

Tennessee Association Plumbing-Heating-Cooling Contractors 122nd Annual Events Registration Form: April 24-25, 2019



Wednesday- April 24th, Knoxville Expo Center, 5441 Clinton Highway, Knoxville

Tools of the Trade Show:

5:30-7pm: Open to all, free admission. Tools and technologies will be on display.

Future PHCC Leaders Reception with Beer and Brats:

7:00-8pm: All future leaders and future managers are invited to meet and exchange ideas. (RSVP below)

Thursday- April 25th, Knoxville Expo Center, Knoxville

Management Seminars:

8am-10am Turning Around Underperforming Staff - Jennifer Goodrich, President and Leadership Development Expert at Crestcom

10am-12pm Hot Topics in Employment Law: Discrimination, Sexual Harassment, Disability Leave, Background Checks and Hiring, Wage & Hour Issues- Eddie Wayland, Partner of King & Ballow Law

ANNUAL MEETING and Luncheon:

12pm-1pm Annual Meeting, Awards and Keynote Presentation with Knoxville Mayor, Glenn Jacobs. All contractors and their employees are invited to attend. Lunch included with convention fee, pre-registration required.

Management Seminars (cont.):

1pm-2pm Business Would Be Easy if it Wasn't for All These People....(Employees)- Jeff S McKinney, certified DISC Behavior Systems instructor

Front Line Seminars:

12pm-1pm Identifying and Understanding Your Customer's Personality Styles- Jeff S McKinney, certified DISC Behavior Systems instructor, (lunch included)

1pm-2pm No, It's Not Okay - Recognizing and Managing Workplace Harassment and Other Unwelcome Behaviors - William Ford, SESCO Management Consultants

2pm-7pm: Trade Show

- Free Dinner for Contractors and their Employees.
- Free admission and free convenient parking.
- Exhibits, demonstrations and new products.
- Prizes and contests.



Diamond Sponsors

Luncheon and Seminars are included in the Convention fee. Pre-registration required for Annual Meeting, Luncheon and Convention Seminars

Name	Young Leaders Reception \$18pp	Annual Meeting, Luncheon & Convention Seminars		Annual Meeting Luncheon Only \$25pp
		Management Seminars 3 included- \$150pp (lunch included)	Front Line Seminars 2 included- \$99 (lunch included)	

Free Catered Lunch Contest: Order trade show contest entry tickets **before April 1st** (maximum 10 per company) and give them to your employees to turn in at a trade show booth and enter to win a free catered lunch for up to 30 employees at your company location (members only). A random drawing will be held to determine the winner. Winner must use free catered lunch by 5/15, value up to \$500, catering arranged by TN PHCC.

Number of Catered Lunch Entry Tickets Requested:

Company Name: _____ Contact Email: _____

Checks payable to TAPHCC, 9041 Executive Park Dr. Suite 220, Knoxville, TN 37923 865-531-7422 Fax: 865-531-7045 taphcc@bellsouth.net
TAPHCC Members can be invoiced, non-members please include payment with registration.

Credit Card Payments circle: MasterCard Visa Amex (NOTE: A 3.5% credit card processing fee will be charged.)

Name on Card: _____ Card # _____

Exp. Date: ____/____/____ Code: ____ Card Zip Code: _____ Sign: _____

Tennessee Association Plumbing-Heating-Cooling Contractors Convention Seminar Descriptions:



Thursday- April 25th, Knoxville Expo Center, Knoxville

Management Seminars:

8am-10am **Turning Around Underperforming Staff**

Have you heard (or thought) these statements? "Motivation?!? They get a paycheck... that's motivation?" "They're professionals, they don't need motivation." "In our company... FEAR is our #1 motivator." How about this... "My people aren't producing... they need motivation."

Motivation is the most over-rated concept in management. Jennifer Goodrich will clearly define the four factors that cause productivity loss and the impact C.A.S.H. has on solving the underlying reason for under-performance.

Please think about the following before you come to class: What are common "cures" for un-motivated employees?, What's the difference between "Motivators" and "Incentives"? Also, please think about your team (staff or co-workers) and select 1-2 people who you believe are performing under their potential. We will create an improvement plan for them in class.

Jennifer Goodrich is President of Benchmark Leadership Training, a licensee of Crestcom which operates in 53 countries and >50 U.S. markets. Jennifer trains managers of leading organizations on subjects such as Multi-Generational Workplace, Emotional Intelligence, Customer Service, Time Management, Team Building, Employee Development, Organization, and Communication Effectiveness. She holds a B.A. in Economics from Clark University and an M.B.A. from University of Southern California and is currently working on her Ph.D. in Industrial and Organizational Development.

10am-12pm **Hot Topics in Employment Law: Discrimination, Sexual Harassment, Disability Discrimination, Background Checks and Hiring, Wage and Hour**

Mr. R. Eddie Wayland is a partner at King & Ballow and supervises the firm's litigation section. He has successfully argued before the United States Supreme court. He has represented clients in the the construction industry for over 35 years. Eddie has twice been selected Chairman of the Labor and Employment section of the Tennessee Bar Association. He was founder of the TBA Letter.

1pm-2pm **Business Would Be Easy if it Wasn't for All These People....(Employees)**

In this session, learn to better understand the behavior and motivations of your employees and team members and keys to maximize their productivity and engagement. You will leave this session with actionable ideas to improve your business relationships and overcome your leadership blind spots! -Jeff S McKinney (bio below)

Front Line Seminars:

12pm-1pm **Identifying and Understanding Your Customer's Personality Styles**

In this session, learn to quickly read and understand the behavior and personality style of your customers and co-workers. Customer satisfaction and a happy workplace both depend on good communication. You will leave armed with tools to improve your business revenue and relationships!

Jeff S McKinney is a certified DISC Behavior Systems instructor and has been a top sales producer for every company he's worked for. Jeff also happens to be an introvert. From rural Mississippi beginnings to graduating top of his class in nuclear engineering to sustained success in technical sales, Jeff has learned to apply the gifts and personality strengths God provided. Jeff believes you can learn to focus YOUR strengths to maximize your productivity and success regardless of your industry, business or education. Jeff combines warm concern with a good sense of humor to make presentations fun and memorable.

1pm-2pm **No, It's Not Okay - Recognizing and Managing Workplace Harassment and other Unwelcome Behaviors**

With the 360 degree news cycle on harassment cases and complaints in the media, employees are more aware than ever as to their rights and avenues for action. The number of workplace sexual harassment claims filed with the US Equal Employment Opportunity Commission spiked in 2018 since the #MeToo movement took off. Regardless of a business's services, products or size, all are now more vulnerable if not addressing problematic employee behaviors.

This session will discuss:

- Define Illegal forms of harassment
- What employers are required to do by law to prevent harassment
- How employers should respond to complaints
- Measures that employers should take to prevent harassment

SESCO Management Consultants, PHCC's preferred HR partner, is a national human resources and employee relations consulting firm located in Bristol, Tennessee and Richmond, Virginia. Contact them at 423-764-4127 or www.sescomgt.com.