**SMACNA SUPERVISOR TRAINING ACADEMY**

**APRIL 17-19, 2023**

**ST. LOUIS, MO**

**SCHEDULE**

Monday, April 17

7:00 a.m. Breakfast

7:30 a.m. Welcome, Introductions and Program Overview

7:45 a.m. **Profitability Measurement** – Kevin Dougherty

* Benchmarking, best practices, financial basics, job goal setting

 **Leadership** – Kevin Dougherty

* Transition to management, motivation, team building, delegating

11:30 a.m. Lunch

12:30 p.m. **IQ + EQ = Success** – Andy Patron

* Emotional Intelligence has been shown to be a critical competency that differentiates average leaders from great ones. In this session, we will discuss personal competence (self-awareness and self-management) and social competence (social awareness and

relationship management).

6:00 p.m. Group dinner

7:00 p.m. Case study project

Tuesday, April 18

7:00 a.m. Breakfast

7:30 a.m. **Productivity** – Kevin Dougherty

* Production issues, cost control, planning and scheduling, lean

practices, project management basics, rigging and material handling

 **Time Management** – Kevin Dougherty

11:30 noon Lunch

12:30 p.m. **Driving Project Success** – Stephane McShane

* Identify industry trends and changes, define field management obstacles and opportunities; understand how productivity is measured; evaluate impact of rework on productivity and project

performance

6:00 p.m. Group dinner

7:00 p.m. Team building exercise

Wednesday, April 19

7:00 a.m. Breakfast

7:30 a.m. **Industry Trends** – Kevin Dougherty

 **Communication**

* Handling conflict and complaints, active listening, negotiations, documentation, communication basics, controlling conversations,

role playing via difficult conversations

11:30 a.m. Summary and Wrap-up