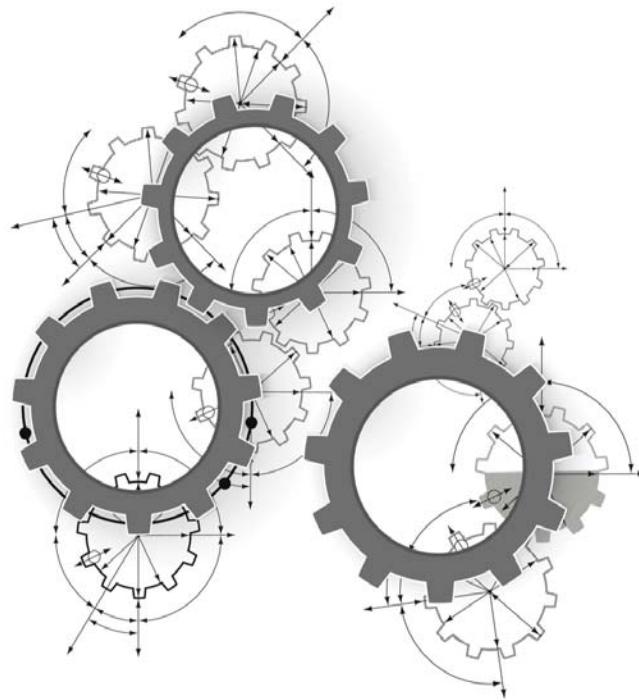


FALL 2020

# EDUCATION & SAFETY PROGRAMS

Committed to achieving excellence in the industry



MECHANICAL  
CONTRACTORS  
ASSOCIATION

## Letter from the Education Committee Chair

Dear Members,

We are pleased to present the Fall 2020 virtual education & safety offerings from the MCA of Eastern Missouri. Our goal is to deliver a broad range of courses from business management, field leadership, and computer technology to service and safety. The committee selected topics that address industry skillsets we feel will benefit you and your employees and help your business to be more competitive. There are several new courses, instructors, and programs this year, in which employees at all levels can take interest.

We encourage you to attend the webinars we've planned for the season. The schedule and course descriptions for this Fall are outlined on the following pages. You can also access the information on our website, [www.mca-emo.com/education](http://www.mca-emo.com/education).

Please feel free to contact me or the committee members with comments and ideas that will continue to improve our education program.

I am grateful for this opportunity to serve your companies.

Sincerely,

Greg Harrop

[gharrop@haberbergerinc.com](mailto:gharrop@haberbergerinc.com)

314-262-3064

Education Committee Chair

REGISTER FOR CLASSES AT [WWW.MCA-EMO.COM/EDUCATION](http://WWW.MCA-EMO.COM/EDUCATION)  
QUESTIONS? CONTACT CARLY CARMOSINO AT [CARLY@MCA-EMO.COM](mailto:CARLY@MCA-EMO.COM),  
(314) 571-6600

## About MCA-EMO

Our goal is to provide quality, in-demand programming that fits the needs of the mechanical contracting industry. Classes offered span a wide range of topics including field leadership, business management and computer technology, as well as safety, technical and service training.

## Officers

### President

Jeff Rush  
Icon Mechanical Engineers and  
Constructors, LLC

### Vice President

Steve Haberberger, Sr.  
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Integrated Facility Services

## Education Committee

### Chair

Greg Harrop  
Haberberger, Inc.

Kevin O'Meara  
Integrated Facility Services

Alan Bolt  
icon Mechanical Engineers and  
Constructors, LLC

Dan Ems  
icon Mechanical Engineers and  
Constructors, LLC

Nick Kniesche  
Murphy Company

Mark Miller  
National Sales Company

Kurt Voss  
Integrated Facility Services

## MCA Staff

Kristy Stephens  
Executive Director

Kim Slovacek  
Member Services

Carly Carmosino  
Program Manager

### Our Location

10825 Midwest Industrial Boulevard  
St. Louis, MO 63132.

The MCA EMO Training Center is conveniently located in Olivette, not far from Interstates 170 and 270.



\*Webinars offered online are presented using the Zoom or WebEx platforms.

### How to Register

Register online at <http://www.mca-emo.com/education/>. If you need assistance or have any questions about course offerings, please contact Carly Carmosino at [carly@mca-emo.com](mailto:carly@mca-emo.com) or by phone at (314) 571-6600.

### Course Fees

Education and Safety training courses are available at no cost to MCA Members and IBF Contributors unless otherwise specified. Partner Trade Organizations, Affiliated Organizations are invited to join classes at discounted prices listed on the registration page for each course.

### Cancellation Policy

The time our course instructors and staff dedicate to deliver high-quality programming is valuable. To help us plan accordingly and maintain our fiscal responsibilities, cancellations must be received at least 2 business days prior the start of an event. To cancel registration, please email Carly Carmosino at ([carly@mca-emo.com](mailto:carly@mca-emo.com)) or call (314) 571-6600.

Cancelling at least 2 business days in advance of a class ensures that MCA Contractor Members, Associate Members, and IBF Contributors will avoid a \$50 cancellation fee. Partner Trade Organizations, Affiliate Organizations, and public registrants will receive a full refund if cancelled within this timeframe.

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QUESTIONS? CONTACT CARLY CARMOSINO AT [CARLY@MCA-EMO.COM](mailto:CARLY@MCA-EMO.COM), (314) 571-6600

# Schedule at-a-Glance

FALL 2020

+ Indicates Safety Training

\* Indicates Affiliate Alliance

September		
9 & 11	9:00 AM – 12:30 PM	Microsoft Excel for Business: Intermediate
17	10:00 – 11:00 AM	Emerging Issues in Indoor Air Quality (IAQ)*
22	3:00 – 7:00 PM	Confined Space Safety +
24	8:30 – 11:30 AM	Situational Adaptability*
October		
7	3:00 – 7:00 PM	Scaffold Erecting/Dismantling +
14	8:00 – 11:00 AM	Freedom from Fear: Navigating the Rapids of Change
15	10:00 – 11:30 AM	The Profound Power of Presence: The Secret Weapon of Sales and Service for Mechanical Contractors*
20	12:00 – 6:00 PM	Adult CPR, AED, and Basic First Aid +
22	10:00 AM – 12:00 PM	Proposal Writing: Avoiding Pitfalls*
27	8:00 – 11:00 AM	Principles of Sheet Metal Estimating
29	2:00 – 4:00 PM	Asbestos & Lead Awareness +
November		
10	3:00 – 7:00 PM	ARC Flash NFPA 70E +
12	10:00 – 11:30 AM	3 Steps to Building a Culture of Feedback & Transparency*
12 & 13	9:00 AM – 12:30 PM	Microsoft Excel for Business: Advanced
19 & 20	8:00 – 11:00 AM	Interviewing and Hiring in Mechanical Contracting
December		
10	9:00 – 11:00 AM	Valuable Tools for the Emerging Leader *
10	3:00 – 5:00 PM	Driver Safety & Awareness +

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# Education Courses

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## SEPTEMBER

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### Microsoft Excel 2016 for Business: Intermediate

**CRIS HEFFERNAN**

**SEPTEMBER 9 & 11 / 9:00 AM – 12:30 PM (both days)**

**2-PART VIRTUAL WEBINAR**

Build on previous knowledge and further your spreadsheet skills by creating more complex formulas using a variety of Functions. Learn techniques of data management and analysis with lists, tables, common charts, pivot tables and pivot charts. Discover the ease of using range names and conditional formatting. Prerequisite: Microsoft Excel Beginner or equivalent experience. Recommended to have a flash drive.

### Emerging Issues in Indoor Air Quality

**BILL BAHNFLETH**

**THURSDAY, SEPTEMBER 17 / 10:00 – 11:00 AM**

**VIRTUAL WEBINAR – Affiliate Alliance**

Dr. William Bahnfleth will discuss emerging issues in indoor air quality, including air cleaning and disinfection technologies for infection control and the impact of IAQ on health and productivity.

### Situational Adaptability

**DARRYL HARRIS**

**THURSDAY, SEPTEMBER 24 / 8:30 – 11:30 AM**

**VIRTUAL WEBINAR – Affiliate Alliance**

Situational awareness is vital in the workplace. Individuals who are unable to: adapt to change, practice mindfulness, understand their audience, or believe that one style fits all, will fall short in today's dynamic business environment. This program will give all attendees a general awareness of their dominant communication style. By the end of the course, you will better understand any situation you are in and will be able to determine what communication style is most appropriate, and then adjust.

**OCTOBER**

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## **Freedom from Fear: Navigating the Rapids of Change**

**MARK MATTESON**

**WEDNESDAY, OCTOBER 14 / 8:00 – 11:00 AM**

**VIRTUAL WEBINAR**

This uplifting webinar will help participants to pull back from our obsession with current social and economic concerns to re-visit their professional potential - addressing the effects of everyday habits, attitudes, and goals. Based on the International Best-Selling Book *Freedom from Fear*.

Learning Objectives:

- How to set and achieve goals
- The impact of journaling
- Tips on increasing self-respect, esteem, and self-worth

Attendees Receive: Mark's e-book, *When the Tide Comes Back In: Navigating the Rapids of Change and Embracing the New Normal*

## **The Profound Power of Presence: The Secret Weapon of Sales and Service for Mechanical Contractors**

**TODD COHEN**

**THURSDAY, OCTOBER 15 / 10:00 – 11:30 AM**

**VIRTUAL WEBINAR**

Before a single word is spoken - in a split second - the decision to engage, trust, and buy is made. Every person who interacts with the client - sales, service technicians, estimators, installers, finance, or the CEO all share one common selling and customer service tool - *presence*. Each employee's self-awareness and personal presence is a powerful silent selling skill, and it can make or break your sales campaign, service call, installation, future business, and the crucial online review.

Presence leads to sales. Presence is the active decision on HOW you want people to see you, respect you, and trust you. It's how you show up and engage people. It is essential to get this right. Your presence creates an indelible impression on others, and profoundly influences their very desire to engage, work with you, buy *you* and *from* you. It all happens in a split second. If you are present and can show up the right way, then potential customers will turn into repeat customers. It's that simple.

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## **Proposal Writing – Avoiding Pitfalls**

**MARIE PATTERSON**

**THURSDAY, OCTOBER 22 / 10:00 AM – 12:00 PM**

**VIRTUAL WEBINAR – Affiliate Alliance**

Writing a proposal is the formal response to a potentially lengthy and costly sales and estimating process. In this course you will learn about the key steps of the proposal process, the necessary components of a proposal letter, how to respond to RFP's, bid forms and exhibits, and overall best practices for proposals. It will also cover tips for opening communication with your clients, as well as follow up to help close the deal to turn your next proposal into your next project.

## **Principals of Sheet Metal Estimating**

**KEVIN DOUGHERTY**

**TUESDAY, OCTOBER 27 / 8:00 – 11:00 AM**

**VIRTUAL WEBINAR**

Are you tired of estimating jobs and not getting them? Do you wish the jobs you do get would be more profitable? If you answered 'yes' to either of these questions, then the advanced estimating program is for you. Attendees will learn to think as a businessperson, taking a big picture approach to the estimation process, rather than just doing take-offs, and providing numbers.

Topics include:

- Various customer types and how to add value
- The pre-bid qualification process
- What foremen and superintendents say about the best estimators
- Understand contracts, scope, and how to leverage for a more profitable job
- Different project options and the importance of getting information to table
- How to protect your company's interests
- Improve your company's internal communication
- The importance and relevance of kick-off meetings
- Using schedule and general conditions to take a more proactive approach
- Identifying traps, snares, and opportunities that all projects encounter

This course is designed for experienced estimators, estimating captains, operations managers or anyone in a related role with previous experience in estimating.



## NOVEMBER

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### Microsoft Excel 2016 for Business: Advanced

**CRIS HEFFERNAN**

**NOVEMBER 12 & 13/ 9:00 AM – 12:30 PM (both days)**

#### **2-PART VIRTUAL WEBINAR**

Continue to expand your Excel expertise as you manage multiple workbooks and worksheets, and build three-dimensional calculations and file linking. Explore the power of the all-important lookup functions and related concepts. Become adept at using formula auditing tools, data validation, and sharing and protecting workbooks. Also, explore the use of major data analysis tools, such as Scenario and Data tables. Create and edit macros to save time and create consistency across workbooks. Prerequisite: Microsoft Excel Intermediate or equivalent experience.

- Identify project management concepts
- Navigate the Project 2016 environment
- Create and define a project plan
- Create and organize tasks
- Manage resources in a project plan
- Finalize a project plan

### 3 Steps to Building a Culture of Feedback & Transparency

**GREGORY TALL**

**NOVEMBER 12 / 10:00 – 11:30 AM**

#### **VIRTUAL WEBINAR – Affiliate Alliance**

Does this scenario describe you? - One of your coworkers just made a huge mistake that impacts your work, or they regularly do things that stifle their chances of being promoted. You feel like you should speak up, but you don't want to hurt their feelings or damage your relationship with them. Or, maybe, you are just too direct and are worried that you will offend them. So instead, you hope the problem miraculously goes away or you convince yourself that you're *really* going to speak up the next time something happens. This workshop prepares you to be on the giving and receiving end of those very difficult, but very necessary conversations.

Participants will learn to:

- Engage in difficult conversations while maintaining rapport and good relationships.
- Frame your feedback in a way that is specific, objective, and actionable.
- Actively seek and receive candid feedback from peers.
- Tactfully navigate difficult conversations in which you don't agree with coworkers.

## Interviewing and Hiring in Mechanical Contracting

**LORETTA SUMMERS, SPHR, SHRM-SCP**

**NOVEMBER 19 & 20 / 8:00 – 11:00 AM (both days)**

### **2-PART VIRTUAL WEBINAR**

Managing the process of problem-solving requires tools and techniques that take out the guesswork and result in conclusions you are confident are the best ones. Problem-solving and decision-making is stressful, takes time and resources, and the ability to make sense of it all. This course is appropriate for human resource personnel, recruiters, and company employees who interview skilled tradecraft, office workers, project managers or union hall members interviewing to fill positions or apprentice program selection.

- **PART 1 (Nov 19)** When it comes to searching for a new employee, the stakes are high. Financially speaking, most companies believe bad hires cost them thousands of dollars and months of time! Hiring the wrong person is not only costly, it can cause mental and emotional stress for all your employees. We often assume our best managers will also be our best interviewers. While they may know the skills needed for the job role; they often do not know the best techniques and strategies to determine which candidates are the best fit for your company. With a little training, guidance and practice, any hiring manager can be the “expert” interviewer you expect them to be. Whether you are an experienced or novice interviewer, you will learn key strategies to conduct your next interview!
- **PART 2 (Nov 20)** Building on knowledge from Interviewing Part 1, this hands-on workshop uses your company’s real-world job descriptions to build a library of appropriate interview questions based on the required knowledge, skills, and abilities (KSA) for performance. Participants must bring a list of questions currently being used during interviewing, and the characteristics and competencies of their good performers. A competency list is in the materials from Interviewing Part 1. For examples of tasks and knowledge skills for electricians, plumbers, helpers, etc., visit [www.onetonline.org](http://www.onetonline.org).

## **DECEMBER**

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## Valuable Tools for the Emerging Leader

**KATIE LANE**

**DECEMBER 10 / 9:00 – 11:00 AM**

### **VIRTUAL WEBINAR – Affiliate Alliance**

Our world has changed. Thirty years ago, companies were hiring managers and they were hiring leaders, but they were not necessarily the same people. Today, every manager is expected to be not only an effective leader, but also a coach and mentor. Most of us are comfortable on one side or the other in the leadership/management balance. Balancing the skills between leadership and management is the focus for all managers and leaders today.

It is important to examine the balance between what we are doing today versus what we are leading others to do. How can we identify and leverage our leadership style to be the best we can be, to get the best results for ourselves and our organizations?

- Distinguish between leadership and management
- Examine areas to grow self-confidence
- Describe leadership experiences and values
- Determine a future path as a successful leader

## **Safety Training**

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### **Confined Space Safety**

**ERIC CALDWELL, GATEWAY SAFETY**

**TUESDAY, SEPTEMBER 22 / 3:00 – 7:00 PM**

**VIRTUAL TRAINING**

Confined Space Safety is designed to provide you with a basic overview of confined spaces. You will receive instruction regarding OSHA requirements and confined space hazards, in addition to the function and duties of workers, conditions for - and the steps of - permit-required confined space entry procedures, and requirements for employee training and rescue services. This course covers topics under OSHA standard 29 CFR 1920.146 Permit-Required Confined Spaces, 29 CFR 1926 Sub-part AA Confined Spaces in Construction, and OSHA 29 CFR 1926.650 – Sub-part P. requirements for employee training and rescue services.

### **Scaffold Erecting/Dismantling**

**ERIC CALDWELL, GATEWAY SAFETY**

**WEDNESDAY, OCTOBER 7 / 3:00 – 7:00 PM**

**VIRTUAL TRAINING**

An estimated 2.3 million workers, or 65% of the industry, work on scaffolds frequently. Protecting these workers from related accidents would prevent 4,500 injuries and 50 deaths every year. In a recent BLS study, 72% of workers injured in scaffold accidents attributed the event either to the planking or support giving way, or to the employee slipping or being struck by a falling object. This course is designed to provide you with the knowledge necessary to safely perform supported scaffold erection and dismantling. It covers the OSHA safety requirements, as well as the measures needed to ensure safe working conditions on a scaffold.

## **Adult CPR, AED and Basic First Aid**

### **QUICKCARE OXYGEN SYSTEMS**

**TUESDAY, OCTOBER 20/ 12:00 – 6:00 PM**

#### **IN-PERSON TRAINING**

Are you prepared if an emergency should strike? This hands-on course will provide you with the basic knowledge and skills necessary to provide effective basic life support in an emergency. As a first aid provider, you will also learn to perform assessments and interventions with minimal or no medical equipment. Specific topics include the recognition signs of sudden cardiac arrest (SCA), heart attack, stroke, foreign body airway obstruction (FBAO), cardiopulmonary resuscitation (CPR), control of bleeding and shock management. Upon completion, participants obtain a 2-year CPR certification card.

## **Asbestos & Lead Awareness**

### **ERIC CALDWELL, GATEWAY SAFETY**

**THURSDAY, OCTOBER 29/ 2:00 – 4:00 PM**

#### **VIRTUAL TRAINING**

Asbestos and Lead are well-recognized as health hazards and are highly regulated. An estimated 1.3 million employees in construction and general industry face significant asbestos and lead exposure on the job. The heaviest exposures occur in the construction industry, particularly during the removal of such materials during renovation or demolition. This course is a hazard awareness course designed to give attendees a basic overview of the health hazards of asbestos and lead, as well as, where to find additional resources and help.

## **ARC Flash NFPA 70E**

### **ERIC CALDWELL, GATEWAY SAFETY**

**TUESDAY, NOVEMBER 10 / 3:00 – 7:00 PM**

#### **VIRTUAL TRAINING**

Electrical hazards are the root of countless fatalities and injuries at work. That is why OSHA tapped the National First Protection Association to develop standards for electrical safety in the workplace. Paired with proper training, these standards save lives. Make sure your service techs have the up-to-date safety training they need to protect themselves. This course covers all applicable OSHA requirements, NFPA 70E provisions, best practices, and real-world accident information.

## **Driver Safety and Awareness**

### **ERIC CALDWELL, GATEWAY SAFETY**

**THURSDAY, DECEMBER 10 / 3:00 – 5:00 PM**

#### **VIRTUAL TRAINING**

Every year, traffic accidents claim over 30,000 lives and cause more than two million serious injuries. Fortunately, most accidents can be prevented. You can avoid trouble on the road if they approach their driving with the right skills, a well-maintained vehicle and a safety-first attitude. This course covers applicable OSHA requirements.

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## Meet our Instructors

**William Bahnfleth** is a professor of architectural engineering at Penn State. He holds a PhD in mechanical engineering from the University of Illinois and is a Registered Professional Engineer. He has held industry/government positions as a Principal Investigator at the US Army Construction Engineering Research Laboratory and Senior Consultant at ZBA, Inc. He is a Fellow of ASHRAE, ASME, and ISIAQ. Dr. Bahnfleth is the author of over 170 publications and 14 books/book chapters. He was President of ASHRAE in 2013-2014 and currently chairs the ASHRAE Epidemic Task Force. His honors include the ASHRAE Exceptional Service Award, Louise and Bill Holladay Distinguished Fellow Award, E.K. Campbell Award for teaching, and the F. Paul Anderson Award – ASHRAE’s highest honor.

**Eric Caldwell** is a safety professional with more than 20 years of experience in occupational safety and health. He is a Certified Safety Professional (CSP) and works as a Professional Safety Consultant and President of Gateway Safety Consulting, LLC. Caldwell is also a professional member of the American Society of Safety Engineers (ASSE), American Industrial Hygiene Association (AIHA), and the National Safety Council (NSC). He is a designated third-party administrator for the local HBA/ROSSI OSHA Partnership Program.

**Todd Cohen** is a dynamic, engaging, and motivational keynote speaker. Todd’s message is relevant to any organization striving to increase revenue, strengthen relationships and improve client satisfaction. Using humor and real-life examples, Todd demonstrates how every conversation is a “selling moment” and how everyone can contribute to the growth and profitability of the organization.

**Kevin Dougherty** has been speaking to the construction industry for the past 27 years. He represents a changing industry – aggressive, realistic, and open-minded. Dougherty’s work and education experience enables him to relate to today’s problems and provides tangible solutions in an easy-to-listen style. In addition to speaking and writing articles, he has served as sales manager and corporate trainer for a multi-million-dollar mechanical contractor and specialty services contractor.

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

**Cris Heffernan** is President at Mobile Learning Centers, Inc. and teaches for St. Louis Community College – Corporate. She is a computer software classroom trainer and consultant who assist companies in delivering quality training both in-person and virtually.

**Katie Lane** is Vice President of Delivery and a Senior Trainer at Dale Carnegie in St. Louis. She enjoys helping businesses develop strong leadership cultures by providing high-quality training experiences. Her ability to balance rigor, fun and efficiency have created a growing and engaged training delivery team in St. Louis. Through strong communication and leadership skills, Lane develops high performers in the workplace.

**Mark Matteson** is an inspiring speaker and the author of the international bestseller, *Freedom from Fear*. For over 20 years, Mark's positive humor and peak-performance tools have impacted organizations around the globe, igniting personal and professional success for tens of thousands of people. Mark started his career in 1976 as an HVAC technician.

**Marie Patterson** is an Assistant Professor at California State University, Chico in the Construction Management Department, and is advisor to the Chico State Women in Construction and Mechanical Contractors Association student clubs. Her twenty-year industry career included project management, preconstruction, and business development roles for specialty piping contractors with a focus on advanced technology and pharmaceutical markets, as well as working on the owner's side overseeing facility renovations and energy management. Marie Patterson is the Director of Student Outreach for WiOPS' Northern California Chapter and has been a part of the Northern California chapter since its inception in 2017. She also serves on MCAA's Career Development Committee. She enjoys learning and collecting certifications in her spare time, like LEED AP, C.E.M., and Assoc. DBIA.

**Loretta Summers** is President of the Summers Advisory Group, Inc. a firm specializing in Human Resources Training, Consulting and Mediation. She enjoys working with clients in a variety of industries including manufacturing, telecommunications, government and nonprofit. Loretta is also an adjunct professor at Johnson County Community College, Ottawa University, Baker University and Benedictine College. Loretta holds a master's in business administration from Memphis University, and a Bachelor of Science Degree (BS) in Office Administration from Indiana State University. She is a certified mediator, trainer, executive coach, and consultant. She is also a certified Senior Professional in Human Resources (SPHR).

**Gregory Tall** is a high-energy speaker and facilitator who helps people become better communicators and companies become better workplaces. He designs and facilitates interactive learning experiences that teach participants how to communicate with employees, peers, customers, investors, and other external stakeholders in the most compelling way. Gregory holds an M.B.A. from Morris Graduate School of Management and a bachelor's degree from the University of Illinois at Urbana-Champaign.

## Additional Resources

**The MCAA & MSCA** offer many safety trainings videos and related materials online. To explore these resources, visit:

<https://www.mcaa.org/initiatives/safety-health-initiative/direct-links-mcaa-msca-safety-resources/>

**The Plumbers and Pipefitters Union Local 562** has educational centers located throughout their geographic jurisdiction. The educational centers are utilized by all Local #562 members. For more information, please visit:

<http://www.local562.org/training.aspx>

## Industry Partners

The Plumbing Industry Council (PIC) <http://picstl.com>.

Sheet Metal & Air Conditioning Contractors' National Association of St. Louis (SMACNA) [www.smacnastlouis.org](http://www.smacnastlouis.org)

Are you looking for PEU-approved courses in Jefferson County? Find more information about class offerings through Jefferson County Community College at [www.jeffco.edu](http://www.jeffco.edu), or by calling their Continuing Education Department at (636) 481-3144 or 797-3000 Ext. 3144.

### Introducing the MCA Affiliate Alliance

The MCA Affiliate Alliance is a new education collaboration between a handful of MCA branches throughout the country. To quickly adapt during the COVID-19 pandemic, MCA branches are combining training resources to offer more varied virtual subject matter to our members. Once monthly, a member branch has opened one of their planned trainings to the Affiliate Alliance group – allowing each branch to offer additional courses this Fall at no additional cost. These classes may be slightly larger in size and offer the opportunity to engage with mechanical contractors throughout the US.



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QUESTIONS? CONTACT CARLY CARMOSINO AT [CARLY@MCA-EMO.COM](mailto:CARLY@MCA-EMO.COM), (314) 571-6600