

**STONEY CREEK HOTEL AND CONFERENCE CENTER IN ROTHSCHILD, WISCONSIN ON MAY 7  
APACHE HOTEL IN ROCHESTER, MINNESOTA ON MAY 9**

### "Spring Tune-up"

#### Hone your Hearth Skills in just One Day with CATE & NCHPBA

This new one-day format is in response to feedback from many that there are so many education programs between March and June a company cannot afford the costs nor the time to send staff to all of them. NCHPBA and CATE have therefore developed this one-day intense training program with two tracks. One is Technical while the other is Business and Liability. Both will be interactive.

We are hosting the same program at two different sites as well. It will first be at the Stoney Creek Hotel and Conference Center in Rothschild, Wisconsin on May 7 and then repeated at the Apache Hotel in Rochester, Minnesota on May 9. You can attend either site or register for both. That way you can attend the Technical program at one location and travel to the next site for the Business/Liability sessions. A small lodging block has been reserved at both sites but we expect most will just drive in. A brief NCHPBA Annual Meeting Report will be held during both lunch times.

Time	Track A	Track B
8:00 – 8:30 a.m.	<b>Registration/ Coffee /Continental Breakfast</b>	
8:30 – 10:00 a.m.	<p style="text-align: center;">Sponsored by Napoleon <b>Electronic Ignition Troubleshooting Proflame</b> Larry Smith Napoleon 1.5 Technical NFI CEU</p> <p><b>Objective:</b> Provide Technicians the basic understanding of the SIT Proflame 1 electronic control system with fan control module.</p> <p><b>Who Should Participate:</b> This course is directed to the Service and Installation Technician</p> <p><b>You will Learn:</b></p> <ul style="list-style-type: none"> <li>• How to troubleshoot the control system.                             <ol style="list-style-type: none"> <li>1. System power requirements</li> <li>2. System component operation</li> <li>3. System wiring diagrams and locations</li> </ol> </li> </ul> <p><b>ALL TECHNICIANS WILL WORK ON WORKING SIMULATORS</b></p>	<p style="text-align: center;"><b>Being a Leader versus Being a Boss</b> <i>Hope Stevenson</i> David Pomeroy Signature Training Chandler, AZ 1.5 Elective NFI CEU</p> <p><b>Objective:</b> Provide staff members who have supervisory responsibility the essential leadership principles and skills that apply in their daily work duties.</p> <p><b>Who Should Participate:</b> Business owners, operations managers, sales managers, service managers, office managers, anyone in a supervisory role, etc.</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• Develop improved communication skills</li> <li>• Learn to apply leadership principles and practices</li> <li>• Understand how to achieve better results through people</li> </ul> <p><b>You will Learn:</b></p> <ul style="list-style-type: none"> <li>• How to improve your leadership with three areas of focus                             <ol style="list-style-type: none"> <li>4. Authenticity</li> <li>5. Trust</li> <li>6. Transparency</li> </ol> </li> </ul>
10:00 -10:15	<b>Break</b>	
10:15 – 11:45 a.m.	<p style="text-align: center;">Sponsored by Napoleon <b>Electronic Ignition Troubleshooting Proflame Part 2</b> Larry Smith Napoleon 1.5 hours Technical NFI CEU</p> <p><b>Objective:</b> Provide Technicians the basic understanding of the SIT Proflame Part 2 electronic control system with Bluetooth capability.</p> <p><b>Who Should Participate:</b> This course is directed to the Service and Installation Technician</p> <p><b>You will Learn:</b></p> <ul style="list-style-type: none"> <li>• How to troubleshoot the control system.                             <ol style="list-style-type: none"> <li>7. System power requirements</li> <li>8. System component operation</li> <li>9. System wiring diagrams and locations</li> </ol> </li> </ul> <p><b>ALL TECHNICIANS WILL WORK ON WORKING SIMULATORS</b></p>	<p style="text-align: center;"><b>Tools for OSHA Compliance</b> <i>Hope Stevenson</i> David Pomeroy Signature Training Chandler, AZ 1.5 Elective CEU</p> <p><b>Objective:</b> The thought of OSHA compliance can be intimidating. It's often the fear of the unknown. Learn why and how to have an in-house health and safety program with relevant, effective training. Discover where to go for information like standards and regulations and what records you need to keep. Learn what to expect if you are ever visited by an OSHA compliance officer and what your options are during and after the visit.</p> <p><b>Who Should Participate:</b> Owners and managers</p> <p><b>You will Learn:</b></p> <ul style="list-style-type: none"> <li>• The Occupational Safety and Health Act of 1970</li> <li>• The General Duty Clause</li> <li>• Safety and Health Program                             <ul style="list-style-type: none"> <li>○ Why Implement a Safety and Health Plan</li> <li>○ What to Include in Your Safety and Health Plan</li> <li>○ How to Evaluate Your Plan</li> </ul> </li> </ul>

11:45 – 1:00		Lunch and NCHPBA Annual Meeting	
1:00 – 2:30	<p>Sponsored by Napoleon</p> <p><b>Appliance Venting Configuration and Calculations</b></p> <p>Larry Smith Napoleon</p> <p>1.5 hours Technical NFI CEU</p> <p><b>Objective:</b> To allow the technician to understand the basic venting operation and vent calculation.</p> <p><b>Who Should Participate:</b> Installation Technician, Service Technician and Sales Associates.</p> <p><b>You will Learn:</b></p> <ul style="list-style-type: none"> <li>How to calculate venting according to the appliance manual.               <ol style="list-style-type: none"> <li>Vent components</li> <li>Vent Approvals</li> <li>Vent Calculations</li> </ol> </li> </ul> <p>Sponsored by Napoleon</p>	<p><b>8 Step Service Call</b></p> <p><i>Hope Stevenson</i></p> <p>David Pomeroy Signature Training Chandler, AZ</p> <p>1.5 Elective NFI CEU</p> <p><b>Objective:</b> To manage the customers experience in such a way that it produces loyal customer cheerleaders.</p> <p><b>Who Should Participate:</b> Owners, managers, technicians, installers</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>Create a documented service call procedure that everyone in your company follows</li> <li>Creates customer cheerleaders</li> <li>Reduces stress and firefighting</li> <li>Allows employees to take pride in their work</li> </ul> <p><b>You will Learn:</b></p> <ul style="list-style-type: none"> <li>Discover the service gap</li> <li>Understand fundamental service beliefs</li> <li>Learn the eight steps to excellent service calls and what to do during each step               <ul style="list-style-type: none"> <li>Service call pre-opening</li> <li>Service call opening</li> <li>Service call interview</li> <li>Service call preview</li> <li>Service call performance of work</li> <li>Service call review of work performed</li> <li>Service call closing</li> <li>Follow up</li> </ul> </li> </ul>	
	2:30 – 2:45 P.M.	<b>Break</b>	
2:45 – 4:15	<p>Sponsored by Napoleon</p> <p><b>Advanced Flame Characteristics</b></p> <p>Larry Smith Napoleon</p> <p>1.5 hours Technical NFI CEU</p> <p><b>Objective:</b> Provide staff members who have supervisory responsibility the essential leadership principles and skills that apply in their daily work duties.</p> <p><b>Who Should Participate:</b> Service Technicians, Installation Technicians.</p> <p><b>You will Learn:</b></p> <ul style="list-style-type: none"> <li>How to improve the diagnostics of flame characteristics in a gas product.</li> <li>Live video recognition of Venting issues</li> <li>Sponsored by Napoleon</li> </ul>	<p><b>Showroom Interior Design</b></p> <p><i>Hope Stevenson</i></p> <p>David Pomeroy Signature Training Chandler, AZ</p> <p>1.5 Elective NFI CEU</p> <p><b>Objective:</b> To create an appealing showroom that utilizes design elements to enhance the sales process</p> <p><b>Who Should Participate:</b> Owners, Managers, Sales Personnel</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>A visually stunning showroom that speaks to all customers</li> <li>Create a showroom that salespeople will take pride in selling out of</li> </ul> <p><b>You will Learn:</b></p> <ul style="list-style-type: none"> <li>To use interior design elements properly in your showroom</li> <li>How to use the layout of your showroom to enhance the sales process</li> <li>When and how to make decisions for showroom remodeling</li> </ul>	



**Stoney Creek Hotel & Conference Center – May 7, 2019**

1100 Imperial Ave., Rothschild, WI  
888-347-2319

Lodging block held until April 5  
Room rate: \$89/night plus tax

**Apache Hotel – May 9, 2019**

1517 16<sup>th</sup> St. SW, Rochester, MN 55902  
800-552-7224

Lodging Block held until April 10  
Room rate: \$99-109/night plus tax