



SDAPHCC 2019 Annual Convention

February 28 & March 1

Holiday Inn City Centre, Sioux Falls, SD

MAKE PLANS TO ATTEND!

Networking

Take advantage of this unique opportunity to share ideas with other professionals in your industry.

Education

Not only can you complete your 2019 Continuing Ed credits, but you can also gain solid knowledge to benefit your business.

Industry Info

Meet with industry suppliers to learn about the latest new products and technology.

Fun

Enjoy a good time with old and new friends!

Make Your Room Reservation

Call Holiday Inn City Centre at 605-339-2000. SDAPHCC Room Rate is \$109.00 per night and the reservation deadline is January 28, 2019.



Convention Schedule

THURSDAY, FEBRUARY 28

- 7:00am - 6:00pm Registration
- 7:30am - 9:00am Breakfast
- 8:00am - 11:45am Continuing Education Class for Plumbing Contractors
- 8:00am - 11:45am Vendor Set up
- 10:00am - 11:45am Apprentice Contest
- 12:00pm - 1:30pm Awards Luncheon featuring Michael Copp
- 1:45pm - 3:15pm Seminar featuring Steve Coscia - *"World Class Customer Service Management"*
- 1:45pm - 4:00pm Apprentice Contest
- 1:45pm - 4:30pm Spouse Event
- 1:45pm - 5:15pm Vendor Set up
- 3:30pm - 5:00pm Seminar featuring Steve Coscia - *"Serving Today's Convenience-Focused Customer"*
- 5:30pm - 8:30pm Table Top Event
- 8:30pm - 11:00pm Dueling Duo Entertainment

FRIDAY, MARCH 1

- 7:30am - 8:30am Breakfast
- 8:30am - 9:30am Seminar featuring Karen DeLange, Alternative HRD, LLC - *"From 'Now Hiring' to 'I Love My Job' - Tips for Effective Recruiting and Retention"*
- 9:45am - 11:15am Seminar featuring Elizabeth Hagen - *"Business Success from the Inside Out"*
- 11:30am - 1:00pm Lunch with Annual Meeting and Federated Insurance - *"Drive S.A.F.E.R"*

**Schedule times subject to change*

ABOUT OUR SPEAKERS



Steve Coscia is one of the most widely published and quoted authorities in trade publication on the topics of customer service and soft skills. Both commercial and residential contractors gain valuable insight from Steve's soft skills seminars.

Steve's frequent television appearances make him the ideal spokesperson for the service industry. His Soft Skills Curriculum is taught worldwide at colleges and career centers. His books, videos, audio programs and e-learning have helped thousands of customer service professionals.

Coscia's clients make more money through better customer retention, increased upselling, and heightened awareness to how stress can limit productivity and effectiveness. Coscia's strategies cut through the clutter and focus on the key tactical behaviors which enable a company to become world class.



Elizabeth Hagen is a professional speaker, author, and business coach whose passion is seeing those she works with having more control, more focus, more momentum, and more success.

Through her presentations all across the U.S. and personal coaching Elizabeth's humor, empathetic honesty, and common sense have encouraged thousands to put her proven strategies and practical tips in place to help them step up to the plate and make something great happen in their life and work.

Elizabeth is the author/coauthor of 5 books. She has spent the last 30 years developing systems and tools to encourage, nurture, and support an environment of excellence for all those whose lives she touches.



Michael Copp, MA, MIRM, is Executive Vice President of PHCC - National Association. A respected leader among construction industry trade association executives, Copp and his team work to ensure that PHCC contractors are the best choice for professionalism, reliable products and knowledgeable service.



Karen DeLange, SPHR, SHRM-SCP, Senior HR Consultant with Alternative HRD, LLC, has over 20 year of HR experience. She has worked with a variety of employers, from start-ups to third generation family businesses. She has also helped non-profits and public entities in build, develop and retain staff. Karen has managed human resource and employee relations in the non-profit sector in Sioux Falls, and previously served as an HR Manager/Generalist with Citicorp in Kansas City.

Alternative HRD, LLC is a Sioux Falls based human resource management and consulting firm. For more than 25 years, they have helped employers with a range of personnel issues, including recruiting, hiring, on-boarding, performance management, compensation, benefits, and compliance.



Dueling Duo, Dueling Pianos Request Show, brings more fun than people should legally be allowed to have! They have performed over 1000 shows in 8 states and are ready to bring a great convention show. Andy, Ryno and Dan provide an unstoppable energy in their entertaining all request show.