



Monday, October 16

11:00 AM – 6:00 PM Registration Opens *Lower Foyer*

11:15 AM – 12:15 PM ACCA Events Committee Meeting (Open to All ACCA Contractors) *Ohio Room (21st Floor)*

12:30 PM – 1:30 PM Opening Session *Meridian Center + West*

- **Winning the Talent War: How to Attract and Keep the Best Talent** **Jeff Butler**

1:45 PM – 2:45 PM Breakout Sessions #1

- **Connected Leadership – How to Be a Great Boss** **Aaron Ruddick, Reliable Comfort** *Meridian Center + West*
- **Why Your Employees Aren't Motivated and What To Do About It** **Frank Besednjak, The Real Frank Business Coaching** *Meridian East*
- **Recruiting with a Sales Mindset** **Mark Mullane, TR Miller Heating, Cooling, and Plumbing** *Circle Suites*

3:00 PM – 4:00 PM Breakout Sessions #2

- **Why Good Employees Quit** **Derrek Hofrichter, Service Training Evolution, LLC** *Meridian Center + West*
- **Level Up Your Communication: Inspire and Influence as a Leader** **Angie Snow, Western Heating and Air and ServiceTitan** *Meridian East*
- **Understanding Generation Z** **Ty Branaman, Aether HVAC Training** *Circle Suites*

4:15 PM – 5:15 PM Breakout Sessions #3

- **Building an Effective Multi-Generational Workplace** **Jeff Butler** *Meridian Center + West*
- **Coaching From the Front – How to Inspire a Team** **Jim McCusker, Thryv, Inc.** *Meridian East*
- **Equip Your Installers for Excellence** **Wes Davis, ACCA** *Circle Suites*

5:15 PM – 6:30 PM Welcome to Indiana Reception (Open to All) *Panorama Room (21st Floor)*

7:00 PM – 10:00 PM Party at the Punch Bowl Social (Open to All)

120 S Meridian Street Cir, Indianapolis, IN 46204

Sponsored by



Download
ACCA's app for
more details:



SCAN ME



Tuesday, October 17

7:30 AM – 6:15 PM Registration Opens *Lower Foyer*

8:00 AM – 9:00 PM Breakfast Panel *Meridian Center + West*

- **The Power of Potential: Solving the Skilled Worker Crisis by Expanding the Talent Pool** **Wyatt Smith, UpSmith; Jeff McLanahan, ARS; Eddie McFarlane, Sila; Tony Denhart, IEDC; and Stephanie Bothun, Ascend Indiana**

Sponsored by



9:30 AM – 10:30 AM Breakout Sessions #4

- **Powerful Techniques for Callback Minimization** **Matt Akins, ACCA** *Meridian Center + West*
- **Redefining Leadership for 2023** **Jeff Butler** *Meridian East*
- **Recruiting and Retaining Generation Z – Why They Learn Differently Than You** **Clifton Beck, ESCO Institute** *Circle Suites*

10:45 AM – 11:45 AM Breakout Sessions #5

- **There is No I in Bus.ness** **Tom Lucas, Dayco Systems** *Meridian Center + West*
- **Financials for People Who Hate Numbers** **Bill Talbot, Go Time Success Group** *Meridian East*
- **Get Your Team on Track With Invoice Coaching** **Dave Borowski, American Residential Services** *Circle Suites*

12:00 PM – 1:15 PM Lunch Panel

- **Preparing Your Team for the Refrigerant Transition** **Don Gillis, Chemours; John Maiorana, Arkema; Kate Houghton, Hudson Technologies; Moderated by Kyle Gargaro, The ACHR NEWS**

1:30 PM – 2:30 PM Breakout Sessions #6

- **Navigating Grey Areas** **Katelyn Machen, Gillette Air Conditioning and Dean Perez, CroppMetcalf Services** *Meridian Center + West*
- **Creating a Win-Win Culture** **Michael Barth, Hoffmann Brothers** *Meridian East*
- **Put the Fun Back in FUNdamentals** **Ty Branaman, Aether HVAC Training** *Circle Suites*

2:45 PM – 3:45 PM Breakout Sessions #7

- **Maximizing Revenue Through Smart Dispatch Strategies** **Adrian Stephenson, AnyDay Heating & Cooling, and JG van Graan, ECI Thermogrid** *Meridian Center + West*
- **Finish What You Start** **Mel Arat, Mettle Flex, LLC** *Meridian East*
- **Diagnose Relationships and Optimize Your Team with DISC** **Bill Talbot, Go Time Success Group** *Circle Suites*

4:00 PM – 5:00 PM Closing Session *Meridian Center + West*

- **I've Got An Idea!** **Bobby Ring, Meyer and Depew Co., Inc. and Matt Marsiglio, Flame Furnace**

5:00 PM – 6:15 PM Sponsored Reception *Lower Foyer*