



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!

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
- 1:45pm - 5:00pm Seminar featuring Steve Coscia
- 1:45pm - 4:00pm Apprentice Contest
- 1:45pm - 4:30pm Spouse Event
- 1:45pm - 5:15pm Vendor Set up
- 5:30pm - 8:30pm Table Top Event
- 8:30pm - 11:00pm Dueling Duo Entertainment

FRIDAY, MARCH 1

- 7:30am - 8:30am Breakfast
- 8:30am - 9:30pm Seminar featuring Alternative HRD, LLC
- 9:45am - 11:15am Seminar featuring Elizabeth Hagen
- 11:30am - 1:00pm Lunch with Federated Insurance and Annual Meeting

**Schedule times subject to change*



MAKE YOUR ROOM RESERVATIONS

Call Holiday Inn City Centre - Sioux Falls, SD

605-339-2000

SDAPHCC Room Rate - \$109.00

Reservation Deadline: January 28, 2019

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.



Alternative HRD, LLC, located in Sioux Falls, SD, provides expertise to businesses, non-profits and public entities in the areas of human resource development and management. Their vision is to help their customers compete for great people, comply with scores of employment laws and regulations, create the team and culture they dreamed of when they started their endeavor, and lead their team to greater success.



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.