

AN INITIATIVE OF



FALL/WINTER 2019/2020 SEMINAR CATALOG

# STAYING AHEAD OF THE CURVE

## EDUCATION PARTNERS



We are pleased to present the Fall/Winter 2019/2020 Seminar Catalog for the Construction Education Institute® (CEI). MCA of Chicago prides itself on offering outstanding programs for the betterment of our contractors, including education partners and the general construction industry in the Chicagoland area. This new school year, we are continuing to enhance programming to benefit contractors and their employees.

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

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

We look forward to seeing you in the classroom.

Sincerely,

**Paul Szymczak**  
 Climatemp Service Group  
 MCA of Chicago Education Committee Chair



## CERTIFICATION OF COMPLETION



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

<b>3</b>	About CEI	<b>17</b>	Business Management
<b>4</b>	Schedule At A Glance	<b>19</b>	Project Management
<b>8</b>	Faculty	<b>21</b>	Service
<b>11</b>	Safety	<b>22</b>	Sales
<b>12</b>	Computer Technology	<b>24</b>	Strategic Partners
<b>14</b>	Estimating	<b>26</b>	MCAA Events
<b>15</b>	Field & Service Personnel	<b>27</b>	Leadership
<b>16</b>	Beyond The Classroom		

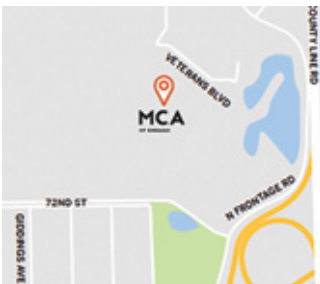
# ABOUT CEI

## OUR GOAL & GUARANTEE

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

## HISTORY OF CEI

The nationally-recognized Construction Education Institute® (CEI) was founded in 1997 by MCA of Chicago and the Piping Education Council (PEC) to provide quality educational offerings for the industry. One major genesis for the founding of CEI came from a national study on union contractor productivity. It showed that 1) union contractors were overly reliant on the training of their workers for the success of their businesses and 2) that the management and office staff of non-union contractors were often better trained than the office staff of union contractors. CEI's university-quality programs span a wide range of topics from safety to people management to computer technology. The CEI faculty is made up of highly qualified educators well-versed in the mechanical contracting and service industry.



## DRIVING DIRECTIONS

**7065 Veterans Blvd.,  
Burr Ridge, IL 60527**

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

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



Web-based training is marked as



Courses for Essentials of Project Management Certificate Program are marked as



Courses for the Fundamentals of Maintenance Sales Certificate are marked as



# HOW TO REGISTER

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


## SEPTEMBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4 Combustion Analyzers School	5	6	7
8	9	10 Tech Byte	11	12	13 Fundamentals for Project Managers - Part I EL Learning Labs	14 Fundamentals for Project Managers - Part I
15	16	17 Basic Principles & Methods of Estimating - Pt. I The "Coaching for Success" Huddle	18 Excel Level 1 Testing, Balancing & Adjusting Water Systems Pt. I	19	20 Time Management and Personal Effectiveness Skills	21
22	23	24	25 Testing, Balancing & Adjusting Water Systems Pt. II	26	27	28
29	30					

  = strategic partner event       = Emerging Leader Learning Labs


# OCTOBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2 Testing, Balancing & Adjusting Water Systems Pt. III	3 MCA of Chicago Fall Conference	4	5
6	7	8 Fundamentals of Maintenance Sales - Session 1	9 Testing, Balancing & Adjusting Water Systems Pt. IV	10 Advanced Contracts	11	12
13	14	15	16 Testing, Balancing & Adjusting Water Systems Pt. V	17	18	19
20	21	22 Fundamentals of Maintenance Sales - Session 2 Pump Service School	23 Testing, Balancing & Adjusting Water Systems Pt. VI	24 CEO Power Hour	25	26
27	28	29 Hands-On Service for Non-Technicians	30 Testing, Balancing & Adjusting Air Systems Pt. I	31		

 = strategic partner event

# NOVEMBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 Fundamentals for Project Managers - Pt. II	2 Fundamentals for Project Managers - Pt. II
3	4	5 Fundamentals of Maintenance Sales - Session 3	6 Testing, Balancing & Adjusting Air Systems Pt. II	7 Influence: Mastering Life's Most Powerful Skill	8	9
10	11	12 EL Learning Labs	13 Testing, Balancing & Adjusting Air Systems Pt. III 13th-14th - The Dynamics of Leadership in Dispatching	14	15	16
17	18	19 Fundamentals of Maintenance Sales - Session 4	20 Testing, Balancing & Adjusting Air Systems Pt. IV 20th-21st - Intro to Project Management - Level 1	21	22	23
24	25	26	27 Testing, Balancing & Adjusting Air Systems Pt. V	28	29	30

 = Emerging Leader Learning Labs

# DECEMBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 VFD and ECM Motors School	4 Testing, Balancing & Adjusting Air Systems Pt. VI	5 Tech Byte	6 Negotiation Skills for Project Managers Essential Management Skills	7 Mechanical Scheduling
8	9	10 Communicating with Diplomacy & Tact	11 VFD Troubleshooting School	12	13 Google Sheets	14
15	16	17 Basic Principles & Methods of Estimating Pt. II	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

= strategic partner event

# JANUARY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15 Time Management Using Outlook	16	17 Developing Your Emotional Intelligence	18
19	20	21	22	23 Testing, Balancing & Adjusting Refresher Pt. I	24 Financial Outcomes for Project Managers	25
26	27	28	29	30 Testing, Balancing & Adjusting Refresher Pt. II	31	
29th-30th - Intro to Project Management - Level 2						

# FEBRUARY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6 HVAC System Evaluation Pt. I	7	8
9	10	11	12	13 HVAC System Evaluation Pt. II	14	15
16	17	18	19	20 HVAC System Evaluation Pt. III	21	22
23	24	25	26	27 HVAC System Evaluation Pt. IV	28	29

**new**

## FROM MCA OF CHICAGO'S EMERGING LEADERS INITIATIVE

If you're 45 and under, take your professional development to the next level in 2019 with a series of small group meet ups called "Learning Labs" that focus on discussing common leadership issues. There will be a number of Learning Labs held in 2019, each focusing on a different area of professional development. Similar to a book club, there will be a brief (30 minutes or less) online video or audio attendees could see/listen to before coming to the event which will provide a foundation for the discussion. The video may be available via LinkedIn Learning ([linkedin.com/online-training](https://www.linkedin.com/online-training)) or another online platform.

Go to [mca.org/emergingleaders](https://www.mca.org/emergingleaders) to learn more.

### MARK YOUR CALENDAR FOR UPCOMING LEARNING LABS:

**SEPTEMBER 13, 2019:** 3:00 p.m. - 5:00 p.m.

@ MCA of Chicago Office, Burr Ridge, IL  
(Immediately following the Essentials of Project Management class)

**NOVEMBER 12, 2019:** 4:00 p.m. - 6:00 p.m.

@ Alter Brewing Company, Downers Grove, IL



**DAVID ASHCRAFT** specializes in the training area of financial management. His expertise is taking a normally tortuous 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 the 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.



**KATHRYN CROSBY** is the President and Owner of C2 Consulting, Inc. Before creating C2 Consulting, Inc., she was the Vice President/ CFO for a Utah-based commercial and industrial mechanical contractor. Crosby has served on the Mechanical Contractors Association of America (MCAA) National Board of Directors and as Chairperson of the Project Managers Education Committee charged with oversight of the Institute of Project Management at the University of Texas— Austin. She currently serves on the faculty for the United Association's Instructor Training Course in Ann Arbor, Michigan as well as the Institute of Project Management and the Construction Education Institute, MCAA's National Education Initiative.



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

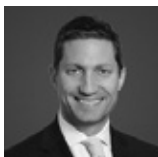


**JOHN KOONTZ** currently serves as MCAA's National Director for Project Management and Advanced Supervisory Education. A former tenured associate professor in Purdue University's Department of Building Construction Management, he previously served as Purdue's mechanical construction management coordinator.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





**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.



**JONATHAN MRAUNAC** represents general contractors, subcontractors, suppliers and other participants in the construction industry. As a member of Ogletree's construction practice group, Jonathan advises clients relative to all aspects of the construction process including the prosecution and defense of claims in federal and state court, arbitration and mediation, the perfection and prosecution of mechanics lien claims, and the formation and negotiation of contract documents.



**PATRICK MCWARD** is a key Business Partner of the Carroll-Keller Group. He is a Professional Speaker, Certified Integral Executive Coach and Author. His expertise is in working with organizations and leaders to create cultures that are effective, rewarding and profitable. Clients have included over 150 of the Fortune 500, dozens of Government Agencies and small entrepreneurial companies, including Price Waterhouse.



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



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



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



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



**ALEXANDER WILLIS**, Former Florida Gator and Tampa Bay Buccaneer wide receiver, has dedicated his career to working with organizations to improve their leadership culture. A nationally recognized expert on leadership development and keynote speaker, Alex has motivated thousands to pursue greatness in their professional and personal lives. His flagship company, Leadership Surge, values people over process and focuses on a holistic, strengths-based approach to leadership. Alex embraces fun and encourages interaction through innovative programs such as '1st and 5' to help leaders exceed expectations and improve profitability company-wide.



**KATIE MARIE ZOUHARY** is a professor, consultant, coach, and presenter in the areas of public persuasion, communication, and improvisation skills for professionals. Zouhary has lectured and taught workshops at Northwestern University School of Law, Michigan Law School, and the Northwestern School of Professional Studies. She is a graduate of The Second City Conservatory Program. She loves teaching improvisation skills to students and professionals.



## CONTACT

Rebecca Lintow at [rlintow@mca.org](mailto:rlintow@mca.org) for login instructions to online safety classes.

### SAFETY

#### OSHA ONLINE 10-HOUR SAFETY AND HEALTH

CLICKSAFETY



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

#### OSHA ONLINE 30-HOUR SAFETY AND HEALTH

CLICKSAFETY



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

#### ARC FLASH PROTECTION AND SAFE ELECTRICAL WORK PRACTICES

1 HOUR

MASTERY TECHNOLOGIES



This course explains how and why limited and restricted approach boundaries must be established to safeguard non-electrical workers from hazards. It also discusses in detail how to calculate an arc flash boundary, conduct an incident energy analysis and how to determine what type of personal protective equipment must be used to perform specific electrical work.

#### CONFINED SPACES

1 HOUR

MASTERY TECHNOLOGIES



This training helps employees understand what a confined space is, what confined spaces are designed for and the standard work practices to follow when working in a confined space. This course also explains the importance of informing employees about confined spaces to prevent accidents and injuries.

#### CRYSTALLINE SILICA EMPLOYEE TRAINING

1 HOUR

MASTERY TECHNOLOGIES



This training explains what Silica is composed of and why it is dangerous. Breathing in the fine particles can be debilitating and even deadly, but with the proper safety measures employees can reduce their risk for harmful exposures. This course demonstrates engineering controls, work practices control and respiratory protection. The course also explores Table 1 of the Construction Regulation and steps for responding to exposure incidents.

**EXCEL LEVEL 1**

Instructor: GINNIE FLORADAY

September 18, 2019 | 9:00 a.m. – Noon

The basic elements of building spreadsheets will be introduced. Topics will include building formulas, copying, moving and pasting cells, formatting, and printing spreadsheets. This interactive course can be attended in person or remote.

**BLUE BEAM LEVEL 1**

Instructor: GINNIE FLORADAY

October 9, 2019 | 9:00 a.m. – Noon

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

**GOOGLE SHEETS**

Instructor: GINNIE FLORADAY

December 13, 2019 | 9:00 a.m. – 10:00 a.m.



This webinar will provide a brief overview on how to use Google's version of Excel.

**TIME MANAGEMENT USING OUTLOOK**

Instructor: GINNIE FLORADAY

January 15, 2020 | 9:00 a.m. – Noon

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

**EXCEL LEVEL 2**

Instructor: GINNIE FLORADAY

February 5, 2020 | 9:00 a.m. - Noon

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

new

**TECH BYTES****NEXT GEN BUILDING CONTROLS**

September 10, 2019 | 8:00 a.m. – 10:00 a.m.

Come see Passive Logic CEO, Troy Harvey, talk about their new building control system, known to be 15 years ahead of its time! It's self-commissioned and doesn't require programmers. Afterwards, our panel with Mr. Harvey will discuss how this system and others could change our industry.

**INTRO TO CONTRACTOR TECHNOLOGY**

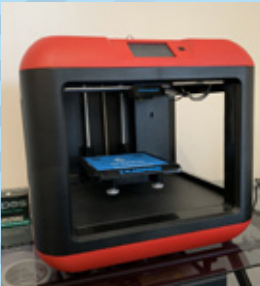
December 5, 2019 | 8:00 a.m. – 10:00 a.m.

Interested in learning how to incorporate technology into your business without spending a million dollars on software? Welcome to the Low Tech/No Tech Saloon. We'll have speakers and demos on no/low tech solutions out there that will bring you better productivity. When it comes to technology, do you feel like you don't know where to start? If so, this is a program for you.

**CYBERSECURITY BOOT CAMP**

February 19, 2020 (no set time yet)

We'll spend half of the day helping you to understand the latest cybersecurity threats and what to do about them. Local expert Nick Espinosa will be your counselor. There will be something for everyone, so keep an eye out for more details (but watch what you click!).

**EXPLORE THE TECH TERRITORY**

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

## ESTIMATING

**BASIC PRINCIPLES & METHODS OF ESTIMATING - PT. I**

Instructor: KEITH RAHN

September 17, 2019 | 8:00 am. – 4:00 p.m.

This introductory course will cover the following topics:

- Role Of the Estimator
- Take-Off and Pricing in the Relationship to the Project
- Delivery System
- Effective Estimate Procedures

**BASIC PRINCIPLES & METHODS OF ESTIMATING - PT. II**

Instructor: KEITH RAHN

December 17, 2019 | 8:00 a.m. – 4:00 p.m.

This course will take estimating to the next level by covering:

- Sub-Contractors and Vendor Coordination
- Laboring Techniques
- Finalizing the Estimate
- Delivering the Bid

**SAVE THE DATE!****MCA of Chicago Fall Conference 2019**

Thursday, October 3–Saturday, October 5



Two years ago MCA of Chicago held a Fall Conference for the first time after a six-year break. As Immediate Past President Mike McCombie said in 2017 about the Nashville event, "It was time to bring back the Fall Conference." And October is the time to convene this all-Chicagoland gathering again. But rather than meeting in Music City, this year the biennial event will be held in the Mile High City. Denver's Golden Triangle Creative District is the destination and the ART, a Hotel will be the setting. Make plans now!

Visit [mca.org/fallconference](http://mca.org/fallconference) for more details.

## FIELD &amp; SERVICE PERSONNEL

**TESTING, BALANCING & ADJUSTING WATER SYSTEMS**

Instructor: MIKE SALEMI

Wednesdays, September 18-October 23, 2019

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

**TESTING, BALANCING & ADJUSTING AIR SYSTEMS**

Instructor: MIKE SALEMI

Wednesdays, October 30-December 4, 2019

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

**TESTING, BALANCING & ADJUSTING REFRESHER**

Instructor: MIKE SALEMI

Thursdays, January 23 &amp; 30, 2020

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

**HVAC SYSTEM EVALUATION**

Instructor: MIKE SALEMI

Thursdays, February 6-March 12, 2020

This hands-on course is intended to help HVAC techs become better at evaluating system performance. This is not a balancing class but will focus on making you better at system testing and evaluation.

This 6-night course will cover some of the following:

1. Fan laws
2. Measuring total system Airflows and creating a duct traverse report (Using a Magnetelic gauge and a Pitot Tube)
3. Measuring percent of outside entering a building.
4. How to calculate blower speed
5. Review psychrometric charts and how to check cooling and heating coil performance.
6. Learn the proper way of doing pump readout and apply it to a Pump Curve
7. Learn how to use pressure drops across devices to calculate G.P.M. (E.g. chillers bundles, heat exchangers, coils and valves)

This class will run six nights, 3 hours per night, limited to 10 students.

The **Construction Education Institute®** Presents

## BEYOND THE CLASSROOM



Schedule your three free hours of custom assistance with tech trainer **Ginnie Floraday** today! That's just one of the many benefits of MCA of Chicago membership.

### DID YOU KNOW?

An MCA of Chicago membership provides your company with three free hours of personalized computer software training each year with expert **Ginnie Floraday**. That's in addition to allowing you and all of your colleagues access to her pre-existing MCA of Chicago in person and remote classes offered through CEI!

Whether you need personalized tutorials on Bluebeam or a company-wide seminar on using Excel efficiently, let Ginnie apply her expertise to help you meet your business challenges and simplify your successes.

Schedule an appointment now to have Ginnie visit your office or teach via your own live remote webinar **[gfloraday@comcast.net](mailto:gfloraday@comcast.net)**.





**BUSINESS MANAGEMENT**

**TIME MANAGEMENT AND PERSONAL EFFECTIVENESS SKILLS: PRIORITIZING AND PERFORMING**

Instructor: DARRYL HARRIS  
 September 20, 2019; 8:00 a.m. – Noon

This workshop will identify the essential personal effectiveness skills needed in today’s fast-paced environment, and focus on applying these key skills utilizing the process you choose (paper based, e-tools or both). This powerful combination (skills and tools) will result in immediate and dramatic improvements and help you to develop effective techniques for planning and achieving short and long term goals and prioritize your daily activities/tasks to accomplish your most important work.

**HANDS-ON SERVICE FOR NON-TECHNICIANS**

LU 597 TRAINING FACILITY, Mokena  
 OCTOBER 29, 2019 | 9:00 a.m. – 3:00 p.m.



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

**INFLUENCE: MASTERING LIFE’S MOST POWERFUL SKILL**

Instructor: ALEX WILLIS  
 November 7, 2019 | 8:00 a.m. – 11:00 a.m.

Influence and persuasion are fundamental parts of our everyday life. Whether you realize it or not, you’re constantly surrounded by people and groups trying to influence the way you think, act and feel. In this course you will learn to master the art and craft of influence. This training will teach you a model for successful influence and how to become a transformational leader.

**CEO POWER HOUR**

**October 24, 2019**  
**8:00 a.m. - 10 a.m.**  
**Gibson’s, Oak Brook**

Join your fellow owners and CEOs for a discussion on industry topics.

OCTOBER 2019						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## **NEGOTIATION FOR PROFESSIONALS**

Instructor: KATIE MARIE ZOUHARY

December 4, 2019 | 8:00 a.m. – 11:00 a.m.

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

## **COMMUNICATING WITH DIPLOMACY & TACT**

Instructor: MIKE CONNELLY

December 10, 2019 | 8:00 a.m. – Noon

You know your hot buttons, the triggers that are most likely to cause a quick retort you'll later regret. This program will help you build and polish the vital skills of diplomacy and tact. It's challenging to be tactful and diplomatic in times of stress, pressure, or disagreement, but with proven strategies, an interactive program. After increasing your awareness of how you currently respond to difficult situations, you'll learn techniques to "keep calm and carry on," stay focused, and communicate in a professional way. Takeaways include practical techniques to address differences of opinion and differences in perspectives that will help you work toward positive outcomes.

## **DEVELOPING YOUR EMOTIONAL INTELLIGENCE: THE KEY TO BETTER AND MORE POWERFUL RELATIONSHIPS**

Instructor: PATRICK MC WARD

January 17, 2020 | 8:00 a.m. – Noon

In this one-day class you will have the opportunity to assess your Emotional Intelligence (EI), understand what EI is and create your own individual action plan to grow the quality and depth of workplace relationships. This interactive workshop will focus on the practical and usable aspects of Emotional Intelligence that can be used immediately. Through your active participation, you will learn and practice the EI skills that are core to achieving personal awareness, connecting with others, managing stress, building resilience and collaborating.

## **HANDS-ON CONTRACTING FOR BUILDING TRADES**

LU597 TRAINING CENTER, MOKENA

February 11, 2020 | 9:00 a.m. – 3:00 p.m.

This is the opportunity to send your new hires to get a better idea of what's going on in the field. They will spend a day at the LU 597 Pipefitter Training Facility in Mokena learning about mechanical equipment and processes just like pipe fitter apprentices do. Engineers, estimators, project managers and others will better understand the business of mechanical contracting after attending this specially orchestrated day at the school. Space is limited.

## PROJECT MANAGEMENT

### INTRO TO PROJECT MANAGEMENT - LEVEL 1

Instructor: KATHRYN CROSBY

November 20-21, 2019 | 8:00 a.m. – 4:00 p.m.

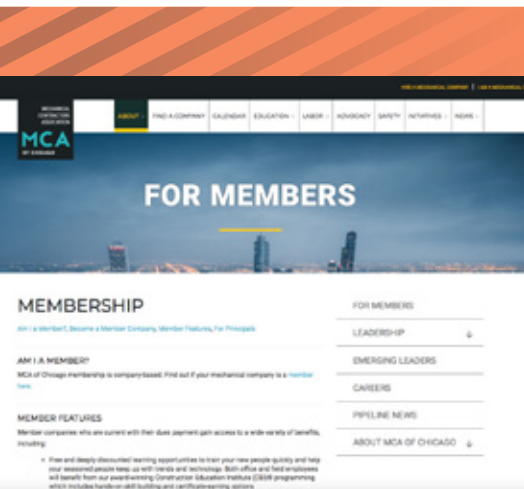
During this two day session participants will be introduced to the sample construction project that will be used for the course, learn about the project life cycle and will hear all that is occurring during each phase of that cycle. Using the MCAA's Successful Project Management Flowchart as a resource,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

### INTRO TO PROJECT MANAGEMENT - LEVEL 2

Instructor: KATHRYN CROSBY

January 29-30, 2020 | 8:00 a.m. – 4:00 p.m.

This two day session uses the Flowchart from MCAA and documents from the sample project as a guide. Construction, Close-out and Post Job Review phases of the project are explained and discussed in detail with a focus on how a Project Coordinator could support and assist the project team. Lastly, participants will learn where they can find other available resources if they want to continue their training.



## DID YOU KNOW...

that through your membership with MCA of Chicago, you have access to programs at CEI free of charge?

Learn more about how your company can become a member at [mca.org/about/for-members](http://mca.org/about/for-members).

## PROJECT MANAGEMENT



To get on the waitlist for next year, contact **Rebecca Lintow** at [rlintow@mca.org](mailto:rlintow@mca.org).

## ESSENTIALS OF PROJECT MANAGEMENT CERTIFICATE

The Essential of Project Management Certificate program is designed to position your project managers as the best educated and most competent in the industry. Employees who have under 5 years project management experience will benefit from the curriculum. Only those employees that are currently enrolled in the Essentials of Project Management Certificate program can participate in the below programs. For more information about the Essential in Project Management program visit [mca.org/education](http://mca.org/education).

### FUNDAMENTALS FOR PROJECT MANAGERS- PART I

Instructor: JOHN KOONTZ

September 13, 2019 | 8:00 a.m. – 4:00 p.m.

AND September 14, 2019 | 7:00 a.m. – 3:00 p.m.



Project management is a pivotal responsibility on every job. This intensive course will review all the basics of project management including: material management and site planning, conducting an effective turnover meeting, pre-construction planning, job cost control, project billings and maintaining positive cash flow.

### ADVANCED CONTRACTS

Instructor: JONATHAN MRAUNAC

October 10, 2019 | 8:00 a.m. – 11:00 a.m.



This program will provide an overview of the different types of contracts including design/build, plan and spec, and maintenance. The participants will discuss pitfalls to look for in a contract including change orders and dates through activities.

### INTERPERSONAL SKILLS

Instructor: CATHERINE STAKENAS

October 10, 2019 | 11:00 a.m. – 3:00 p.m.



This course will focus on two areas of interpersonal skills: conflict and stress. The first part will focus on conflict prevention & resolution. Transitioning to stress, you will study the different types of stress, the sources of stress and different strategies for managing stress.

### FUNDAMENTALS FOR PROJECT MANAGERS- PART II

Instructor: JOHN KOONTZ

NOVEMBER 1, 2019 | 8:00 a.m. – 4:00 p.m.

AND NOVEMBER 2, 2019 | 7:00 a.m. – 3:00 p.m.



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

## PROJECT MANAGEMENT

### NEGOTIATION SKILLS FOR PROJECT MANAGERS

Instructor: JOHN KOONTZ

December 6, 2019 | 8:00 a.m. – 4:00 p.m.



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

### ESSENTIAL MANAGEMENT SKILLS

Instructor: JOHN KOONTZ

December 6, 2019 | 8:00 a.m. – 4:00 p.m.



Participants will gain an understanding of the essential traits, skills and behaviors that allow effective management.

### MECHANICAL SCHEDULING

Instructor: JOHN KOONTZ

December 7, 2019 | 7:00 a.m. – 3:00 p.m.



Attendees of this session will learn the basic steps to follow in scheduling project activities. You'll learn how bar charts can help the project team visualize the sequence and duration of events and plan manpower loading.

### FINANCIAL OUTCOMES FOR PROJECT MANAGERS

Instructor: DAVID ASHCRAFT

January 24, 2019 | 8:00 a.m. – 4:00s p.m.



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

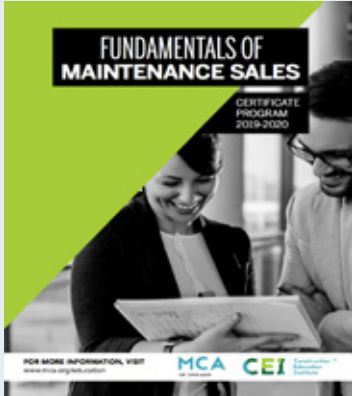
## SERVICE

### THE DYNAMICS OF LEADERSHIP IN DISPATCHING

Instructor: CATHERINE STAKENAS

November 13-14, 2019 | 8:00 a.m. – 4:00 p.m.

Dispatchers have one of the most important jobs at a service and maintenance contractor's office. Every day, dispatchers deal with temperamental technicians, irate customers who want work done yesterday, and more. Many people burn out quickly, leaving employers with the daunting task of training another dispatcher. This course gives your dispatcher the tools they need to succeed and endure in this fast-paced, pressure-cooker environment. Practical, no-nonsense methods of dealing with customers, technicians, scheduling, and time management are learned in this intensive two-day course. Registrants must attend both classes.



## THESE PROGRAMS ARE PART OF THE FUNDAMENTALS OF MAINTENANCE SALES CERTIFICATE PROGRAM.

Visit [mca.org/education/maintenance-sales/](http://mca.org/education/maintenance-sales/) for the application and additional information.

### SALES

#### THE “COACHING FOR SUCCESS” HUDDLE

Instructor: PAUL SZYMCZAK

September 17, 2019 | 8:00 a.m. – 10:00 a.m.



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

#### FUNDAMENTALS OF MAINTENANCE SALES - SESSION 1

Instructor: PAUL SZYMCZAK

October 8, 2019 | 8:00 a.m. – Noon



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

## FUNDAMENTALS OF MAINTENANCE SALES - SESSION 2

Instructor: PAUL SZYMCAK

October 22, 2019 | 8:00 a.m. – Noon



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

## FUNDAMENTALS OF MAINTENANCE SALES - SESSION 3

Instructor: PAUL SZYMCAK

November 5, 2019 | 8:00 a.m. – Noon



The keystone of this session is how to present a Maintenance Agreement proposal to a prospective customer. This will include team practice sessions to help master presentation techniques. Course participants will receive objective critiques to help them become more successful in closing sales. We will analyze the primary objections from prospective customers, and train on how to overcome them. This session will then explore alternative sales strategies employed to improve effectiveness and shorten the sales cycle. Closing strategies and techniques will be covered, along with how to follow-up after a presentation (and how not to). Discussion will include the power of a "proposal take back". We will identify the sales situations appropriate for consultative selling versus feature-benefit selling.

## FUNDAMENTALS OF MAINTENANCE SALES - SESSION 4

Instructor: PAUL SZYMCAK

November 19, 2019 | 8:00 a.m. – Noon



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

## STRATEGIC PARTNERS



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



The Illinois Green Alliance is one of the most active chapters of the U.S. Green Building Council in the country. As with ASHRAE, there are many MCA of Chicago members involved in this organization. The Illinois Green Alliance provides great networking opportunities for contractors as well as some great classes. For more information on the Illinois Green Alliance and its activities, please visit [illinoisgreenalliance.org](http://illinoisgreenalliance.org) or contact Dan Bulley at [dbulley@mca.org](mailto:dbulley@mca.org).



This series of special hands-on service seminars is presented by the **Chicagoland Better Heating-Cooling Council**. Most CBHCC classes are free to the first two registrants from CBHCC member companies. MCA of Chicago pays CBHCC dues for its members. To register for these classes, contact the CBHCC at (773) 529-1212 or [cbhcc.org](http://cbhcc.org).

## COMBUSTION ANALYZERS SCHOOL

Wednesday, September 4, 2019 | 5:00 – 8:00 p.m.

Location: Pipefitters' Local Union 597 Training Facility

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



## **CONDENSING AND NON-CONDENSING BOILERS SCHOOL**

Tuesday, October 8, 2019 | 4:30 p.m. – 6:30 p.m.

Location: Porter Pipe & Supply

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

## **PUMP SERVICE SCHOOL**

Tuesday, October 22, 2019 | 4:30 p.m. – 6:30 p.m.

Location: Bornquist, Inc.

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

## **VFD AND ECM MOTORS SCHOOL**

Tuesday, December 3, 2019 | 4:30 p.m. – 6:30 p.m.

Location: Bornquist, Inc.

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

## **VFD TROUBLESHOOTING SCHOOL**

Wednesday, December 11, 2019 | 5:00 p.m. – 8:00 p.m.

Location: Pipefitters' Local Union 597 Training Facility

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

## **BASIC STEAM SCHOOL**

Wednesday, Nov. 13, 2019 | 4:30-6:30 p.m.

Location: Metropolitan Industries

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

## MCA CHICAGO OFFERS SUBSIDIES FOR SELECT MCAA SEMINARS AND EVENTS

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

To register for any of the MCAA programs, or to see what other resources are available, please visit [mcaa.org](http://mcaa.org)

### FIELD LEADERS CONFERENCE

October 9 - October 11, 2019; Detroit, MI | November 6 - November 8, 2019; Jersey City, NJ

Foremen and other supervisory-level field personnel have an opportunity to understand what their employers expect and what they should be doing as leaders.

### MSCA ANNUAL EDUCATIONAL CONFERENCE

October 13 - October 16, 2019 | Colorado Springs, CO

Take advantage of the visionary point of view and cutting-edge educational offerings that characterize this, the only industry conference specifically for mechanical service contracting companies. This conference features current issues and trends in service and service sales management, personnel, finance, marketing, training and recruiting. Conference sponsors and exhibitors display new and state-of-the art products of special interest to mechanical service: automated systems, products promoting sustainability, supporting software, aids to unique service solutions and more. Educational sessions and unique peer-group communication opportunities invigorate attendees, preparing them for the year ahead.

### SAFETY DIRECTORS' CONFERENCE

January 21 - January 23, 2020 | San Antonio, TX

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

### TECHNOLOGY CONFERENCE

January 29 - January 31, 2020 | San Diego, CA

New technology is rapidly changing the mechanical construction industry. Join MCAA to learn about the latest tools, software, operations and trends that contractors are using to leverage technology and be even more successful.

# LEADERSHIP

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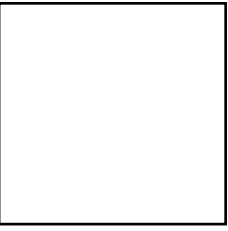
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FALL/WINTER 2019/2020 SEMINAR CATALOG

**STAYING AHEAD  
OF THE CURVE**

