laws Affecting Employers in 2018 & The ABC's of Leave of Absences
Thursday, October 25, 2018

Foreman

- A Foreman's Field Guide to Developing Your Workforce
Wednesday, October 24, 2018

People Management/Skills

- The Best Kept Secrets of Successfully Managing Employees
Thursday, August 23, 2018

Project Management

- It's About TIME
Friday, August 10, 2018
- Change Order Requests and Change Order Management
Friday, September 14, 2018

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"

Estimating

- Interpreting Construction Documents
Wednesday, August 15, 2018
- Estimating and Blueprint Reading
Thursday, October 4, 2018

Project Manager/Foreman Training Series

- Project Manager/Foreman Training Series 7 & 8
Fri & Sat, September 21-22, 2018
- Project Manager/Foreman Training Series 9 & 10
Fri & Sat, October 19-20, 2018

Sales/Service/Safety

- OSHA 300 Recordkeeping – New Requirements
Thursday, July 12, 2018
- Delivering the Ultimate Service Experience: A Guide for Technicians
Thursday, August 16, 2018
- Delivering the Ultimate Service Experience: A Guide for Technicians (SAN DIEGO)
Friday, August 17, 2018
- First Aid & Adult/Infant CPR
Wednesday, September 19, 2018
- First Aid & Adult/Infant CPR
Wednesday, November 7, 2018

- 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 – Nashville, TN | July 29-August 1, 2018 |
| Field Leaders Conference – Houston, TX | September 12-14, 2018 |
| MSCA Dispatchers Professional Development Training Program – Kansas City, MO | September 12-13, 2018 |
| IPM Class 69, Week 2 – Austin, TX | September 23-27, 2018 |
| Advanced Leadership Institute Course 18, Week 1 – Wellesley, MA | September 23-27, 2018 |
| IPM Class 70, Week 2 – Austin, TX | September 24-28, 2018 |
| MCAA's GreatFutures Forum – Where Students and Contractors Come Together – Anaheim, CA | September 27-29, 2018 |
| IFEBP Conference – New Orleans, LA | October 14-17, 2018 |
| MSCA CONNECT Annual Education Conference – Huntington Beach, CA | October 21-24, 2018 |
| IPM Class 71, Week 1 – Austin, TX | October 21-25, 2018 |
| IPM Class 72, Week 1 – Austin, TX | October 22-26, 2018 |
| Collective Bargaining Seminar | October 31 – November 2, 2018 |
| 2018 MSCA Sales Masters Week 2 – Houston, TX | November 4-9, 2018 |
| Advanced Leadership Institute Course 18, Week 2 | November 4-9, 2018 |
| Field Leaders Conference – San Francisco, CA | November 7-9, 2018 |
| Industry Improvement Funds Conference – Longboat Key, FL | December 5-7, 2018 |

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 Institute for Project Management, contact Harlee Gallo @ hgallo@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 – Vintage House, Yountville, CA | July 25-29, 2018 |
| CPMCA Annual Dinner – Old Ranch Country Club, Seal Beach, CA | December 7, 2018 |

CPMCA Contacts:

For educational classes and CPMCA Technology Day, contact Michelle Lynn @ michelle@cpmca.org or 818-275-2893.

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



CPMCA

July 25-29, 2018

December 7, 2018



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 25 years. Currently, Troy serves as Project Executive/Business Development at Holmberg Mechanical in Seattle and teaches mechanical construction courses nationally under his consulting company Aichele and Associates, LLC. Troy is a member of the MCAA's (Mechanical Contractors Association of America) Board of Directors, Past-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 former member of the MCAA's Board of Trustees, MCERF (Mechanical Contracting Education & Research Foundation).



Nic Bittle is the founder of Work Force Pro and works with contractors that want to prepare and develop their workforce to lead with impact, act like a pro, and perform at their best on a daily basis. He does this in a variety of different ways. Through presentations and workshops, through tools that he has developed which are designed to support the learning process, and through a unique information delivery system called D.R.I.P. Information™. He is the architect of 2 performance improvement process curriculums, that use the D.R.I.P. Information™ process that are specifically designed to prepare and develop our current and next generation work force for the roles and responsibilities that lie ahead. Nic is author of three books, *Small Business, BIG Mistakes*, *Perform Like the Boss!* and *Good Foreman; Bad Foreman*.



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.



Kevin L. Dougherty has been speaking to the construction industry for the past 27 years. Kevin represents a changing industry - aggressive, realistic, and open-minded. Kevin's work and education experience enables him to relate to today's problems and provides tangible solutions in an easy-to-listen style. He has taught thousands of people in various seminars. His client base ranges from family-owned businesses to corporate conglomerates. In addition to speaking and writing articles, Kevin has served as sales manager and corporate trainer for a multimillion-dollar mechanical contractor and specialty services contractor.

Kevin has also been a frequent speaker for various PHCC, ISA SBA, SMACNA, MCAA, MSCA, NECA, SMWIA, U.A., QSC, and numerous other trade associations and locals. Kevin's humorous and energetic speaking style has made him a convention favorite. He has spoken to such groups as Benjamin Moore & Co., 3M, Johnson Controls, W.R. Grace, Ferguson Enterprises, Morton International, Manville/Schuller, York International, and Hagemeyer Electrical Australia, The National Labor College just to name a few. Kevin's ability to entertain audiences and hold their interest while getting his message across consistently makes him one of the industries top speaking and training talents.



Gary Glader, CSP is the President of Horton Safety Consultants and oversees a team of 15 safety professionals. The company provides a wide array of safety and industrial hygiene services to clients in a variety of industries including construction, transportation, and manufacturing. Services include program assessment, program development, OSHA compliance assistance, training, safety observations, and culture change. A lifetime endeavor, Gary always tries to make dry material educational and entertaining using his dry sense of humor and sarcasm. Gary and his team have built, and maintained, strong personal relationships with ownership, management, supervision, and front line

workers of the many clients the company services. Clients benefit from reductions in injuries, reduced costs, enhanced marketability, and improved morale. Gary is a member of the Chicagoland Associated General Contractors safety committee and works with other trade associations including the CPMCA, MCA of Chicago, Plumbing Contractors Association, and the National Demolition Association



Scott Koenig has almost 20 years of training experience. He came to Bluebeam in August of 2015 after spending 18½ years training at ADP. As a Sr. Specialist in the Training and Development group, he currently works with AEC clients leading interactive classes on the basics of Revu as well as advanced workflow trainings. Scott also works as a trainer with our Bluebeam Certified Instructor (BCI) program where he leads classes that teach clients and resellers to train on Revu. He is married and has four kids ranging in age from 6 to 16. Scott's favorite part of being a trainer is that light-bulb moment that people get when they learn something new and it makes sense.



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.**



Chip Ossman has 42 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, prepares and evaluates construction delay, disruption, and inefficiency claims, and serves as an arbitrator and 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.



Jeanette Popiel is an Industry Specialist at Bluebeam Software where she uses more than 10 years of architecture industry experience to help AEC firms and government organizations from traditional, paper-based workflows to more efficient, digital workflows with Bluebeam Revu. Prior to Bluebeam, Jeanette spent six years with HNTB Architecture where she led project teams in Building Information Modeling, design coordination and construction administration for large-scale aviation and sports projects. Jeanette received her Bachelor of Architecture from Philadelphia University.



Keith A. Rahn is a faculty member (Assistant Professor) at Auburn University in the McWhorter School of Building Science. He served as an Instructional Assistant Professor at Illinois State University for 9 years in the Construction Management program. Mr. Rahn has taught classes in mechanical and electrical systems, project management & administration, estimating & project scheduling and construction material & methods. In 2007, the MCAA presented him with the “Educator of the Year” award at the national convention. With 15 years of mechanical industry experience in estimating, project management and ownership with MCAA contractors, his industry knowledge coupled with his educational background provides an unparalleled classroom experience.



Joe Sullivan holds over a decade of experience as an educator and trainer to both adults and high school students. He excels at translating highly technical information into training curriculums that can be grasped and mastered by any student. For the past four years he has consulted with some of the most innovative architecture, engineering and construction firms in the US, helping them improve their workflows with Revu’s intuitive features and functionality. Joe has spent the last few years providing hands on training to help AEC professionals learn to use Revu. He received an MFA from the University of California, Riverside.



Roxana E. Verano is a twenty-year veteran of employment law. Roxana advises and counsels management in all areas of labor and employment law, with an emphasis in identifying practical solutions to help ensure compliance with state and federal law and avoid litigation. She represents employers in state and federal court and administrative agencies involving discrimination, harassment, retaliation, contracts, collective bargaining and employment related torts. Roxana is regularly called upon by clients to guide them with discharge/discipline issues, workplace investigations, and other sensitive employment-related problems.



Microsoft Project 2016 – Part 1, 2, & 3

New Horizons Computer Learning Center – SAN DIEGO

Thursday, August 16, 2018

8:00 a.m. – 4:00 p.m.

Member: Free

Non-Member: \$299



We will be offering all 3 parts of this class on the same day. Please read the descriptions and choose which class best suits your skill level.

Part 1: This course is intended for students who wish to gain the foundational understanding of Microsoft Office Excel 2016 that is necessary to create and work with electronic spreadsheets. To ensure success, students will need to be familiar with using personal computers and should have experience using a keyboard and mouse. Students should also be comfortable working in the Windows® 10 environment and be able to use Windows 10 to manage information on their computers. Specific tasks the students should be able to perform include: opening and closing applications, navigating basic file structures, and managing files and folders. Upon successful completion of this course, you will be able to create and develop Excel worksheets and workbooks in order to work with and analyze the data that is critical to the success of your organization. You will: Get started with Microsoft Office Excel 2016. Perform calculations. Modify a worksheet. Format a worksheet. Print workbooks. Manage workbooks.

Part 2: To ensure success, students should have completed Microsoft® Office Excel® 2016: Part 1 or have the equivalent knowledge and experience. This course is designed for students who already have foundational knowledge and skills in Excel 2016 and who wish to begin taking advantage of some of the higher-level functionality in Excel to analyze and present data. Upon successful completion of this course, you will be able to leverage the power of data analysis and presentation in order to make informed, intelligent organizational decisions. You will: Work with Functions Work with Lists Analyze Data Visualize Data with Charts. Create advanced formulas. Analyze Data with PivotTables and PivotCharts.

Part 3: This course builds off the knowledge presented in the Microsoft® Office Excel® 2016: Parts 1 & 2 courses to help you get the most of your Excel experience! To ensure success, students should have practical, real-world experience creating and analyzing datasets using Excel 2016. Specific tasks students should be able to perform include: creating formulas and using Excel functions; creating, sorting, and filtering datasets and tables; presenting data by using basic charts; creating and working with PivotTables, slicers, and PivotCharts; and customizing the Excel environment. This course is intended for students who are experienced Excel 2016 users and have a desire or need to advance their skills in working with some of the more advanced Excel features. Students will likely need to troubleshoot large, complex workbooks, automate repetitive tasks, engage in collaborative partnerships involving workbook data, construct complex Excel functions, and use those functions to perform rigorous analysis of extensive, complex datasets.



Bluebeam Training – Revu 2018

Scott Koenig, Joe Sullivan & Jeanette Popiel

Friday, July 20, 2018

7:30 a.m. – 3:30 p.m.

Member: \$100

Non-Member: \$299



Made for today's design and construction projects. Bluebeam develops innovative technology solutions that set the standard for project efficiency and collaboration for AEC professionals worldwide. For those who design, engineer, bid and build our world, Bluebeam Revu® is how professionals get more done. More than 1 million design and construction professionals worldwide trust Revu to elevate project efficiency and collaboration.

This class will consist of 2 tracks for beginners and one for advanced:

Bluebeam Revu Basics I Document Control

Beginner

Spend the first half of the day learning about the Revu Basics: Interface, Navigation, Profiles, Document Editing, Markup Tools, Tool Chest and the Markups List. Spend the afternoon mastering Revu's Document Control features and get a taste of what Studio has to offer!

Bluebeam Revu Basics I Takeoffs & Estimation

Beginner

Spend the first half of the day learning about the Revu Basics: Interface, Navigation, Profiles, Document Editing, Markup Tools, Tool Chest and the Markups List. Spend the afternoon learning to make the most of Revu's Takeoff & Estimation features and get a taste of what Studio has to offer!

Bluebeam – Document Control I Takeoffs & Estimation

Advanced

This session is for those who are familiar with skills covered in Basics. Build upon your skills and learn about some more advanced workflows like Takeoffs & Estimation, collaborating with Studio and managing changing and revisions with our Document Control features.



bluebeam®
NO LIMITS™

New Laws Affecting Employers in 2018 & The ABC's of Leave of Absences

Roxana Verano

October 25, 2018

7:30 a.m. – 11:30 a.m.

Member: Free

Non-Member: \$179



“New Laws Affecting Employers in 2018”

- Salary History during the hiring process
- Criminal History during the hiring process
- Navigating Federal and State Immigration Related Laws
- New expansion of the parental leave law
- The Labor Commissioner is given broad, new investigative powers
- New anti-harassment training requirements
- New required Postings
- General Contractors liable for subcontractors' failure to pay wages and benefits
- Minimum wage increases depend on the size of the employer and geographical location

“The ABC's of Leave of Absences”

- Learn which paid sick leave laws to apply to your business.
- Discover how the FMLA, CFRA, PDL and Workers' Compensation leaves interact with one another.
- A review of your obligations to provide pregnancy disability leave.
- Learn what to do when an employee needs a leave of absence due to a workers' compensation injury.
- Know your obligations to provide a reasonable accommodation to a disabled employee.
- How to properly engage in the interactive process.

A Foreman's Field Guide to Developing Your Workforce

Nic Bittle

Wednesday, October 24, 2018

7:30 a.m. – 3:30 p.m.

Member: Free

Non-Member: \$179



This class is for Supervisors, Foreman, Key Journeyman & Future Leaders.

Step I: What Smart Leaders are Doing to Develop Their Workforce

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 longterm 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 performs at their best and communicates on a higher level.
- How to develop initiative in others.
- Why we must step up and lead & the cost if we do not.
- How to navigate the different mindsets and personalities our leaders encounter on a daily basis.
- The tips, tricks, tactics, and techniques a foreman and/or supervisor must master to effectively lead in today's market.

Step II: How Effective Leaders Get More Out of Their Crew on a Daily Basis

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? In this program your Supervisor/Foreman will learn:

- How to break down the communication barriers between a foreman and his or her crew.
- The best way to set expectations that will stick with your crew.
- How to develop each team member so that everyone performs at his or her best on a daily basis.
- How to identify the next leader and begin to groom them for that position.
- How to develop a work ethic in the next generation.
- How to deal with conflict on the job.
- How to deliver constructive criticism that won't end in a fight.
- The tips, tricks, tactics, and techniques a foreman and/or supervisor must master to effectively lead in today's market.

The Best Kept Secrets of Successfully Managing Employees

Dan DeSalvo

Thursday, August 23, 2018

7:30 a.m. – 2:30 p.m.

Member: Free

Non-Member: \$179



If you're like most managers, you're always looking for new ideas when it comes to managing employees. Whether you want low-cost tips on boosting motivation or step-by-step tips for coaching employees to better performance, we've got what you need. Today, managing employees is a whole new ballgame. You've got generational issues...high turnover...low morale. While these issues existed 10 years ago, people have changed. The job market has changed. And that's just the beginning. That's why we've packed this workshop with all-new tips for handling your toughest problems. You'll get fresh solutions that relate to today's employees and work environment. This course is for managers at all levels, department supervisors and team leaders. Course objectives:

- Apply effective communication techniques
- Resolve conflict and minimize confrontations
- Identify methods to deal with problem employees
- Assemble and lead cross-generational teams
- Recognize priorities and manage time
- Guide the delegation process
- Select appropriate and targeted motivation techniques



It's About TIME

Mark Matteson

Friday, August 10, 2018

7:30 a.m. – 2:30 p.m.

Member: Free

Non-Member: \$179



Each of us has 24 hours in a day, no more, no less. Imagine having your best year ever. Imagine information that would assist you in getting twice as much done in less time. What if you could do more of the right things that need doing in your business or job? Imagine achieving your professional and personal goals in a fraction of the time. In this course, you will learn:

- How to conduct more effective meetings
- Discover 55 time saving ideas
- How to do first things first, one thing at a time and finish what you start
- How to demystify and leverage social media
- How to achieve your goals in less time
- Discover ways to stop procrastinating and get things done
- How peak performers think differently and soar with their strengths and delegate their weaknesses
- How to work smarter, not harder to achieve the results that matter to you most
- Discover the value of knowing “Your Plimsol Line” How much is too much? What is your sweet spot of effectiveness?
- How to conduct a project debrief or autopsy?

Change Order Requests and Change Order Management

Chip Ossman

Friday, September 14, 2018

7:30 a.m. – 11:30 a.m.

Member: Free

Non-Member: \$179

This session is primarily directed to current and potential project managers of all experience levels. However, all office and field personnel, including upper management, will find the session worthwhile.

Changes on a construction project are a matter of practical reality. Though changes 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
- Types of changes
- Causation
- Entitlement
- Change administration
- Notice
- Acknowledgement
- Incorporation in the contract
- Full and final considerations
- Pricing methodologies
- Proof of delay
- Disruption and inefficiency
- Direct cost calculations
- Extended overhead calculations
- Death by a 1,000 cuts
- 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/FOREMAN TRAINING PROGRAM

This year, we are excited to offer you a new iteration of John Koontz' Project Management and Foreman Training classes! In an effort to encourage the strongest synergy between the Project Manager and Foreman, we have restructured the course content combining the most relevant topics to the entire project team (Project Manager and Foreman). Topics are hand-picked from John Koontz' past Project Management and Foreman training classes and streamlined to create a curriculum that will benefit both Project Manager and Foreman individually and collectively as a team. This course is intended for both Project Managers and Foremen to attend and will consist of FIVE 2-day classes (scheduled throughout the year), allowing members to complete the entire program in a year.

Project Manager and Foreman Training Program 7 & 8

John R. Koontz

Fri & Sat, September 21-22, 2018

Day 1: 7:30 a.m. – 4:30 p.m.; Day 2: 7:00 a.m. – 11:00 a.m.

Member: \$100

Non-Member: \$179

This two-day course will cover the following:

- **Time Management Skills and Managing Multiple Projects** – Project management is a dynamic and challenging thing to do for a living. It creates numerous time management challenges for the project manager and causes daily chaos that must be successfully managed in a way that maintains project productivity, project profitability, and customer relationships. Effective and efficient managers of time who can successfully manage multiple projects are therefore invaluable to their firms. Improving time management ability for a project manager or foreman is a difficult proposition that takes great personal commitment and self-discipline. This session identifies the greatest time wasters and provides strategies for improving time management skills. Students will also identify and discuss the best practices required for becoming a better manager of multiple projects. In this session, the instructor will provide proven methods and practices for improving the time management ability of a project manager or project foreman.
- **Basic Negotiating Skills** – Mechanical foremen and project managers spend a substantial part of each day negotiating with everyone in which they interact: they negotiate numerous items including worker issues, customer issues, change orders, subcontracts, equipment and material purchases, rental equipment rates, submittal and shop drawing approval, time and space allocation, back charges, etc. Most foreman and project managers have no formal training in negotiating – putting them at a great disadvantage. This session provides basic skills to improve negotiating abilities and increase your comfort level when negotiating.
- **Critical Leadership Skills** – Strong leadership skills are synonymous with successful project management. The success of project managers and project foremen largely depends on their leadership ability in creating and managing highly effective and productive project teams. There is no such thing as a great project manager or great foreman who is a weak leader. To have successful projects and a successful career, project managers and project foremen must develop critical leadership skills. This session provides an understanding of these critical leadership skills.

Project Manager and Foreman Training Program 9 & 10

John R. Koontz

Fri & Sat, October 19-20, 2018

Day 1: 7:30 a.m. – 4:30 p.m.; Day 2: 7:00 a.m. – 11:00 a.m.

Member: \$100

Non-Member: \$179

This two-day course will cover the following:

- **Profitably Managing Your Subcontractors** – Subcontractors represent a significant portion of most mechanical contracts, and the performance of your subcontractors is a direct reflection of your own performance in the eyes of an owner, construction manager, or general contractor. The project manager and project foreman’s effective management of subcontractors ensures a successful project that is profitable, completed on time, and completed within budget. When the project manager and foreman properly manage mechanical subcontractors, mechanical contractor risk is low, customer satisfaction is high, and strong long-term relationships are developed between the mechanical contractor and their subcontractors.
- **Successful Survival of Project Closeout** – The end of a project is usually a challenging and difficult time for the project manager and the foreman. Unfortunately, there is no magic formula, wand, or pill for eliminating the difficulty of project closeout. There are, however, several tactics and strategies the project manager and foreman can implement to improve end-of-job performance and mitigate the difficulties of project closeout.
- **Best Practices of the Industry’s Best Foremen and Project Managers** – Why are some foremen and project managers in our industry consistently more successful, project after project, than their peers? What separates the “great” ones from the “good” ones? While age, experience, attitude, and talent are important factors in a project manager or foreman’s success, the instructor has identified, and will share, the best practices skills that can be learned by any project manager or foreman who has the attitude, aptitude, and desire to improve and succeed. John will include an overview and in-depth discussion of the many of the best practices used by the industry’s best project managers and foremen. It also provides a review of the traits and qualities that are the common denominators among excellent project managers and foremen. This session will focus on the following “best practice” topics: planning, safety, production, material handling, integrity/ethics, leadership, budget awareness and cost control, relationship building, communication skills, managing change orders, fabrication usage, documentation, and mentoring/teaching/learning.



Interpreting Construction Documents

Keith Rahn

Wednesday, August 15, 2018

7:30 a.m. – 3:30 p.m.

Member: \$50

Non-Member: \$179

The proper reading of construction drawings is essential in our industry. This course is designed to give you the fundamental knowledge of how to use and interpret drawings in your job. Attendees will learn: 1) Design Process: Gain an understanding of the process architects/engineers and owners go through designing a project, 2) Language of Drawings: Discuss the use of symbols, lines scales and details to communicate a construction project, 3) Groundwork of a Project: Civil and foundation drawings provide a lot of information for several trades. Contour lines and their use will be discussed, 4) Building Shell: Gain an understanding of the superstructure and exterior design. Look at how the shell affects different trades, and 5) Creating the Perfect Environment: Discuss interior finishes and explore the important work hidden by the “beautiful” finishes. Gain knowledge on how to coordinate all of the work.

Estimating (4 Hours) & Blueprint Reading (1 Hour)

Troy Aichele

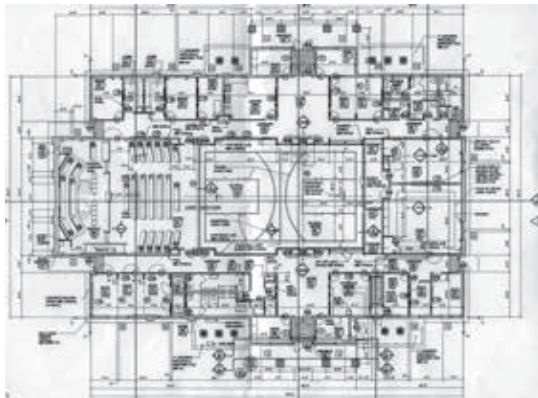
Thursday, October 4, 2018

7:30 a.m. – 12:30 p.m.

Member: \$50

Non-Member: \$179

In this course, instructor Troy Aichele, Aichele and Associates, LLC, takes attendees through the gamut of mechanical estimating, from start to finish. Beginning with a blueprint reading contract document scavenger hunt, Troy will review estimating philosophy, facilitate an actual in-class QTO (quantity take-off), cover the LEM (Labor Estimating Manual) uses, basic assumptions and productivity factors, perform a mock bid (utilizing the actual estimates created in class) and end with an activity where attendees use a one-of-a-kind estimate risk analysis worksheet that can be immediately added as one of your company’s estimating department tools.



OSHA 300 Recordkeeping – New Requirements

Gary Glader

Thursday, July 12, 2018

7:30 a.m. – 11:30 a.m.

Members: Free

Non-Members: \$179



The OSHA recordkeeping workshop will provide detailed information regarding what should, and should not, be reported on the OSHA 300 log. The workshop will also provide critical information regarding completion of the 300A form which will be reported or uploaded electronically. While the agency issues many citations to employers for inaccurate or incorrect recordkeeping, the most important consideration is avoiding an unnecessary inspection caused by over-reporting or incorrectly reporting this information. Workshop participants will also learn how to calculate OSHA incident rates and compare those rates to their peer group. Incident rates that exceed peer group rates are an indication of the opportunity to reduce injuries and incident rates. Simply completing and posting the OSHA 300 and 300A form is no longer enough. Affected employers **MUST** do a better job understanding and report only what the agency requires to be reported on the form or risk a costly and unnecessary inspection.

Delivering the Ultimate Service Experience: A Guide for Technicians



Kevin Dougherty

Thursday, August 16, 2018

Class 1: 7:30 a.m. – 11:30 a.m.

Class 2: 12:00 p.m. – 4:00 p.m.

Members: Free

Non-Members: \$179

Friday, August 17, 2018

Class 1: 7:30 a.m. – 11:30 a.m.

Class 2: 12:00 p.m. – 4:00 p.m.

Members: Free

Non-Members: \$179



**This class will be offered twice in the same day.*

This is a class designed to grow and enhance new and current customer relationships. Want to build a force field around your current and new customers? Topics include:

- Developing and using service standards for consistency and customer satisfaction
- How making the customer look good ensures your survival onsite
- Adding and leveraging the value on what you already do
- Changing the perceptions on how your technicians and dispatchers are perceived
- Getting your technicians and dispatchers to take more of a consultative sales approach
- Turning customer issues and complaints into opportunities
- Turn your technicians and dispatchers into solution providers
- Front-line relationship building strategies and tactics
- Empowering your dispatchers and service technicians to take care of customer issues on the spot
- Technician selling techniques
- Recorded technician sales training role plays

First Aid & Adult/Infant CPR

7:30 a.m. – 4:00 p.m.

Members: Free

Non-Members: \$179

Wednesday, September 19, 2018

A & J Training Trust Fund (Compton Training Center)

Wednesday, November 7, 2018

A & J Training Trust Fund (Van Nuys Training Center)



CPMCA has partnered with the Apprentice & Journeyman Training Trust Fund to offer CPMCA members First Aid/Adult CPR training. Two locations have been secured for our members convenience; the Compton Training Center and Van Nuys Training Center.

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.

CERTIFIED SAFETY – SAFETY RISK CONTROL

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.



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 brining 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

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