

# SATURDAY, 12.7

**2:00-9:00 PM**

Registration Desk Hours (*Level 1*)

**3:00 – 5:00 PM**

Women in HVAC Networking Reception / *Grand Salon 9/12 (Level 1)*

**4:30 – 5:15 PM**

Conference Orientation / *Salon C13/C16 (Level 1)*

**5:30 – 6:30 PM**

Distributor Townhall / *Salon B7/B10 (Level 1)*

Supplier Townhall & Council Meeting / *Grand Salon A3/A6 (Level 1)*

**7:00 – 9:00 PM**

Opening Reception / *Grand Ballroom A/B (Level 1)*

**9:15 – 10:15 PM**

Canadian Interests Reception / *Grand Salon C13 (Level 1)*

Emerging Leaders Reception (For Program Attendees) / *Grand Salon B7 (Level 1)*

# SUNDAY, 12.8

**7:00AM – 5:00 PM**

Registration Desk Hours (*Level 1*)

**7:30 – 9:30 AM (PROGRAM STARTS AT 7:45)**

Breakfast & Opening Keynote: Talbot Gee “State of the Channel, Vol. 1: Defining Channel of Choice” / *Grand Ballroom B/D (Level 1)*

**9:30 AM – 5:00 PM**

Solution Center / *The District (Level 3)*

**9:45 – 10:45 AM**

Senthil Gunasekaran & Pradip Krishnadevarajan “4 Quick Wins in Pricing Management” / *Jefferson Ballroom (Level 3)*

Ryan Avery “Go from a to the: Stop Being a Leader. Start Being THE Leader” / *St James Ballroom (Level 3)*

Brad Telker & Andy Armstrong “Panel Discussion: HVAC Creating Moats With Demand Creation for Commercial Products” / *St Charles Ballroom (Level 3)*

Sheet Metal Council Forum / *Royal (Level 3)*

**11:00 AM – 12:00 PM**

Weldon Long “Consistency Selling: How to Leverage Success Routines to Recruit New Dealers and Grow Existing Ones” / *Jefferson Ballroom (Level 3)*

Ryan Avery “Go from a to the: Stop Being a Leader. Start Being THE Leader” (Repeat Session) / *St James Ballroom (Level 3)*

“The Future Of Flammable Refrigerants & Impact on Distribution” / *St Charles Ballroom (Level 3)*

“The Blurring of Lines in the Controls Industry” (Open to All Attendees) / *Jackson (Level 3)*

**12:15 – 1:45 PM**

Lunch & Featured Speaker: Ken Gronbach “Demography is Destiny” / *Grand Ballroom B/D (Level 1)*

**2:00 – 2:30 PM**

Paul Giudice “Where Should I Spend a Quarter?” / *Royal (Level 3)*

Ryan Avery “How to Recruit and Retain the Next Generation of Leaders” / *St James Ballroom (Level 3)*

Pam Krivda “Minimizing Risk Through Effective Management & Compliance” / *St Charles Ballroom (Level 3)*

Palmer Schoening & Alex Ayers “Policies That Matter to You” / *Jackson (Level 3)*

Michael Copp “Voice of the Customer (Or More specifically Potential Customers): The Increasingly Blurring Line Between Plumbing and HVAC Contractors” / *Jefferson Ballroom (Level 3)*

**2:00 – 5:00 PM**

Emerging Leaders Program / *Camp (Level 3)*

**3:00 – 3:30 PM**

Paul Giudice “Best of the Best – What it Takes to be a Top Performer” / *Jefferson Ballroom (Level 3)*

Pam Krivda “Legal Ins and Outs of Background Checking, Drug Testing and Marijuana Laws” / *St Charles Ballroom (Level 3)*

“Giving Back with HFOT: Benefits for your Company’s Culture” / *Jackson (Level 3)*

Steve Yurek “Voice of the OEMs: What Manufacturers Believe are the Keys to Remaining the Channel of Choice” / *Jefferson Ballroom (Level 3)*

**3:00 – 4:05 PM**

Dan Beederman “Putting Success in Succession Planning for Sales Representatives” / *Royal (Level 3)*

**3:45 – 4:05 PM**

Jon Hirsch “Sharing the ‘HVAC Careers Story’ with the Next Generation” / *Jefferson Ballroom (Level 3)*

Bruce Matulich “Voice of the Customer: Building Dealer Loyalty and Growing High Efficiency Sales, Presented by EGIA” / *St James Ballroom (Level 3)*

Dan Vida “Insights from the HARDI’s Unitary Report: The Furnace Market and the New FER Standard” / *St Charles Ballroom (Level 3)*

Ryan Francis “Help Design the HARDI Information Experience” / *Jackson (Level 3)*

**5:00 – 6:00 PM**

Solution Center Happy Hour / *The District (Level 3)*

**5:30 – 7:00 PM**

VIP/HARDIPAC Reception (By Invitation) / *River (Riverside Complex)*

## MONDAY, 12.9

### 7:00AM – 5:00 PM

Registration Desk Hours *(Level 1)*

### 7:30 – 9:30 AM (PROGRAM STARTS AT 7:45)

Breakfast & Featured Speaker: Dustin Garis “Humanizing the Customer Experience” / *Grand Ballroom B/D (Level 1)*

### 9:30 AM – 12:00 PM

Solution Center / *The District (Level 3)*

### 9:45 – 10:45 AM

Dan Vida “HARDI’s State of the Channel: A Deeper Look” / *Jefferson Ballroom (Level 3)*

“How May I Serve U: A Panel on Service Solutions That Help You Listen, Respond and Accomodate” / *St James Ballroom (Level 3)*

Jim Crocker “Why the Most Successful Companies All Have Boards of Directors” / *Jackson (Level 3)*

Barton James & ACCA Board “Voice of the Customer: Optimizing Distributor Sales Efforts” / *St Charles Ballroom (Level 3)*

Former Presidents Advisory Committee (Closed) / *Durham (Level 3)*

### 11:15 – 11:45 AM

Senthil Gunasekaran & Pradip Krishnadevarajan “Contractor Value Builder” / *Jefferson Ballroom (Level 3)*

Eric Knaak “HVAC Education, Developing an Industry Leading Training Program” / *St James Ballroom (Level 3)*

Jim Barnes “Centralize or Decentralize Your DC Network, That is the Question?” / *St Charles Ballroom (Level 3)*

Ryan Francis “Help Design the HARDI Information Experience” / *Jackson (Level 3)*

### 12:00 – 1:30 PM

Lunch & Featured Speaker: Alan Beaulieu “The Economic Forecast” / *Grand Ballroom A/D (Level 1)*

### 1:45 – 4:45 PM

Conference Booth Program / *Grand Salon A/D (Level 1)*

## TUESDAY, 12.10

### 7:00AM – 5:00 PM

Registration Desk Hours *(Level 1)*

### 7:30 – 9:30 AM (PROGRAM STARTS AT 8:00)

Breakfast & Featured Speakers: Political Experts “All’s Fair In Love, War & Politics” / *Grand Ballroom B/D (Level 1)*

### 9:45 – 10:30 AM

Jim Crocker “Strategic Planning and the Board of Directors” / *Jefferson Ballroom (Level 3)*

Steve Yastrow “Ditch the Pitch: Turn Every Sales Presentation into a Conversation That Matters to Your Customers” / *St James Ballroom (Level 3)*

Panel Discussion “Decarbonization and the Impact on the Residential HVAC Market” / *St Charles Ballroom (Level 3)*

### 10:45 – 11:15 AM

Greg Manns “Competitive Compensation” / *Jefferson Ballroom (Level 3)*

Ryan Kohler “HR Won’t Fix Your Hiring Issues...But You Can” / *St James Ballroom (Level 3)*

Brad Dumbauld “You Know You Need Cyber Security Insurance. Now Learn How to Buy It!” / *Jackson (Level 3)*

Mike McDonnell “The Future Opportunities in Hydronics” / *St Charles Ballroom (Level 3)*

### 11:30 – 11:50 AM

Steve Yastrow “Brand Harmony: Customer Experiences That Create Customer Commitment” / *Jefferson Ballroom (Level 3)*

Andrew Larson “Create a Plan to Recruit Talent from your Local 4-Year University” / *St James Ballroom (Level 3)*

Toby Swope “How’s your Data Governance Going?” / *Jackson (Level 3)*

Dan Foley “Hydronics – Connecting New Technologies with Old Systems & Best Practices for Mechanical Documentation” / *Camp (Level 3)*

Ryan Kohler “Increase Dealer Purchases by Helping Them Hire Better” / *St Charles Ballroom (Level 3)*

### 12:05 – 12:25 PM

Greg Manns “Recruiting/Retention: Do You Have the Total Package?” / *Jefferson Ballroom (Level 3)*

Sara Kemme “EPA Update on Refrigerant Regulations” / *St James Ballroom (Level 3)*

Paul Selking “George Jetson, Astro and Augmented Reality” / *St Charles Ballroom (Level 3)*

Nick Benton & Syretta Williams “How Are Your Branches Performing?” / *Royal (Level 3)*

### 12:45 – 2:30 PM

Lunch & Closing Keynote: Vinh Giang “The Psychology of Illusion” / *Grand Ballroom B/D (Level 1)*

### 6:00 – 10:00 PM

Closing Reception & Festivities / *Chemin Royale & Grand Ballroom B/D (Level 1)*