



National Seminar Program Catalogue & Calendar 2011 - 2012



NTCCC enjoys a close working relationship with CMCEF who is the construction industries top educational service in the industry.

For more information please contact the CMCEF office by phone at 613-232-5169 or email cmcef@cmcef.org.

www.cmcef.org

- » Project Management
- » Estimating
- » Supervisory
- » Business Management
- » Inventory Management
- » Dispatcher Training
- » Communications

CMCEF Program

Target Audience

COURSE	Principals	Senior Management	Middle Management	Project Managers	Accounting	Estimators	Supervisors/Foremen	Sales/Marketing	Gold Seal Accredited	Duration Hours	Page
Building Information Modeling (BIM)											
⇒ Introduction to Building Information Modeling(BIM)	•	•	•	•	•	•	•	•	GSA	8	6
⇒ Revit MEP Fundamentals	•	•	•	•	•	•	•	•	GSA	32	6
⇒ Autodesk Navisworks Essentials	•	•	•	•	•	•	•	•	GSA	24	6
Commissioning											
⇒ Commissioning Z320		•	•	•		•	•		N/A	4	7
⇒ Commissioning 101		•	•	•		•	•		N/A	6	7
Estimating											
⇒ Computerized Mechanical Estimating				•		•			GSA	40	7
⇒ Project Acquisition Process	•			•		•		•	TBA	4-12	7
⇒ Estimating for Profit	•	•	•	•		•	•		N/A	4	8
⇒ Basic Principles & Practices of Proj. Estimating	•	•	•	•	•	•			GSA	8	8
⇒ How To Avoid Killer-Jobs by Improving Est. Accuracy	•	•	•	•		•			GSA	8	8
Supervisory											
⇒ 7- Day Supervisory Program				•			•		GSA	60	8
⇒ Growing and Developing Supervisors	•	•	•	•			•		GSA	8	8
⇒ Advanced Supervisors: Turning Supervisors into Better Leaders	•	•	•	•			•		GSA	8	9
Project Planning & Scheduling											
⇒ Principles and Practices of Project Scheduling	•	•	•	•		•			GSA	8	9
⇒ Achieving Greater Project Success & Profitability through Pre-Construction Planning	•	•	•	•		•			GSA	8	9
⇒ Planned and Unplanned Schedule Compression	•	•	•	•		•			GSA	8	9
⇒ Managing Construction Delay Claims	•	•	•	•		•			GSA	8	10
⇒ Short Interval Scheduling	•		•	•			•		GSA	8	10
⇒ Project Scheduling & Time Management Made Easy	•		•	•			•		GSA	8	10
Communications & Negotiations											
⇒ Communication Skills for Personal & Organizational Effectiveness	•	•	•	•	•	•	•	•	GSA	8	10
⇒ Team Building	•	•	•	•	•	•	•	•	GSA	8	11
⇒ Leadership, Relationship, Change	•	•	•	•			•		GSA	16	11
⇒ Human Resource Strategies for the Construction Supervisor		•	•	•			•		GSA	16	11
⇒ The Art of Negotiation	•	•	•	•		•			GSA	16	11
Change Orders											
⇒ Change Notice Management	•	•	•	•			•		GSA	8	11
⇒ Cumulative Impact of Change Orders	•	•	•	•			•		GSA	8	12

COURSE	Principals	Senior Management	Middle Management	Project Managers	Accounting	Estimators	Supervisors/Foremen	Sales/Marketing	Gold Seal Accredited	Duration Hours	Page
Business Management											
⇒ How to Avoid Claims and Increase Profits	•	•	•	•					GSA	8	12
⇒ Procurement Chain Management	•	•	•	•			•		GSA	8	12
⇒ Vendor Partnership in Mechanical Contracting Kick-off Workshop	•	•	•	•	•	•	•	•	GSA	8	12
⇒ Financial Statement Analysis	•	•			•				GSA	8	13
⇒ General Business Practices	•	•	•	•	•	•	•	•	GSA	8	13
⇒ Operation Model for Maximizing Profitability	•	•	•	•	•	•		•	GSA	8	13
⇒ Ideal Jobsite Inventory Levels	•		•	•			•		GSA	8	13
⇒ Planning & Control	•	•	•	•	•	•	•	•	GSA	8	13
⇒ Pricing, Profits, & Cash Flow	•	•	•	•	•	•	•	•	GSA	8	13
⇒ Succession Planning and Sale of Business	•	•							TBA	8	14
⇒ CCA Stipulated Price Subcontract	•	•	•	•		•	•		N/A	2	14
⇒ Claims Avoidance			•	•			•		N/A	4	14
⇒ Design of Effective Work in Process Calculations	•	•	•	•	•	•	•	•	GSA	8	14
⇒ Strategy in the Eye of the Storm:Developing a Proactive & Sustainable Strategy for Today & Tomorrow	•	•	•						TBA	8	15
⇒ Developing Operational Excellence:Developing a Strategic Culture Dedicated to Improving Productivity	•	•	•						TBA	8	15
⇒ Business Development Strategies:Developing a Proactive Strategy to Increase Sales	•	•	•						TBA	8	15
⇒ Business Networking Workshop	•	•	•	•	•	•	•	•	N/A	4	16
⇒ Three P's to Powerful Presentations Workshop	•	•	•	•	•	•	•	•	N/A	4	16
⇒ Becoming Contractor of the Year While Making More Money & Having More Fun	•	•	•	•	•			•	N/A	4	16
⇒ Winning in Tough Times	•	•	•	•	•			•	N/A	4	16
Environmental											
⇒ Leadership in Energy & Environment Design LEED – Core Concepts and Strategies									N/A	4	16
⇒ Green 101	•	•	•	•		•			N/A	4	17
⇒ Green 201	•	•	•	•		•			N/A	4	17
Productivity											
⇒ Jobsite Productivity Management		•	•	•		•	•		GSA	8	17
⇒ Jobsite Productivity: How to Protect it ... How to Improve it	•	•	•	•			•		GSA	8	17
⇒ Managing Field Productivity to Improve the Bottom Line	•	•	•	•			•		GSA	8	17
⇒ Project Tracking to Improve Labour Productivity: An Earned Value Approach	•	•	•	•			•		GSA	8	18

COURSE	Principals	Senior Management	Middle Management	Project Managers	Accounting	Estimators	Supervisors/ Foremen	Sales/ Marketing	Gold Seal Accredited	Duration Hours	Page
Project Management											
⇒ 10-Day Project Management			•	•		•	•		GSA	80	18
⇒ Managing Risk – Practical Ways to Reduce Losses	•	•	•	•					GSA	8	18
⇒ Project Document Control		•	•	•			•		TBA	8	18
⇒ Project Documentation		•	•	•			•		N/A	4	19
⇒ Project Management Essentials		•	•	•		•	•		GSA	16	19
⇒ Project External Issues		•	•	•			•		GSA	16	19
⇒ Contractual Issues, Claims and Disputes		•	•	•			•		GSA	16	19
⇒ Project Procurement and Logistics		•	•	•			•		GSA	16	19
⇒ Project Construction Management and Construction Administration		•	•	•			•		GSA	16	19
⇒ Project Controls		•	•	•			•		GSA	16	19
⇒ Productivity Improvement		•	•	•			•		GSA	16	20
⇒ Managing Project Risks and Uncertainties		•	•	•			•		GSA	16	20
⇒ How To Turn Around a Job Going Bad: A Case Study	•	•	•	•			•		GSA	8	20
⇒ Introduction to Project Management	•	•	•	•			•		GSA	8	20
⇒ Overview of Preconstruction Planning Process	•	•	•	•		•	•		GSA	8	20
⇒ Design for Value Engineering to Increase Job Profits				•		•	•		GSA	8	21
⇒ Improve Profits by Reducing Labor Risks	•		•	•			•		GSA	8	21
⇒ Identify & Reduce the Risk of Failure on the Jobsite by Using Process Failure Mode & Effect Analysis	•	•		•			•		GSA	8	21
⇒ Strategic Planning for Sub-Contractors	•			•					GSA	8	21
⇒ Sub-Contractor vs. General Contractor Material Purchasing	•		•	•			•		GSA	8	22
⇒ Agile Construction	•	•		•			•		GSA	8	22
⇒ High Impact Relationship Selling for Project Managers				•				•	GSA	16	22
⇒ Field Based Project Management	•	•	•	•			•			8	22
⇒ Beating the Clock			•	•			•		GSA	8	22
E-Learning											
⇒ First Level Supervisory Training Program							•		GSA	6	23
⇒ Introduction to Construction Estimating					•	•			GSA	6	23
⇒ Introduction to BIM	•	•	•	•		•		•	GSA	6	23
⇒ Communication, Negotiation, Conflict Resolution (CNCR)		•	•	•					GSA	6	24
⇒ Construction Project Management (CPM) E-learning				•					GSA	6	24
⇒ Construction Law (CL) E-Learning	•	•	•	•			•		GSA	6	24
Safety											
⇒ Accident Investigation and Reporting (for investigators)				•			•		N/A	4	24
⇒ Confined Spaces Hazard Awareness				•			•		N/A	4	24
⇒ Continuous Safety Improvement – Behavior Based Safety				•			•		GSA	8	25

COURSE	Service Dispatcher	Service Manager	Service Technician	Sales	Accounting	Service Supervisors	Managers		Gold Seal Accredited	Duration Hours	
Service Contractors											
⇒ Proactive Service™ Workshop		•	•	•		•			GSA	8	25
⇒ Level I Electrical for HVAC Contractors			•						TBA	32	25
⇒ Level II Electrical for HVAC Contractors			•						TBA	40	25
⇒ Carbon Monoxide			•	•					TBA	8	26
⇒ Dispatcher Training Program	•								TBA	16	26
⇒ Small Projects Management	•	•	•	•	•	•			GSA	8	26
⇒ Your Million Dollar System & Four Ways to Grow Your Business	•	•		•	•	•	•		GSA	8	26
⇒ Charge Out Rates		•		•	•	•			GSA	8	26
⇒ Customer Service for the Service Organization	•	•	•	•	•	•			TBA	8	27
⇒ Building your Service Team from the Top		•		•	•	•	•		TBA	8	27
⇒ Thriving as a Service Contractor		•		•	•	•	•		GSA	8	27
⇒ Marketing Your Service Business		•		•	•	•	•		TBA	8	28
⇒ Growing and Developing Service Supervisors		•		•	•	•	•		N/A	16	28
⇒ Planning, Goal Setting & Performance Improvement		•		•	•	•	•		N/A	8	28

- prices are subject to change without notice

Gold Seal Certification

CCA Gold Seal Certification Program

The CCA Gold Seal Certification Program is a national program for construction **Project Managers, Superintendents, Estimators, and Owners' Project Managers**. Certification is based on the candidate's education, experience and their ability to satisfy the rigorous standards of the Program. This may mean the successful completion of a Gold Seal exam. The Gold Seal Certificate was developed by the industry for the industry and is a voluntary certification program for the individual. The Certificate signifies that the individual has attained a nationally recognized level of experience and competence as a Project Manager, Superintendent, Estimator or Owners' Project Managers. CMCEF is a supporter of the Gold Seal program and attempts to make every effort possible to have all of its qualifying courses Gold Seal Accredited. For the individual - the Gold Seal Certificate is a declaration of skill and competence that is recognized by the construction industry across the country. The Certificate will enhance mobility and professional development of construction managers. For the contractor - employing Gold Seal Certified managers is a statement regarding the professionalism and commitment of the firm to construction management excellence. A Gold Seal Certificate assists employers in recruiting capable construction managers. If you would like further information on the Gold Seal program please visit their website at www.goldsealcertification.com or contact the CMCEF office at (613)232-5169.



*Gold Seal accredited courses are indicated in the table above.

Programs That Come To You

The following is a description of programs that are available for on-site training at your company or through your local association. If you are interested in booking a program please contact CMCEF and we would be pleased to look after arranging all the details. The listed programs range from ½ day to two days in duration and all programs are based on critical INDUSTRY related issues. Unless specified per person, the fee listed is a group rate for up to 15 students which include the following: the instructor, their expenses related to travel, and all course materials. To determine if a seminar has been scheduled in your area, contact your local association or the CMCEF office at 613-232-5169 or by email at cmcef@cmcef.org.

Building Information Modeling (BIM)

Introduction to Building Information Modeling (BIM)

This one day course is designed to introduce students to the concepts of BIM and the tools most commonly used in the industry. Intro to BIM is currently in development by our staff and will include topics such as: what is Building Information Modeling, who is using BIM in the Building Industry, what technology tools are commonly associated with BIM, how does the BIM process effect the project, how does BIM change the contractual obligations amongst parties involved, where do various disciplines and parties fit into the BIM process (Architects, Engineers, Contractors, Sub-contractors, Owners) This course will be designed to engage the students and encourage questions and interaction. Where applicable, software will be shown and demonstrated to illustrate BIM and its processes. (one day)

Instructor: IMAGINiT Technologies

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Revit MEP Fundamentals

The main topics covered in this course include: Introduction to Revit MEP and BIM, Views, Set up, import, and link projects with Revit MEP, Parametric 3D design tools to design and analyze MEP systems, Detailing and drafting view creation, Collaboration with architects and engineers on projects, Annotation and creation of project schedules, Creation construction documentation. Upon completion of this course, students will be versed in the benefits of BIM, use the fundamental features of Revit MEP, set up, import and link projects with Revit MEP and Use the parametric 3D design tools to design and analyze MEP systems. Students will be taught how to collaborate with architects and engineers, how to annotate and create project schedules and finally how to produce construction documentation. (4 days)

Instructor: IMAGINiT Technologies

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Autodesk Navisworks Essentials

The main topics covered in this course include: Describe the main features and functionality of the Navisworks products, Open and append 3D files of different formats and save them in a Navisworks format, Create links to external scheduling files and object properties in external database files, Perform visual project model reviews using the built-in review and reporting tools, Create construction simulations of a project model to check the validity of construction schedules, Use Animator and Scripter to create interactive animations for presentations and demonstrations, Add true-to-life materials, lighting, and backgrounds to project models to create photorealistic output, Perform interference detection tests between 3D files of different disciplines to check the integrity of the design. The primary objective of this courseware is to teach students how to combine 3D geometry from cross disciplines into one scene to enable effective model reviews. Students will also learn to use the Clash Detective, TimeLiner, Animator, Scripter, and Presenter tools competently within Navisworks.

(3 days)

Instructor: IMAGINiT Technologies

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing



Commissioning

Commissioning Z320 ~NEW~

The course will be based on the application of the new commissioning standard and the associated web based commissioning check sheets. This is the first commissioning standard that will address building commissioning as a whole including all disciplines in the construction process and their participation. The course is intended to guide the participants through the complete commission process from pre-design to post occupancy of the facility and address the need to provide the capability of ongoing and re-commissioning of the facility in the future.

Instructor: Bill Carson

Attendees: Senior Management, Middle Management, Project Managers, Estimators, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Commissioning 101

The scope of this presentation will cover an overview of commissioning, commissioning requirements for LEED Standard, the roles and responsibilities of key persons for projects with regards to commissioning, the commissioning process and its deliverables. Some of the course topics will include: what is commissioning, what is a commissioning agent, when does commissioning start, commissioning activities, benefits of commissioning, return of investment. (Half day)

Instructor: Bill Carson

Attendees: Senior Management, Middle Management, Project Managers, Estimators, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Estimating

Computerized Mechanical Estimating

The objective of this program is to provide students with the groundwork and principals of mechanical estimating by taking them step by step through the entire computerized estimating process. Course material entails the History of Estimating, Bid Documents, Communication, Surety & Bonding, Performance Takeoff, Extension Reviews, Recapitulation, Final Pricing, Bid Analysis & Review and more. New for 2010/2011, the course will be broken into three sessions; Web-based instruction will feature (2) two hour sessions that will be delivered one week prior to the classroom practical portion. These sessions will be hosted by a live instructor who will deliver theoretical course subjects. Part two will be the practical portion of the course where participants will perform a practical takeoff of a project. This portion will be three days of classroom training and the third portion of the course will be a one hour web-based session allowing the participants an opportunity to assess their performance through analysis of their bid results along with their peers. (Three days)

Attendees: Project Managers, Estimators

Instructor: Wally Jurina

Fee: Contact CMCEF for pricing

The Project Acquisition Process ~NEW~

The Project Acquisition process creates an orderly and repetitive process for marketing and estimating. The PA Process creates and defines the relationship between operations and estimating and often missing link within the estimating process for feedback and validation of labour units. It places the preparation of the proposal at the beginning of the process rather than at the end. Thus, each estimate is not an original work of art but rather a systematic repeatable process. Individual topics include when to say "no, how to evaluate opportunities, how to differentiate your firm, timing organization "do's and don'ts", error prevention/checklists, preconstruction conference, timing, agenda and attendees, what is modular estimating to name a few. (4 – 12 hours)

Instructor: Jack Wilhelmi

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

Estimating con't

Estimating for Profit

This seminar illustrates how contractors can modify their bidding practices to establish a true cost and improve success ratios by reviewing the key elements of an estimate. *Estimating for Profit* will benefit any contractor who depends on good estimating practices for acquiring work and retaining clients. Some of the material covered in this program include: choosing jobs, tips on checking on estimates, good estimating procedures, application of labour factors, labour units and cost codes, common estimating and management mistakes, application of key components of the estimate, material purchases analysis of the bid summary, project scheduling, determination and recovery of correct overhead, and more. (Half day)

Instructor: Richard Worr

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators

Fee: Contact CMCEF for pricing

Basic Principles & Practices of Project Construction Estimating

This seminar will provide a practical knowledge of cost estimating, cost management and conceptual estimating principals. Learn how to develop project costs and how to organize construction cost information. Understand how contractors, engineers, architects and owners work through project costs to prepare meaningful estimates. (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators, Supervisors, Foremen

Fee: Contact CMCEF for pricing



How to Avoid Killer-Jobs by Improving Estimation Accuracy

Estimation accuracy is vital to a contractor's survival. One wrong estimate could lead into a major Killer-Job which can erode the entire company's profits. The participants in this course will learn how to mine the existing database to identify the company's overall productivity performance. The data analysis will then be used to improve the estimation accuracy based on the company's overall performance. This course is a hands-on workshop. Participants will work with real data and learn how to sort and use the data analysis tools. (One day)

Instructor: Dr. Perry Daneshgari & Heather Moore

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

Supervisory

Supervisory Program

Participants attending this course will be instructed on many aspects involved in project planning, managing the job site, monitoring the project, and closing out a project. Instructional topics will include the phases of construction, staffing issues, construction documents, project controls, commissioning and project turn over. (Seven days)

Instructor: Gary Leaman

Attendees: Project Coordinators, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Growing and Developing Supervisors

If you want to develop men and women into managers, or perhaps want to work on your own supervisory skills, this seminar can help. Geared towards anyone who manages people, including foremen, owners, and project managers, this real world presentation has been used to train over 8,000 supervisors in leadership, transition to management, problem solving, and ending communication conflict. (One day)

Instructor: Kevin Dougherty

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

What attendees had to say

"This course is great. A real confidence booster to my position within my company" Jeff Kazuk,
Wescan Electrical Mechanical Services, Winnipeg,
MB (Supervisory)

Supervisory con't.

Advanced Supervisors: Turning Supervisors into Better Leaders

A program designed for foreman, superintendents, shop foreman and anyone who could make a difference to job profitability. With today's jobs being more competitive, having aggressive schedules, being inconsistently managed by the customer, skilled manpower shortages, and every project involving more documentation and administrative needs, today's supervisor is critical for profitability. Gone are the days when the supervisor could wing it, today's successful supervisor must manage not only the field, but also be able to understand how the whole process fits together. This program will provide today's supervisor with the tools needed to be successful. (One day)

Instructor: Kevin Dougherty

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project Planning & Scheduling

Principles and Practices of Project Scheduling

Modern mechanical construction projects both large and small are complex endeavors, involving many products, systems and often disparate players. The coordination and assembly of all the necessary elements at a site is almost impossible to achieve without extensive up-front planning and scheduling. This course provides an overview of the various methods of construction scheduling in current use and serves as an introduction to CPM scheduling for those who must work with schedule submittals from the contractor. The primary objective of this course is to provide an introduction to principles of network scheduling and its potential impact on delay claims by the contractor. The second objective of this seminar is to provide a hands-on workshop environment where attendees will have an opportunity to work in pairs to create a simple CPM schedule based upon predetermined criteria and to discuss the issues involved. (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

Achieving Greater Project Success and Profitability through Pre-Construction Planning

A recent study led by Dr. Awad Hanna showed increased profit margins and projects success by following a comprehensive formal pre-construction planning process. The study presented a successful model for pre-construction planning. Those projects that used a planning process similar to the "model" planning process tended to perform more successfully – they achieved an average profit margin of 23% as compared to projects that were poorly planned and achieved an average profit margin of only -3%. The goal of this seminar is to assist mechanical contractors in developing a formal pre-construction planning process that extends through the three project stages: bidding, pre-construction and project execution. The seminar will also include major principles for successful implementation of pre-construction planning. (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

Planned and Unplanned Schedule Compression for Mechanical Contractors

Mechanical contractors confronted with the need to compress a construction schedule face the potential for extreme difficulties. One of the more difficult problems associated with planned schedule compression is the associated delays, disruptions, and partial work suspensions that are commonly concurrent which leads to unplanned compression. Planned and unplanned schedule compression can be

thought of as a reduction from the normal experienced time or optimal time for the type and size project being considered. This seminar presents the development of the planned schedule compression concept file for mechanical contractors. Each concept attempts to provide a significant, distinct, and executable objective for enhancing the construction process and minimizing the impacts of schedule compression.

Instructor: Dr. Awad Hanna (One day)

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

What attendees had to say

"Excellent presentation. Very informative. The instructor was very approachable and answered any questions in a clear and complete manner. Learned a lot. Thanks." (Intro to Commissioning)

"Extremely interesting and clearly laid out as an excellent tool for tracking labour." (Project Tracking to Improve Labour Productivity)

"Excellent program with real ideas to take away, implement, and improve the business. Time very well invested. More Awad Hanna!" Tim Culliton, Culliton Brothers Ltd., Stratford, ON (Planned and Unplanned Schedule Compression for Mechanical Contractors)

Project Planning & Scheduling con't.

Managing Construction Delay Claims

In this course you will learn about the many effective tools and techniques for analyzing project schedule and time related claims. Topics covered include; delays, schedule compression and acceleration, delay impact excusable/ compensable, concurrent and pacing delays, bar chart analysis, as planned versus built, scheduled or collapsed CMP schedule, overhead, loss of labour productivity, labour and material escalation and the impact of schedule compression. (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

Short Interval Scheduling

The students will learn hands-on, the simple methods and tools that can be used to schedule their jobs and how to identify the obstacles and reduce labor waste which can improve job productivity by better than 30%. Items introduced, explained and applied within the course will include the impact of scheduling on their job productivity, tracking forms for a 3-day schedule, charting the data, and analysis and interpretation of the charts. (One day)

Instructor: Dr. Perry Daneshgari & Heather Moore

Attendees: Principals, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project Scheduling & Time Management Made Easy

Scheduling and Planning have an enormous impact on project productivity and profitability. When used correctly, Planning, Scheduling and Time Management skills will help the project managers and supervisor to foresee and react to the constant changes on the job site. A construction job site is a very fluid work environment, in a state of constant change. Schedules are made to change. However, in spite of schedule changes, the plan needs to proceed. No job will finish without at least 70% change in its schedule, some planned, some unplanned. This course will teach the principles of Project Scheduling and Time Management. It will focus on: Owner & GC's schedule breakdown, Creating the Work Breakdown Schedule (WBS), Total Job scheduling and planning: integrating short and long term schedules with a plan, Three weeks look ahead for: Labor, Material & Equipment, Tools, and Schedule of Value, Scheduling feedback and optimization of tasks. The participants will learn how to establish a useful schedule and manage project related time. They will experience simple methods and tools for scheduling and tracking that can improve visibility and knowledge of their jobs. They will learn how to identify the obstacles and correct the schedule and feedback to the GC's milestones. The usage of correct scheduling skills will improve profits and cash flow. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Principals, Middle Management, Project Managers, Field Supervisors

Fee: Contact CMCEF for pricing

Communications & Negotiations

Communication Skills for Personal and Organizational Effectiveness

The ability to communicate is critical to anyone's success. Effective human interaction in any setting, and especially at work, is based on sound communication techniques. In this workshop we explore this crucial aspect of human productivity. After completing this training, participants will be able to understand the importance of effective communications, understand and evaluate the communication process, approach communications as opportunities, establish a communication process that works and is repeatable successfully, manage their own communication "attitude", determine how to adapt their communications to different people, understand the powerful role played by effective "listening" techniques, establish rapport with others and contract with others to maximize performance, understand how to assert themselves, and deal with difficult situations. (One day)

Instructor: Gerry Call

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Communications & Negotiations con't.

Team Building

Teams exist in many forms and perform many functions throughout the organization. We sometimes call them committees, task forces, project groups and other names, but the essential requirements are that people work effectively together to get more from the team than just the sum of the individual contributions of the team members. This workshop is designed to take an 'intact' team and furnish them with the skills and knowledge to form a strong team and function effectively. (One day)

Instructor: Gerry Call

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Leadership, Relationship, Change

Managing projects is all about managing change – for your customers, your community, your organization, and your delivery partners. This 2-day course goes beyond the basics, exploring what it takes for key project team players – project managers, business analysts, sponsors and team leads – to step up to the leadership and change challenges inherent in the most complex and demanding projects. Participants will gain practical skills to: Identify, explore and apply advanced project and change management theory and skills; survey selected project manager, team, change management, leadership and relationship management models; recognize human issues in project management and apply appropriate models; understand what sets the high powered project team apart and how they must use leadership and change management approaches to create and sustain a high powered project team. (Two days)

Instructor: Maria Trott

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Human Resource Strategies for the Construction Supervisor

This course provides practical information for today's construction manager regarding recruiting, hiring, training, motivating and compensating employees. It also contains a wealth of industry-specific material and employment law, HR policies and procedures, progressive discipline, absenteeism management and the use of human resource information systems. (Two days)

Instructor: Gary Robertson

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

The Art of Negotiation

In this two day workshop we explore how to build strategies to get what you need while helping others get what they need. More and more decisions require negotiation, both in our personal and our work lives. Everyone negotiates something every day. In this workshop, we help participants develop the skills, knowledge and attitudes required to negotiate effectively. This workshop will be useful for anyone involved in situations where peoples' mutual needs may conflict. We will involve participants using a combination of small group exercises, debate and case studies, in order to maximize learning. Participants will leave the workshop with a participants' manual containing all workshop materials and handouts. (Two days)

Instructor: Gerry Call

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

Change Orders

Change Notice Management

This course is designed specifically for the contracting industry professional with project responsibilities. The course deals with management of the change notice process. Students are introduced to the concept of change notice and its effect on the "Base Project". "In class" exercises are conducted and practical industry examples of change notices are analyzed. A workshop environment is employed, case studies are reviewed, and techniques for managing the change notice process are taught and demonstrated. (One day)

Instructor: Richard Worr

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Change Orders con't.

Cumulative Impact of Change Orders

This program will examine the cumulative affect that change orders have on labour productivity for contractors. With three separate studies undertaken this review of the cumulative affect of change orders will look at types of change, recoverable change order costs, methods of quantifying the impact of change orders on labour efficiency, the Cause and Effect Method, characteristics of projects impacted by change orders, and much more. A must see seminar. Bring your calculator, you will need it! (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Business Management

How to Avoid Claims and Increase Profits

Everyone would love to avoid claims, but who wants to lose profit on the job? This one day program focuses on avoiding claims, and increasing profits through better Change Order procedures. In the morning, participants learn to “Read between the Lines” before the deal is done, and how to protect their interests in a cooperative manner. The afternoon is spent learning how to improve your ability to price Changes on the job by recognizing the “often missed” components of the actual cost of the change. By recognizing these components, and explaining them to the client professionally, you greatly increase your chances of having your project be a success! (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers

Fee: Contact CMCEF for pricing



Procurement Chain Management

This workshop is designed to provide the knowledge to assess both the weaknesses and strengths of procurement management practices. Procurement in the construction industry has primarily been a function of the specialty contractor. A few general contractors have attempted to purchase material directly from manufacturers. The hidden costs and the other effects of direct purchasing on owners up to now have not been clearly defined. By reducing the costs associated with procurement, mechanical contractors will be able to outperform their competition and dramatically increase profits. Topics include: prevailing and alternative models of procurement chains; procurement cost drivers; a new and more efficient procurement model; and how improved procurement can increase profits. The proposed new model suggests methods to eliminate waste and inefficiency in the supply chain.

Mechanical contractors can capitalize on the procurement methods suggested in this model to more effectively work with suppliers and customers. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Vendor Partnership in Mechanical Contracting Kick-off Workshop

This intensive working session is designed to establish the basis for the partnership between the mechanical contractor and their distributor partner. The vendor partnership approach has demonstrated significant cost savings for both partners when they understand each other's issues and work together to find solutions. Up to now, because of the typical adversarial relationships, the hidden costs and the other effects of direct purchasing have not been clearly defined. By reducing the costs associated with procurement, mechanical contractors and their distributor partners will be able to outperform their competition and dramatically increase profits. Topics include operational models for contractors and distributors; procurement cost drivers; in-depth understanding of the interfaces in the procurement process; and issue resolution and procurement process measurement. This workshop brings together key mechanical contractor and vendor partner personnel so that everyone understands the purpose of the partnership and how it will work. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Business Management con't.

Financial Statement Analysis

Your bank and your bonding company know how to read your financial statements. Do you? They have you at a decided disadvantage when you don't understand the impact of the information that you are giving them. Learn how to read your financial statements and, more importantly, how to structure them to your advantage. Includes a comprehensive workbook. (One day)

Instructor: Ron Coleman

Attendees: Principals, Senior Management, Accounting

Fee: Contact CMCEF for pricing

General Business Practices

Hone your skills in time management, negotiations, marketing, TQM and several other key business practices. Hands on ideas that you can implement straight away. Includes a comprehensive workbook. (One day)

Instructor: Ron Coleman

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Operation Model for Maximizing Profitability

This course addresses how to prepare for labour relations and new market realities such as reverse auctions and alternative procurement methods. The course will also address principles that have increased productivity of: labour, project management, office management, operational theories. Participants will learn the implementation steps for an Optimal Mechanical Construction Business Model that will improve productivity and profits by better than 30%. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Sales, Marketing

Fee: Contact CMCEF for pricing

Ideal Jobsite Inventory Levels

Inventory cost is the second largest expense to contractors. Poorly planned or poorly managed material on the jobsite is known to dramatically increase man hours and labour cost by as much as 40%. By exploring the practices of other inventory intensive businesses and the principles guiding material procurement, movement and availability, a contractor can develop and implement practices which result in improved or even ideal inventory cost management and control. (One day)

Instructor: Dr. Perry Daneshgari or Philip E. Nimmo IV

Attendees: Principals, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing



Planning and Control

You can only manage what you can measure. Unless you keep control of your projects from day one how will you maximize the profits and minimize the risk? Use these techniques to increase your rate of success. Includes a comprehensive workbook. (One day)

Instructor: Ron Coleman

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Pricing, Profits, & Cash Flow

Learn how to impact these critical areas of your business. Do you know how to calculate your break-even sales? Do you know how to double your profits? Do you know the importance of working capital and how to use it to your advantage? These and other key elements of a successful business are covered in this module. Includes a comprehensive workbook. (One day)

Instructor: Ron Coleman

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Business Management con't.

Succession Planning and Sale of Business

Learn how to structure your company for continuity, how to value your business, how to sell it to employees or family who have little or not money, how to project your assets during the transition, the tax implications of selling assets or shares and how the buyer can pay with money that only attracts 18% income tax. (One day)

Instructor: Ron Coleman

Attendees: Principals, Senior Management

Fee: Contact CMCEF for pricing

The CCA 1 - 2008 Stipulated Price Contract: Understanding the Prevailing Industry Subcontract Document

This course offers a detailed review of the standard subcontract document widely used throughout Canada. The CCA 1 is a balanced contract, developed jointly by generals and trades, which aims to fairly allocate risks and responsibilities in a comprehensive way. Particular emphasis will be placed on the key provisions with which trades should be operationally familiar, as well as those affecting their risks generally.

Instructor: Geza Banfai

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Claims Avoidance

Claims have long been identified as one of the most significant issues that face contractors, owners and architect/engineers alike. Invariably, claims create an adverse environment that often prevents long-term relationships, the foundation of a strong company. This seminar investigates the common causes of claims, then builds on that knowledge to generate common sense strategies to avoid claims. The course material is highlighted with recent, real-life case studies that illustrate successes and failures by contractors as they navigate the minefield created by claims. (Half day)

Instructor: Tim Wentz

Attendees: Middle Management, Project Management, Supervisors

Fee: Contact CMCEF for pricing

Design of Effective Work in Process Calculations

Construction contracting is one of the most rewarding yet challenging professions in the world. It is one of the few professions that require massive upfront investment prior to actual cash inflow. Rule of thumb for any project start up is 30% of the total value of the contract has to be available for upfront investment before any billings. In fact most of the projects do not become cash-flow positive until the last 5-10% of the job. The dilemma that the contractors face in income, cash-flow, billings and expenditures requires a constant balancing act. The contractors need a system that allows them to see cash-out, billing and cash-in, in order to manage their daily activities. Unfortunately, neither the accounting nor the estimation data can help create a visible and responsive process for Sales, Billings and Cash-Flow. The fact the matter is that the sales of a contractor have nothing to do with its billing. This small misunderstanding could cost the contractors tens of thousands of dollars in revenues and taxes. The main attributes of this seminar are: Basic elements of Work In Process, Required update areas of WIP, How to create a WIP report. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing



Business Management con't.

Strategy in the Eye of the Storm: Developing a Proactive and Sustainable Strategy for Today and Tomorrow~NEW~

The construction industry across North America is experiencing unprecedented uncertainty and volatility. Having enjoyed an extended period of economic prosperity, many industry executives find themselves navigating uncharted water. The vast majority of contractors are simply focused on getting work and view long term strategy a luxury they cannot afford. Long-term thinking has been supplanted by the here and now. However, construction organizations that do not think “big picture” risk failing to position themselves with markets, customers and both internal and external resources. Decisions on future niches/markets, management practices, personnel development and organizational succession require careful planning and reflection on the within “New Normal” economic model the industry faces. Customers, competition, internal company factors and external “climatic” and environmental changes within Canada and across the world influence how every contractor should examine their capabilities and long term positioning. Ultimately, it is this analysis that guides the organization’s ability to successfully get work, execute work and keep score in the new economy of today and tomorrow. FMI will discuss practical information and strategies that can help construction executives, managers and project teams through the difficult times ahead with a focus on shaping the business for the future. The main attributes of this seminar are: Examine the trends impacting construction organizations today and tomorrow, Utilize a Case Study to appropriately evaluate a business objectively, Evaluate the root causes of the inefficiency, ineffectiveness and malaise in a construction organization, Redirect your organizational efforts in the “get work, execute work and keep score” arenas to provide long term sustained success

Instructor: Gregg Schoppman

Attendees: Principals, Senior Management, Middle Management

Fee: Contact CMCEF for pricing

Developing Operational Excellence: Developing a Strategic Culture Dedicated to Improving Productivity~NEW~

Contractors must continually improve their project execution practices. In this new economy, holding course and maintaining the status quo will simply not be enough. There is nothing like improving your productivity to significantly impact your competitiveness and bottom line. FMI’s **P3 Model** — processes, people and productivity tools — provides a comprehensive framework to address productivity and includes a focus on the human element of productivity. As a mechanical contractor, the difference between a successful project and a losing project is your ability to effectively manage direct costs, particularly labor. For many construction companies, field labor represents the largest, single controllable cost and, therefore, the largest potential opportunity to impact the bottom line. FMI’s Operational Excellence program teaches the fundamental aspects to creating a lean, efficient organization. FMI’s Productivity Builder® Process focuses on not only improving key management processes, but also establishing a level of consistency that becomes the firm’s standard practice. The main attributes of this seminar are: How much a 5 to 10 percent savings in annual field-labor costs will improve your bottom line, How productivity can help you get low on bid day, How FMI’s **P3 Model** addresses processes, people and productivity tools for a comprehensive approach to productivity improvement, What it really takes to create a sustainable advantage through productivity improvement, The long-term commitment required to change your organization, How to prepare your company to be a lower-cost producer in a tough economy.

Instructor: Gregg Schoppman

Attendees: Principals, Senior Management, Middle Management

Fee: Contact CMCEF for pricing

Business Development Strategies: Developing a Proactive Strategy to Increase Sales~NEW~

This course will help you understand how to find, target and win the right customers and project opportunities. You will learn a consultative approach to selling that puts you in a position of helping customers buy, versus having to sell them. You will learn to sell value and build loyalty and lasting relationships. Are you charged with: Selling new and/or current customers?, Outmaneuvering the competition to get your firm positioned as the right choice?, Finding the customer “hot buttons” that give your firm the edge?, Building the customer’s perception of value?, Building customer loyalty? If the answer is yes, this program will help you develop your firm’s tool kit for successful sales and business development. This business development workshop will give you the skills you need to capture the “right” customer and project opportunities. You will uncover the myths surrounding customer expectations and discover how to win in the new world of sales. Additionally, you will learn why selling the project is not enough — you need to keep that customer for life! Differentiation and creating your firm’s edge on bid day truly mean the difference between surviving and creating profitability long term. This hands-on session teaches the skills needed to be successful in sales — whether you are new to the game or a seasoned pro! The main attributes of this seminar are: Explore the sales model that is winning work in the construction industry, Examine FMI Estimating Model and structure your estimating/business development team appropriately, Identify how to segment your prospects to give you the greatest opportunity for success, Understand the importance of referrals and testimonials, Adopt a “customers for life” philosophy that will serve you throughout your career, Learn what clients really want from construction companies, Strategize how to get through gatekeepers and address objections, Learn to convert your market intelligence into booked backlog

Instructor: Gregg Schoppman

Attendees: Principals, Senior Management, Middle Management

Fee: Contact CMCEF for pricing

Business Management con't.

Business Networking Workshop

Successful business networking is a social skill that will allow you to stand out from the crowd while you develop an ever expanding range of valuable business and personal contacts. Like any skill, business networking can be mastered with practice and persistence. It takes time to perfect and become comfortable in networking situations but the results far outweigh the effort for anyone who is serious about their career. This workshop has been designed for those of us who find networking at meetings or other business related events challenging. It will be most valuable for anyone who would like to: Feel more comfortable in social business situations, know how to plan for and to get the most out of business meetings and events, leave others with a lasting positive impression. (Half day)

Instructor: Jim Baston, BBA Consulting

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Three P's to Powerful Presentations Workshop

This workshop has been designed for those of us who make presentations to customers and prospects to advance or support the sale of products and/or services. The presentation may be in support of a specific proposal, it may be a "lunch and learn" for the staff. Regardless of the nature of the presentation, this workshop is designed to help you be more: Confident and comfortable with your material, Impactful and persuasive with your message, Prepared to manage and guide the interactions to a positive result. The workshop is divided into three sections – the **Three P's to Powerful Presentations**, namely **Planning, Preparing** and **Presenting**. A successful presentation depends upon all three. We will explore each of the P's and provide tools and tips to guide you through each. (One day)

Instructor: Jim Baston, BBA Consulting

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Estimators, Supervisors, Foremen, Sales, Marketing

Fee: Contact CMCEF for pricing

Becoming Contractor of the Year While Making More Money and Having More Fun

The program helps you develop the right mindset for making more money and having more fun; it takes you through the simple 3 step process and we will then start you on your own journey. It is based on Mr. Coleman's new book of the same title. All participants get a free copy of the book. (Half day)

Instructor: Ron Coleman

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Sales, Marketing

Fee: Contact CMCEF for pricing

Winning in Tough Times

This program identifies the key issues that contractors need to address in order to make money during tough times. Learn how to match your overhead to sales; develop successful sales strategies; develop techniques for improving your efficiency. Know what realistic gross profit figures are for different types of work and what is a reasonable overhead structure. (1/2 day)

Instructor: Ron Coleman

Attendees: Principals, Senior Management, Middle Management, Project Managers, Accounting, Sales, Marketing

Fee: Contact CMCEF for pricing

Environmental

Leadership in Energy & Environmental Design LEED – Core Concepts and Strategies

This full-day workshop provides essential knowledge of the Leadership in Energy and Environmental Design (LEED) Rating Systems and sustainable building concepts. This workshop supports those seeking a better understanding of LEED or wishing to pursue the future LEED Green Associate (Tier I) credential. This workshop presents LEED concepts at the credit category level – across building types and rating systems – and the basics on the LEED certification process. It provides the foundation required for more advance LEED Implementation training. Real project examples help demonstrate and reinforce learning.

Instructor: CaGBC

Attendees: Senior Management, Middle Management, Project Managers, Estimators, Sales, Marketing

Fee: Contact CMCEF for pricing

Environmental con't.

Green 101

Green 101 is a unique industry-specific course that answers your most basic questions and addresses your most urgent concerns about the growing and increasingly important green building phenomenon. It will target those contractor and service professionals wanting to learn the basics of the subject, such as: basic terms, definitions, and technologies involving green and sustainable construction. The course is taught by Tim Wentz, assistant professor at the University of Nebraska – Lincoln, a registered professional engineer, a LEED Accredited Professional, a licensed heating contractor, and a licensed master plumber with over 20 years in industry experience as a mechanical contractor. (Half day)

Instructor: Tim Wentz

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

Green 201: Profitable Strategies for Mechanical and Plumbing Contractors

A continuation of the Green 101 fundamentals course, Green 201 explores marketing and branding opportunities for firms wanting to become more involved in this rapid growth segment of our industry. The seminar also explores identifying the best green alternative for your client and how to produce a competitive advantage with various green strategies. (Half day)

Instructor: Tim Wentz

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators

Fee: Contact CMCEF for pricing

Productivity

Jobsite Productivity Management

The course presenter has carried out extensive productivity studies on construction sites and these studies illustrate the tremendous potential for improving jobsite productivity. Step-by-step project pre-planning procedures are outlined, emphasizing materials handling analysis and detailed operation analysis using proven checklists which are included in the 96-page handout manual. Digital photographs are used to show numerous successfully implemented ideas. Attendees can bring their actual projects to the course to be used in the workshop exercises. (One day)

Instructor: Kerry O'Brien

Attendees: Senior Management, Middle Management, Project Managers, Estimators, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Jobsite Productivity: How to Protect It...How to Improve It

This class will examine the typical construction day, with the intent of better understanding the factors that affect productive work. Methodologies for improving jobsite performance on the regular job will be examined. Then, drawing on recent industry research, various labour productivity factors will be reviewed to develop methods for minimizing negative factors and to capture data to prove damages, if necessary. (One day)

Instructor: Tom Williams

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Managing Field Productivity to Improve the Bottom Line

This seminar discusses the causes of poor labour productivity, measuring productivity for controlling items of work, performance factor, forecasting project outcomes, productivity measurement, daily productivity measurements, performance evaluation reports, factors affecting labour productivity, what to do to reduce the impact of schedule compression and acceleration, manpower loading and s-curve, preplanning, site logistics, site layout, deliveries, storage, and material handling. (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Productivity con't.

Project Tracking to Improve Labour Productivity: An Earned Value Approach

To successfully manage a project; Mechanical contractors need to know when and where the job man-hours are deviating. Earned Value Analysis (EVA) is one of the most powerful tools in the mechanical contractor's toolkit. This seminar presents the fundamentals of EVA and how it can be used to develop manpower loading charts, how to track and measure percent complete, how to predict the job outcomes when the job is just 20% complete and how to compare your performance to industry benchmarks. The seminar will also present a comprehensive job tracking system based on tracking project man-hours. A simplified and yet accurate job tracking system for small and medium size mechanical contractors will be also shown in this seminar. (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project Management

Project Management

This 10 day program is put together with the help of the University of Waterloo and a number of the top trainers in our industry. Divided into two 5-day sessions, the Project Management Course covers such topics as Project Administration, Scheduling, Managing Individual Differences, Safety, Change Orders, Construction Law, Job Costing, Communications and Negotiation, Dispute Avoidance & Claims, Labour Relations, Project Completion and more...To date CMCEF has trained more than 600 individuals in this, it's anchor program. (Ten days)

Instructors: Darya Duma, Richard Worr, Warren Griffin, Gary Robertson, Andy McLaughlin, Gerry Call

Attendees: Middle Management, Project Managers, Estimators, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Please note, only one PM course will be offered each calendar year.

Managing Risk – Practical Ways to Reduce Losses

This session will focus on Risk Management and Loss Prevention, covering the following exposures: Property, Liability, Automobile, and Personnel. Major topics of discussion will include: What is it Risk Management? What does it mean to you? How can you benefit? What is Loss Prevention? How do you utilize it? What can you do to reduce your risk? (One day)

Instructor: Richard Frost

Attendees: Principals, Senior Management, Middle Management, Project Managers

Fee: Contact CMCEF for pricing

Project Document Control ~NEW~

This course is designed to provide a system of organized documentation through the use of 10 major categories. The lack of organized information is a root problem for claims and the inability to organize and track the project. The participant who understands the basic value of a document will be shown a method of electronically filing for future reference. This systematic approach with multi-level drill down capability of each of the 10 categories allows for any company to adapt their present needs to this format. (One day)

Instructor: Richard Worr

Attendees:Senior Management, Middle Management, Project Managers, Supervisors, Coordinators

Fee: Contact CMCEF for pricing

Project Documentation

The seminar begins by defining what makes a document workable, functional and legal. It will show how documentation serves to protect your interests both during the project and after should disputes occur. From this foundation the seminar demonstrates how proper documentation can lower risk, increase productivity and solve problems before they occur as well as create lessons learned and produce useable archives for future reference. The seminar concludes by reviewing alternative techniques and methods of documentation. (Half day)

Instructor: Bob Mattia

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project Management con't.

Project Management Essentials for Contractors

For new project managers who need to ramp up quickly to deliver successful construction projects, this course introduces the essential tools of project planning and execution in a contracting environment. Participants practice project management techniques on a simple turnkey construction project that is developed through the complete project lifecycle, from initial project proposal and definition, through project implementation, and finally to the often neglected project completion phase. Participants will leave this course with the ability to implement a structured process to successfully deliver small to medium-sized construction projects for their organizations and for their customers. (Two days)

Instructor: Darya Duma

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project External Issues

This course discusses how to deal with different stakeholders within a project team and project environment. Topics include management and corporate influences, financial influences, various stakeholder influences including regulators, environmental influences, public interface, local community relationships, natives, valuing diversity and media coverage. (2 days)

Instructor: Dr. Jim Lozon

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Contractual Issues, Claims and Disputes

This course reviews the factors which give rise to construction claims and examines the available strategies by owners, consultants and contractors to avoid claims and the means to minimize their effect on project success. The course will also address contractual issues, change order management and the difficulties which are experienced by all project participants. Topics will include methods to quantify claims (delay and productivity), how to identify duplication in claims, and various means of resolving disputes by focusing on the pros and cons of each approach. (2 days)

Instructor: Steve Revay

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project Procurement and Logistics

Topics will cover a number of project related concerns including procurement planning activities, commercial practice, tendering, bid evaluation, negotiation and award, contract administration, logistics management, transportation, warehousing and inventory management, modularization, regulatory requirements, customs, claims. (2 days)

Instructor: Dr. Jim Lazon

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project Construction Management and Construction Administration

Topics will cover design/construction responsibilities and processes, Workface planning, project options for the management of construction, documents, pre-construction operations and estimating, labour relations, contractor(s) responsibility in commissioning, start-up and operations, risk, quality, changes and extras, safety claims and disputes, constructability, value engineering. (2 days)

Instructor: Dr. George Jergeas

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project Controls

Topics will cover methods of scheduling, how to incorporate risks and uncertainties to develop schedules or estimates, level of accuracy and contingency, classes of estimation—preliminary to detailed, project cost and time control, earned value analysis, snap shot analysis, look-ahead schedules, simulation applications, case studies and applications. (2 days)

Instructor: Dr. Janaka Ruwanpura

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Project Management con't.

Productivity Improvement

Topics will cover tool time analysis, reasons for non-tool time, measurement of productivity, labour, management and external issues impacting productivity, better work practices and models to predict construction productivity in terms of communication, materials management, sub-contractor planning, supervision, etc. (Two days)

Instructor: Dr. Janaka Ruwanpura

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Managing Project Risks and Uncertainties

Strategic and Tactical Risks, Risk Management Frameworks, Risk Identification, Risk Qualification, Risk Quantification, Risk Response Plan, Risk Mitigation, Integration of Risk Plans with Simulation, Impact of Risks of Estimating and Scheduling. (Two days)

Instructor: Dr. Janaka Ruwanpura

Attendees: Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

How to Turn Around a Job Going Bad: A Case Study

Too often, the contractor does not recognize the "problem job" until late in the project, when little can be done. Using an industrial project case study, the participants will examine the early warning signs of a project in trouble and examine ways to change the negative direction and momentum of such a project. The emphasis will be in making the job a success while capturing required information should damages need to be proven at job completion. (One day)

Instructor: Tom Williams

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Introduction to Project Management

This course is designed to give new project managers, project team members, and support staff an understanding of the essentials to achieve project success. Participants will learn terminology and standards that assist in planning projects and project communications - the sources of most project difficulties. This is an ideal course for field personnel entering management or to kick-off a project team. (One day)

Instructor: Darya Duma

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

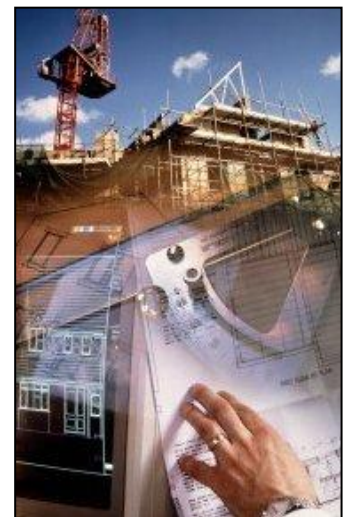
Overview of Preconstruction Planning Process

Change orders significantly alter the nature of the work or the materials to be installed, are highly disruptive, and require reworking of installations which already have been completed in order to accommodate the new design. As well, change orders are generally more expensive to perform than in equivalent amount of work in the basic contract. This course will include topics such as recoverable costs, methods to quantify the cumulative impact of change orders, the Factor Approach to overtime, over manning, and second shift, as well as tips for prompt recovery of change order costs. (One day)

Instructor: Dr. Awad Hanna

Attendees: Principals, Senior Management, Middle Management, Project Managers, Estimators, Supervisors, Foremen

Fee: Contact CMCEF for pricing



Project Management con't.

Design for Value Engineering to Increase Job Profits

A specialty contractor should be and stay profitable as long as it has backlog. To improve the profits of jobs a very detailed Value Engineering (VE) is necessary. Only contractors that can improve productivity through better management of time, cost and quality will increase backlog's profits. Reduction of risk early on in the project will help to improve profits. This course addresses how to prepare and conduct a VE session in order to improve profits. Issues addressed are: identification of job risk, labor risk prediction, procurement planning to reduce labor cost, safety plan, technical risk reduction, business risk reduction, integration risk reduction. Participants will learn the implementation steps for an effective and consistent Value Engineering process, which will improve productivity and profits of the projects. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Project Managers, Estimators, Field Foremen

Fee: Contact CMCEF for pricing



Improve Profits by Reducing Labor Risk

Reduction of labor risk has helped many other industries to reduce cost and improve productivity. By controlling variation in many aspects of their work, other industries have been able to reduce labor risk and stay competitive against international low cost producers. Variation and its impacts on contracting are now better understood as a result of research. Variation has impact on all aspects of operation; from office work to field support, from labor management to project management, from material management to supplier relationship and from foreman to foreman. By monitoring and controlling variation in a few small areas of their business, specialty contractors can reduce their labor risk and costs, become competitive and become low cost producers. This course will enable participants to: Identify the sources of variation in their profits, select the methods that will reduce variation in operations, create management tools to continually improve predictability of labor and management, create a labor risk management methodology, and improve how the company appears to lending and bonding companies. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Owners, Department Managers, Project Managers, Supervisors

Fee: Contact CMCEF for pricing

Identify & Reduce the Risk of Failure of the Jobsite by Using Process Failure Mode & Effect Analysis

Process Failure Mode and Effect Analysis (PFMEA) is considered one of the most beneficial tools for risk analysis. PFMEA can help determine the process and planning failures on the jobsite and help determine what went wrong and what changes need to take place to correct it. In construction, PFMEA is a method that can be used as a structure for planning and prevention during the manufacturing process. A construction job site is a very fluid work environment, in a state of constant change, both planned and unplanned, and failures can happen at any point in the process. The construction industry is known for complex processes with many different people involved. The jobsite needs proactive management to organize the relationships and remove the risk of these process failures from occurring. This course will teach the principles, exercised successfully by other industries. It will focus on: thorough understanding and purpose of a PFMEA, components of the PFMEA, procedures for completing a PFMEA, customizing rating scales, common mistakes, and case studies. The participants will learn a useful risk analysis method. They will experience simple methods and tools for planning and reducing process failures on the jobsite. They will learn how to identify the possible effects of the failures which can impact job productivity. Finally, the participants will discuss and learn techniques for improvement. The implementation of PFMEA to jobsites will result in higher profits and increased productivity. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Owners, Executive Managers, Project Managers and high level Field supervisors

Fee: Contact CMCEF for pricing

Strategic Planning for Sub-Contractors

This workshop will enable the participants to understand the emerging operational models in the areas of: increasing profitability, increasing productivity, market entry, partnership with suppliers and manufacturing, training needs for supervision, sub tracking from operator's point of view. Using this newfound knowledge, the workshop participants will be able to assess their current capabilities, plan a strategy, and through this strategy begin to incorporate this new operational model into their companies. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Owners, Department Managers, Project Managers, Supervisors

Fee: Contact CMCEF for pricing

Project Management con't.

Sub-Contractor vs. General Contractor Material Purchasing

Procurement in the construction industry has primarily been a function of the specialty contractor. Currently, a few general contractors have attempted to purchase material directly from manufacturers. This operational philosophy has its roots in bulk-purchasing & vertical integration. Cost & indirect effects of direct purchasing on the project owner were not clearly defined. This workshop is based on a research commissioned by The Electrical Contracting Foundation to investigate the prevailing, existing, & alternative models of procurement to determine which model offers the best value to the end-customer. The workshop introduces a new & more efficient procurement model, which will help decrease cost & increase profits for all the stake-holders. The participants will be introduced to three procurement chain models that are being practiced in the construction industry: Specialty Contractor Procurement Model, General Contractor Procurement Model, Owner Procurement Model. The proposed new model suggests methods to eliminate waste and inefficiency in the supply chain. Contractors can capitalize on the procurement methods suggested in this model to more effectively work with suppliers and customers. The workshop participants will be able to use this knowledge to assess both the weaknesses and strengths in their procurement management practices. By reducing the cost associated with procurement, contractors will be in a position to outperform competition and increase profitability. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Owners, Department Managers, Project Managers, Supervisors

Fee: Contact CMCEF for pricing

Agile Construction

Agile Construction™ is profitable construction. In spite of schedule changes, the plan needs to proceed. Resources and experience levels change with every personnel reassignment. People learn from ongoing experience. Agile Construction™ allows the contractor to rapidly adapt to job site changes in order to complete each project both profitably and efficiently. The agility (responsiveness) of the contractor at the job site will improve the profits. Agility, not leanness, is what construction jobsite management needs. This course will teach the principles, exercised successfully by other industries. It will focus on: labor productivity and measurement, job scheduling and planning, procurement management, estimation accuracy and improvement, project financial management. The participants will learn how to establish a useful productivity measuring method. They will experience simple methods and tools for scheduling and tracking that can improve visibility and knowledge of their jobs. They will learn how to identify the obstacles and labor waste which can impact job productivity, and discuss techniques that can improve it by better than 30%. The implementation of Agile Construction to jobs will guarantee much higher profits and better cash flow. (One day)

Instructor: Dr. Perry Daneshgari

Attendees: Owners, Executive Managers, Project Managers and high level Field supervisors

Fee: Contact CMCEF for pricing

High Impact Relationship Selling for Project Managers

Our High Impact Relationship Selling Workshop has been designed to help project managers whose major focus may not be selling but where selling plays an important role in their success. The specific content of this workshop will be customized specifically for the mechanical contracting industry, making it practical and relevant. We use a case study approach to allow participants to apply and practice selling strategies and skills that can be applied for immediate results. As a result of taking this workshop the project manager will be able to: get in to see more prospects, ask questions that build trust and uncover new business opportunities, present their recommendations in a manner that motivates customers to action, overcome common objections to win more business at higher margins. (3 days)

Instructor: Jim Baston, BBA Consulting

Attendees: Project Managers, Sales and Marketing

Fee: Contact CMCEF for pricing

Field Based Project Management “Closing the Gap between the Office and the Field” ~NEW~

Learn to focus on what is most important and utilize your most valuable resource “your manpower”. Improve your ability to anticipate problems and deal with them before they become major issues. Understand what is most important to all the major players and how to leverage these trips, snares or opportunities to your advantage. Some topics include: Introduction to the basics of PM, the Kick-off Meeting, Pre-Planning Meeting, Instituting Shop Coordination and Drawing Processes, Dividing the Planning Process into Manageable Tasks, Job Site Organization, Job Meetings, Scheduling, and Project Review.

Instructor: Kevin Dougherty

Attendees: Operation Managers, Principles, Project Managers, Superintendents



Project Management con't.

Beating the Clock

Multi-tasking is a necessary part of the business environment, but if not managed properly, can lead to confusion, duplication, frustration, stress, and loss of motivation. During this 1-day course you will learn to get the upper hand on the constant demands by applying specific techniques to prioritize projects and tasks, and use an analytical approach to manage your time. We will discuss the roots of time management issues: setting priorities, being proactive, communication and behavior patterns, and staying focused. (1 day)

Instructor: Darya Duma

Attendees: Middle Management, Project Managers, Supervisory/Foremen

Fee: Contact CMCEF for pricing

E-Learning

First Level Supervisor Training Program (CNCR) E-Learning ~NEW~

Strong supervision skills are key to any construction project. This comprehensive online training program offers the critical basic skills and concepts needed to supervise a crew in the residential, institutional, commercial, industrial, and civil construction sectors. The Course uses activities, and quizzes to reinforce the learning. This course will provide workers with the tools to help them build their supervisory skills, lead work crews, communicate effectively, understand the supervisor's role in safety and due diligence, develop and motivate teams, and address performance issues.

Attendees: Senior Management, Middle Management, Project Managers

Location: Contact CMCEF

Fee: Contact CMCEF for pricing

Introduction to Construction Estimating (CNCR) E-Learning ~NEW~

To ensure project success, contractors must be able to provide accurate and professional estimates of costing and materials. This online training course will provide learners with skills and knowledge related to estimating practices, and help them understand the importance of estimates as one of the key first steps in any construction job. The lesson modules cover a wide range of topics, with interactive activities based on real-life field situations to help reinforce the lessons. By the end of this course you will know more about how to produce accurate and professional estimates, site-specific conditions and regulatory requirements, how to handle the purchasing and logistics associated with materials on a construction project, labour performance and operations, how to effectively organize and manage current and historical cost data, how to assemble bids and meet bid closure deadlines, on-site equipment and material placement, and safety and job conditions.

Attendees: Senior Management, Middle Management, Project Managers

Location: Contact CMCEF

Fee: Contact CMCEF for pricing

Introduction to BIM (CNCR) E-Learning ~NEW~

As Building Information Modeling (BIM) is adopted by more and more companies in the construction industry, its usefulness has expanded beyond the original design phase activities. This course positions BIM in the context of all phases of construction illustrating how to maximize BIM as a tool for the entire construction team. You will see how BIM fits into the construction workflow. It introduces the BIM philosophy in design, bidding, construction, commissioning, delivery, and as-built stages of construction. After successfully completing this course learners will know what BIM is, recognize the full potential of BIM technology, comprehend the BIM philosophy, be aware of how BIM can assist at all stages of a construction project, appreciate existing and potential new uses for BIM, and see the value of new technologies such as BIM.

Attendees: Senior Management, Middle Management, Project Managers

Location: Contact CMCEF

Fee: Contact CMCEF for pricing



E-Learning

Communication, Negotiation, Conflict Resolution (CNCR) E-Learning

This course has been designed to help improve written, oral, and negotiating skills within the construction industry. This course will provide managers with the tools to help them define and identify the stages of conflict, understand the importance of communication, deal with difficult people more effectively, and recognize the criteria for an effective negotiator.

Attendees: Senior Management, Middle Management, Project Managers

Location: Contact CMCEF

Fee: Contact CMCEF for pricing

Construction Project Management (CPM) E-Learning

This course has been designed to help managers administer projects from start to finish. This course will provide managers with the tools to help them develop business cases and scope of projects, and to manage project procurement, project risk, and change process.

Attendees: Project Managers

Location: Contact CMCEF

Fee: Contact CMCEF for pricing

Construction Law E-Learning

This course is designed to teach and familiarize owners, managers, supervisors and project managers with construction contracts and contract law; liabilities and responsibilities of all parties to a contract, compiling and submitting proper extras and claims, and ways and means for leaders to avoid conflict with contracts, owners, trades, and labour. This course will provide managers with the tools to help them understand construction contracts, recognize the different construction roles, write contracts, identify simple errors in construction contracts, understand the claim process, learn to solve construction disputes effectively.

Attendees: Principals, Senior Management, Middle Management, Project Managers, Supervisors, Foremen

Location: Contact CMCEF

Fee: Contact CMCEF for pricing

Safety

Accident Investigation and Reporting (for investigators)

Upon completion of this course, participants will be able to conduct an accident investigation and prepare an accident or incident report based on their investigation. Topics include: securing and surveying the accident scene, finding witnesses and conducting interviews, information gathering and report writing, and determining causes and making recommendations. (Half day)

Instructor: Gary Robertson

Attendees: Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Confined Spaces Hazard Awareness

Upon completion of this course, participants will be able to identify confined spaces and demonstrate knowledge of legislative requirement and general procedures for confined space entry. Topics include: definition of confined space, hazards related to confined spaces, types of dangerous atmospheres, legal requirements, assessment and control options, monitoring strategies, and entry permits and procedures. (Half day)

Instructor: Gary Robertson

Attendees: Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Safety con't.

Continuous Safety Improvement – Behavior Based Safety

The focus of traditional safety programs has been on unsafe conditions and their prevention through a prescriptive regulatory process. The role of the supervisor was to ensure the enforcement of rules, procedures and controls. While this process has resulted in reduced accidents, the supervisory is often faced with the challenge of “productivity vs. safety”. This course introduces a new modern approach to managing safety by applying the same principles used to improve efficiency, quality, and cost. What is required is a review of the process used to manage safety. The focus cannot be just on unsafe conditions, but also on human behaviors and the organization’s culture/values. Topics include: existing safety systems, a modern approach to safety, foundations for Zero injury, achieving an injury free workplace, and motivating safe behavior. Learning objectives of this course include increasing your efficiency and effectiveness in managing safety concerns, improve your ability to identify the underlying cause of accidents and apply proactive corrective measures, and being able to apply a modern business approach to safety and lead your organization to achieve excellence. (One Day)

Instructor: Gary Robertson

Attendees: Project Managers, Supervisors, Foremen

Fee: Contact CMCEF for pricing

Service Contractors

Proactive Service ® Workshop

This is a highly interactive training program that has been specifically designed to help field service technicians identify and close more business opportunities by building and leveraging stronger, more durable business relationships. The workshop shows technicians how they can add much more value and provide even higher levels of service if they take a proactive approach to discussing ways their firms can help the customer. Topics discussed include the psychology of customer relationships, the technician’s role in the cycle of exceptional customer care, the communication process and factors that affect it, developing “active listening” skills, handling challenging customer situations, leveraging relationships and opportunities to build revenue, and finding opportunities to sell your company’s value. Training manuals and reference materials will be provided. (One day)

Instructor: Jim Baston

Attendees: Service Technicians, Sales, Service Managers, Supervisors

Fee: Contact CMCEF for pricing

Level I Electrical for HVAC Contractors

The student will complete 199 Hands-On tests/questions during the four days. Some of the topics that will be taught include: using a voltmeter to determine if a load or switch is faulty in seven seconds, why the ohmmeter should only be used as a last resort, what it means when voltage is present on the neutral line, what the ground wire really is, how the ammeter is strictly a “boy scout” compass, how to determine in seven seconds if there are problems in the hot or neutral wire, most effective method of troubleshooting fireplaces in North America, flame rectification, basics of hot and spark ignition, transformers, relays capacitors and multi-speed motors. (Four Days)

Instructor: Brent Pennington and Rick Finlay

Attendees: Service Technician

Fee: Contact CMCEF for pricing

Level II Electrical for HVAC Contractors

Approximately fifty percent of the time is spend on “Hands-On” labs. The students build and operate their own tube heater, mid-efficiency and high-efficiency furnace. In addition they conduct 34 hands on tests on a furnace with an ecm motor. Some of the other topics that are taught include: wiring diagrams, operation of “purple-peeper” sensor, roof top unit controls, hazards of mid-efficiency furnaces, detailed training and testing on hot surface and spark ignition, White Rogers 50A50 modules, fan centres, heat/cool thermostats, air flow, electric motors and their most common problems, current sensing and low-voltage relays, combination 110 and 220 motors, phasing of transformers, operation and troubleshooting of 220 and 3 phase systems, phantom voltage and voltage imbalance, free wheeling fans and pumps (Five Days)

Instructor: Brent Pennington and Rick Finlay

Attendees: Service Technician

Fee: Contact CMCEF for pricing

Service Contractors con't.

Carbon Monoxide

This program is based strictly on field experience and exposes many of the myths and half truths associated with carbon monoxide. We do actual experiments and create a significant amount of carbon monoxide when explaining the various ways that it can be created. I have been involved in over 1000 investigations and will use these to explain the deaths of 12 individuals in various carbon monoxide situations. Some of the topics that will be taught include: how a properly burning blue flame can create serious amounts of carbon monoxide, the real products of combustion, power of negative draft, why all natural draft appliances must be replaced with the basement is remodelled, "fire extinguisher" effect, separating symptom from cause of carbon monoxide, dangers of infra-red/catalytic heaters, what carbon monoxide really is, how to get carbon monoxide in an all electric home, venting and carbon monoxide, carbon monoxide detectors/test equipment, testing for carbon monoxide, dealing with customer concerns/telephone contact, why carbon monoxide will explode. (One Day)

Instructor: Brent Pennington and Rick Finley

Attendees: Service Technicians, Sales

Fee: Contact CMCEF for pricing

Dispatcher Training Program

This new two-day program will provide dispatchers with all the skills they need to dramatically improve job performance. This program goes beyond traditional technical training to cover such critical dispatcher skills as leading technicians rather than letting technicians lead them, becoming the service manager's partner, prioritizing customer emergencies, evaluating technician abilities, and managing their own careers in dispatching. After attending this program, dispatchers will be able to improve their job performance by learning how to: identify the service life cycle and the critical contact points that impact service success; recognize the importance of the dispatcher's job and its impact on the organization's profitability; communicate effectively with technicians and customers; and use good decision-making approaches for optimum priority setting and effective resource allocation. (Two Days)

Instructor: Richard Worr

Attendees: Service Dispatchers

Fee: Contact CMCEF for pricing

Small Projects Management

It's one thing to run big mechanical contracts, but how about those \$5,000 to \$100,000 projects? Why do they so often prove to be so challenging? In this program you will develop strategies which can be applied immediately to professionally manage these projects, and make money at the same time! By developing a series of today's most effective business tools, actions and checklists that will immediately increase the profitability of these projects and make your customers much happier. (One Day)

Instructor: Ronald Coleman

Attendees: Service Dispatcher, Service Manager, Service Technician, Sales, Accounting, Service Supervisors

Fee: Contact CMCEF for pricing

Your Million Dollar System and Four Ways to Grow Your Business

This one day course offers two of the most eye-opening programs all at once. In the morning, as a result of analyzing more than 2,000 sets of contractors' financial statements and 33 benchmark programs, learn to understand your numbers...then learn what's behind the numbers. Learn what successful trade contractors are doing and how to bring this success to your life. In the afternoon, for certain activities you just need a few very specific tools. For growing your business there are four tools that make all the difference. Learn how to maximize each transaction. (One day)

Instructor: Ronald Coleman

Attendees: Service Dispatcher, Service Manager, Sales, Accounting, Service Supervisors, Managers

Fee: Contact CMCEF for pricing

Charge Out Rates

Are you using realistic charge out rates? Do you know how to calculate them? We will provide you with a spreadsheet to calculate your rates. We will review other options like quoted prices and flat rate pricing. You will identify where the hidden costs are, develop a truck charge, and much more - you will certainly be surprised at how much more money you'll make. (One day)



Service Contractors con't.

Fee: Contact CMCEF for pricing

Customer Service for the Service Organization

Want to get your team more service and sales oriented? This dynamic and effective program will communicate the need to be more company-minded and sales-oriented. Practical, proven, and entertaining, this program's comprehensive approach to customer service makes this program mandatory for anyone who has contact with customers, including service technicians, drivers, dispatchers, foremen, dispatchers, agents, service managers, salespeople, accounting personnel, and managers. (One Day)

Instructor: Kevin Dougherty

Attendees: Service Dispatcher, Service Manager, Service Technician, Sales, Accounting, Service Supervisors

Fee: Contact CMCEF for pricing

Building Your Service Team from the Top

Interested in building (and keeping) the perfect service team? This program will address proven service sales recruiting methods, sales management skills, sales productivity enhancement, service sales benchmarks, sales training ideas, and motivational techniques. This program is designed for anyone who manages service sales people, including business owners, service managers, sales managers, office managers. (One Day)

Instructor: Kevin Dougherty

Attendees: Service Manager, Sales, Accounting, Service Supervisors, Managers

Fee: Contact CMCEF for pricing

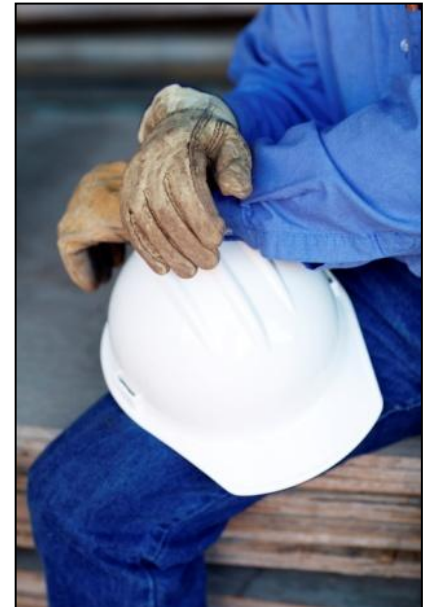
Thriving as a Service Contractor

Is your service business prepared for the changes facing the industry? Trends like shrinking margins, increased competition, shortage of service technicians, and globalization. This program will help you to establish goals and strategies to keep pace with the lightning-fast changes in the market, enabling you to not just survive, but succeed. This program will cover the critical topics that a service contractor will face, such as, growing maintenance base, profitability, getting more work, and building the perfect team. (One Day)

Instructor: Kevin Dougherty

Attendees: Service Manager, Sales, Accounting, Service Supervisors, Managers

Fee: Contact CMCEF for pricing



What attendees had to say

"I am taking from this some great information and really look forward to how this will improve our business and customer relationships!" (Charge Out Rates)

"This is the second seminar I've been to with Ron Coleman. I implemented some ideas of his back then and they worked. So I will be implementing some of these that I learned today" (Charge Out Rates)

"Excellent public speaker and communicated his ideas and thoughts very clearly in a manner which was easy to understand. The change of pace and dialogue between him and the audience never made it boring and kept everyone's attention" (Instructor: Ron Coleman)

"Very informative, if we utilize even 10% of his material, we win" (Charge Out Rates)

Service Contractors con't.

Marketing Your Service Business

Service businesses have many advantages over contracting. However, they also need to be marketed as price is much less of a factor in winning repeat work. Are you positioned to get the "A" customers? Have you got rid of your "D" customers?

Are you charging out at a high price? (Residential hvac service @ \$135 per hour) Are you building a planned maintenance program? Is your promotional material (including website) really designed from a customer focus perspective? Is your business worth 5 times earnings? Are you working 40 hours per week? Or are you doing it twice each week? Learn how to make this happen in this newly designed program specifically designed for trade service contractors. (One Day)

Instructor: Ron Coleman

Attendees: Service Manager, Sales, Accounting, Service Supervisors, Managers

Fee: Contact CMCEF for pricing

Growing and Developing Service Supervisors

Growing and Developing Service Supervisors is an intensive 2 day training program designed specifically for improving the performance of the service supervisor. This program addresses proven training methods in: leadership, coaching, planning, time management, communication, motivational techniques and many more skills which will give the attending service supervisor the edge and confidence to deal with today's challenges. This program is not a lecture; it is hands on program utilizing real world exercises and video recorded role plays that all attendees will utilize. Every attendee who completes the program will receive a certificate of completion and workbook which they can use for years to come.

(Two Days)

Instructor: Kevin Dougherty

Attendees: Service Manager, Sales, Accounting, Service Supervisors, Managers

Fee: Contact CMCEF for pricing

Planning, Goal Setting and Performance Improvement

A fast paced training program developed to help management improve their performance by providing the tools needed to properly plan and succeed. This program will help leadership create and implement a clear plan to improve job performance and minimize disruptions that all jobs face. Topics include the 15 Minute Pre-Day Plan, Seven Keys to Improving your Job Performance, Office, Field, and Shop Synergy, Two Reasons people Don't Perform and What To Do About it, Goal Setting Tactics to Improve Job Performance, The Flexible Planning Method, Accountability, Understanding the Three Levels of Communication and How to Improve Each Level, How to Focus on the Important Activities Amongst the Chaos, and How to Improve Job Momentum. (One Day)

Instructor: Kevin Dougherty

Attendees: Service Manager, Sales, Accounting, Service Supervisors, Managers

Fee: Contact CMCEF for pricing



What is the Canadian Mechanical Contracting Education Foundation (CMCEF)?

CMCEF is a non-profit organization established in 1998. It was developed as a result of studies and surveys conducted by Mechanical Contractors Association of Canada (MCAC). Based on the finding of their research, it was determined that continuous, "life-long" learning and skills upgrading are essential for the future viability of the industry. This is accomplished with a focus on new management techniques and procedures. Such is the mandate of the Foundation. The Foundation provides top quality management education relevant to the entire construction industry. CMCEF is governed by a Board of Trustees representing contractors, manufacturers, owners, employees, provincial affiliate managers and MCA Canada.



NTCCC enjoys a close working relationship with CMCEF who is the construction industries top educational service in the industry.

For more information please contact the CMCEF office by phone at 613-232-5169 or email cmcef@cmcef.org.

www.cmcef.org