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With the conclusion of the inaugural semesters of Capital Contractors Institute (CCI), we are pleased to reflect on the immense success of the program. Because of the support of our contractor members, we have had the opportunity to advance the education and training of nearly 500 members throughout the past year. We would like to extend a special thanks to all who have committed their time and support to the development of CCI and the industry.

As we celebrate the beginning of a new year and embrace the experiences of a new decade, we firmly believe that education is the pathway to the prosperity of our entire industry. We acknowledge our past and strive to create a better future. CCI is dedicated to building a stronger industry by means of a better trained workforce, in the field and in the office. CCI will continue to deliver “Best in Class” educational experiences through premier courses and programs, instructed by top-tier industry leaders.

Our class offerings are designed to educate all aspects of your organizational needs, focusing on the following core subjects:

- Customer Service
- Professional Development
- Management Techniques
- Business Law & Finance
- Leadership Skills
- Safety & Technology

This semester the Mechanical Contractors Association of Metropolitan Washington, in partnership with the Industry Fund Trust, is proud to expand our partnership to the National Electrical Contractors Association-Washington, DC Chapter to continue our quest for industry excellence. We welcome our affiliated NECA-DC contractors to embark on our journey to Educate Our Future and encourage all members to join the mission of the Capital Contractors Institute to fortify the foundation of this industry.

Thank you for your support of the Capital Contractors Institute. We hope to see you this Spring.

Thomas L. Bello  
Executive Vice President  
Mechanical Contractors Association of Metropolitan Washington

Jonathan E. Thomas  
Executive Director  
National Electrical Contractors Association, Washington D.C. Chapter
The mission of CCI is to provide a “Best in Class” education experience through premier courses and programs at all levels of our member’s organizational needs. The courses focus on a variety of topics, including Customer Service, Professional Development, Management Techniques, Business Law & Finance, Leadership Skills, and Safety & Technology.

Located just off Interstate 495, the Tommy Douglas Conference Center (TDCC) hosts over 25,000 square feet of meeting space to accommodate meetings of 5-600 people. With state-of-the-art technology, conference, and culinary services, the TDCC provides an upscale experience for all guests.
### OVERVIEW

#### SEMESTER AT A GLANCE

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<td>21</td>
<td>Written Communication Skills</td>
<td>Kathryn Crosby</td>
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<td>March 6-March 23</td>
<td>BIM 101</td>
<td>Introduction to REVIT</td>
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<td>March 27-April 13</td>
<td>CAD 101</td>
<td>Introduction to AutoCAD</td>
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</table>

**REGISTRATION**

To register online, visit [MCAMW.org/calendar](http://MCAMW.org/calendar) and select the corresponding education course. Select **REGISTER** and complete the registration form.

If you need assistance or have any questions about course offerings, please contact the MCAMW Office at [CCIEducation@MCAMW.org](mailto:CCIEducation@MCAMW.org) or **301-731-0330**.
INSTRUCTORS

DAVID ASHCRAFT
David Ashcraft is an expert in transforming tortuous subject matter into educational, engaging, and entertaining material. Ashcraft has been engaging businesses as a professional speaker for over twenty years. Over the last 10 years, he has been working with contracting associations and companies to teach employees the impact they have on financial outcomes. Ashcraft specializes in presentation coaching and financial education. He works closely with clients to design and develop training programs that are specific to their everyday business needs. Ashcraft received his BA from Washington State University and is a graduate of Pacific Coast Banking School, where he later served as an associate director.

KATHRYN CROSBY
President and Owner of C2 Consulting, Inc., Kathryn Crosby has ample knowledge of the mechanical contracting industry. Before creating C2 Consulting, Inc., she was the Vice President and CFO for a Utah-based commercial and industrial mechanical contractor. Crosby has served on the Mechanical Contractors Association of America (MCAA) National Board of Directors and as Chairperson of the Project Managers Education Committee charged with oversight of the Institute of Project Management at the University of Texas—Austin. She currently serves on the faculty for the United Association’s Instructor Training Course in Ann Arbor, Michigan as well as the Institute of Project Management and the Construction Education Institute, MCAA’s National Education Initiative.

IVETTE DUPUIS
Ivette Dupuis’s career is forged at the intersection of Business and Human Resources. Over the last 20 years, she has perfected her craft and received a handful of certifications along the way. Dupuis began in HR for an HVAC contractor, later transitioning to finance and HR function for Fortune 250 and global companies. Dupuis has since returned to the mechanical and service contracting industry. Additionally, Dupuis has expanded her talent to educational atmospheres and is an adjunct professor and board member of the business school at her alma mater, Rollins College.

GINNIE FLORADAY
Ginnie Floraday has consulted and taught technology courses for over two decades. Floraday’s primary areas of expertise include corporate training and database development in Microsoft Access. She trains and consults remotely and on-site in various platforms, including the Microsoft Office Suite, Blue Beam Revu, and iOS (iPad, iPhone). Floraday encourages her clients to explore and use the tools in order to build a more comfortable relationship with the software.
Keith Rahn is an associate professor at Auburn University at the McWhorter School of Building Science. Rahn also served as an assistant professor at Illinois State University for nine years in the Construction Management Program. His classes focused on mechanical and electrical systems, project management and administration, estimating and project scheduling, and construction material and methods. In 2007, Rahn was presented the MCAA Educator of the Year Award. With 15 years of MCAA-related experience in estimating, project management, and ownership, his industry knowledge and educational background provide an unparalleled classroom experience.

Fred Mendicino is a cofounder of Faughnan Mendicino, PLLC with a 27-year legal career exclusively dedicated to the construction industry. Mendicino earned his undergraduate degree from Hamilton College and his Juris Doctor degree from Georgetown University Law Center. He is the head of the firm’s Construction and Surety Practice Division and serves clients on public and private projects throughout the country. He has acted as Lead Counsel in numerous complex disputes before federal and state courts, boards of contract appeals, and construction arbitration panels. He has also represented a variety of construction and surety clients in numerous mediations. Over the course of his career, he has overseen dozens of substantial disputes, involving: terminations for default on both public and private contracts, assistance in complex project management problems, and representation in avoidance measures.

John Koontz has over 30 years of experience in the mechanical industry, including contracting, academics, and consulting. A former tenured associate professor at Purdue University, Koontz founded and directed Purdue’s Mechanical Construction Management Specialization Program and MCAA’s first student chapter. Additionally, Koontz has worked with MCAA contractors for 15 years in a variety of positions, including Project Engineer and Estimator, Project Manager, and Senior Project Manager. Koontz’s family heritage of long-term UA family members provides a sincere and deep-rooted pride, interest, and concern for the future success and survival of all parties involved in union mechanical construction.

Dr. Awad Hanna is a professor and Chair of the Construction Engineering and Management Program at the University of Wisconsin-Madison, Department of Civil and Environmental Engineering. Dr. Hanna holds M.S. and Ph.D. degrees from Penn State University, and he is a registered professional engineer in the United States and Canada. Dr. Hanna has authored over 100 refereed journal articles on construction-related topics with a special emphasis on labor productivity, construction methods, cumulative impact of change, construction risk management and orders.
Understanding & Resolving Conflict
Kathryn Crosby
February 13, 2020  |  7:30 AM-12:00 PM
This course focuses on identifying, planning for, and managing conflict in the workplace.

- Identifying Your Personal Conflict Management Style
- Learning Different Conflict Management Strategies
- Implementing Effective Qualities to Manage Conflict

Recommended Audience:
Company Principals  |  Leadership Roles
HR Managers  |  Service Managers
Project Managers  |  Superintendents
Foremen

Breakfast & Lunch Included

Written Communication Skills
Kathryn Crosby
May 21, 2020  |  7:30 AM-12:00 PM
This course reviews the basics for effective written communication during projects and emails.

- Understanding the 5 W’s of Successful Written Correspondence
- Special Rules for Modern Electronic Communication
- Guidelines for Project Correspondence

Recommended Audience:
Sales Managers & Representatives
Service Managers  |  Construction Managers
Project Managers  |  Office Managers
Office Personnel & Support Staff

Breakfast & Lunch Included
This course identifies the best practices to mitigate the effects of change orders on a job.

- Preventative Measures to Stop Later Disagreements
- Reviewing Case Studies and Acceptable Recovery Theories
- Quantifying Loss of Labor Efficiency and Price Change

**Recommended Audience:**
- Construction Managers
- Service Managers
- Project Managers
- Foremen
- Leadership Roles

**Breakfast & Lunch Included**

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This course is designed to teach the fundamentals of estimating in the mechanical industry.

- Understanding of the Estimator’s Role, Types of Bids, and Estimating Structure
- Review the Most Effective Estimating Techniques
- Practice Finalizing Estimates and Writing a Quotation

**Recommended Audience:**
- Service Managers
- Project Managers
- Field Supervisors & Personnel
- Estimators
- Foremen

**Breakfast & Lunch Included**

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This class is designed to help evaluate and improve the current processes of your service team.

- Identifying the Various Parts of a Service Group
- Evaluate Strengths and Weaknesses of Your Current Process
- Making and Measuring Changes to Improve Efficiency

**Recommended Audience:**
- Service Managers & Technicians
- Operations Managers
- Field Leadership
- Project Managers
- Foremen

**Breakfast & Lunch Included**

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This course helps to review and understand the most successful interviewing and hiring practices for contractors.

- How to Effectively Recruit a Talented Workforce
- Exploring the Best Practices for Interviewing
- Ways to Identify Better Talent to Avoid Future Turnover

**Recommended Audience:**
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- Office Managers
- HR Managers & Support Staff
- Construction Managers
- Project Managers

**Breakfast & Lunch Included**
**Microsoft Excel | Beginner | Remote**  
Ginnie Floraday  
April 30, 2020 | 9:00 AM-12:00 PM

This course teaches the basic elements of building spreadsheets, formulas, copying, moving and pasting cells, formatting, and printing spreadsheets.  
- Basic Functions of the Menus  
- Building Formulas, Calculations, and Summing Values  
- Copying, Moving, and Formatting Cells

**Recommended Audience:**  
Service Managers & Technicians  
Field Supervisors & Personnel  
Project Managers | Foremen  
Estimators | Clerical Roles  

Lunch Provided
**BIM 101 | Introduction to REVIT | Online**  
Virtual Design & Construction Institute  
Starts: March 6, 2020  
Ends: March 23, 2020  
18 Days to Complete 20 Course Hours

The class is designed to provide an overview of BIM using Revit.  
- Explore the Building Information Modeling (BIM) Interface  
- Design a 3D Building Model to Explain How Information is Inter-Related  
- Integrate Building Components into 3D Model and Develop Construction Document Sheets

**CAD 101 | Introduction to AutoCAD | Online**  
Virtual Design & Construction Institute  
Starts: March 27, 2020  
Ends: April 13, 2020  
18 Days to Complete 30 Course Hours

The class is designed to help students become familiar with AutoCAD commands and menu systems.  
- Create Drafting Symbols, Fixtures, Floor Plans, and Integrate into One Deliverable File  
- Distinguish the Requirements to Generate Drawings for Use as Annotation and Real-World Components  
- Master File Management, Draft on Layers, Integrate Drawing Component Files, and Plot Deliverable Drawing Files

**Procore Training**  
Procore  
May 7, 2020 | 7:30 AM-2:00 PM

This course is designed to prepare beginner to intermediate users with skills to utilize the Procore software more effectively.  
- Deep Dive into the Core, Project Management, Quality & Safety, and Field Productivity Tools Sets  
- Cover Important Tools, Including: Drawings, Inspections, Daily Logs, Timesheets, and Other Tools Applicable to Jobsite Functions  
- Interactive, Hands-On Exercises to Give Participants an Opportunity to Apply the Tools to Everyday Scenarios

**Recommended Audience:**  
Engineers  
Project Managers

**Recommended Audience:**  
Service Managers  
Field Supervisors  
Construction Managers  
Operations Managers  
Project Managers | Foremen  
Breakfast & Lunch Included
Instructed by John Koontz, this 4-part Fundamentals of Field Leadership program is designed to establish foundational skills for the various types of field leadership, including project managers, field supervisors, and foremen.

Koontz’s industry knowledge and teaching experience have contributed to the development of this program. The core topics of the program focus on planning, productivity, communication, documentation, maximizing profit, and closing out jobs effectively.

**Recommended Audience:**
- Leadership Roles
- Service Managers
- Construction Managers
- Field Supervisors
- Project Managers
- Foremen

**Breakfast & Lunch Included**

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<th>Part 1</th>
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<tr>
<td>• Planning and Productivity Improvement</td>
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<td>• Communication to Maximize Profitability</td>
<td></td>
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<td>• Material Management and Labor Productivity</td>
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<th>Part 2</th>
<th>March 11, 2020</th>
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<tr>
<td>• Managing Mechanical Project Labor Costs</td>
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<tr>
<td>• Effective Project Documentation Practices</td>
<td></td>
<td></td>
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<tr>
<td>• Project Forecasting and Estimation</td>
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<th>April 1, 2020</th>
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<tr>
<td>• Essential Management Skills for Field Leaders</td>
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<td>• Understanding Different Management Styles</td>
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<td>• Communication Skills</td>
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<th>Part 4</th>
<th>April 29, 2020</th>
<th>7:30 AM-2:00 PM</th>
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<tbody>
<tr>
<td>• Successful Project Closeout</td>
<td></td>
<td></td>
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<tr>
<td>• Maximizing Job Profit</td>
<td></td>
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<td>• Reducing Productivity Drain</td>
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The MCAMW and NECA-DC are proud to introduce the latest addition to the Project Management Training series. Understanding the importance of Project Managers, we want to ensure that there exists quality training to further develop these leaders. This 4-week Advanced Project Management Training program is designed specifically for intermediate to expert level project managers. This program highlights skills that are critical to the success of any project manager.

We developed the criteria for this course with the support from some of the highest-ranking professionals in the industry, along with additional input from active project managers in the field. The content of this course will expand on the most important concepts covered in the 8-week Project Management Training offered in the fall, including lessons on: project interviewing, kick-off and close-out, bidding, estimating, contracts, documentation, claims, and labor productivity.

**Part 1**
David Ashcraft  
April 9, 2020 | 7:30 AM-2:00 PM  
- How to Conduct a Successful Project Interview  
- Improve Presentation Skills to Win More Bids  
- Win New Prospects and Gain More Business

**Part 2**
Woody Woodall  
April 16, 2020 | 7:30 AM-2:00 PM  
- How to Effectively Run a Project from Kick-Off to Close-Out  
- Sharpening Bidding Skills  
- Effective Estimating Practices

**Part 3**
Fred Mendicino  
April 22, 2020 | 7:30 AM-2:00 PM  
- Effective Documentation in the Modern Contract Environment  
- Presenting and Preserving Claims  
- Mapping Out the Recovery Process in the Event of a Loss

**Part 4**
Awad Hanna  
April 30, 2020 | 7:30 AM-2:00 PM  
- Managing Field Productivity to Improve Bottom Line  
- Identify the Pillars of Productivity Improvement  
- Reducing Inefficient Time to Increase Profit

**Recommended Audience:**  
Intermediate & Expert Project Managers  
Breakfast & Lunch Included
Educating Our Future
We welcome all members to join the mission of the Capital Contractors Institute and build upon the foundation of this industry’s premier contractor group.

Visit MCAMW.org for more information!
The National Electrical Contractors Association (NECA) is a national nonprofit organization with chapters throughout the United States and internationally. The Washington, D.C. Chapter represents over 72 qualified, reliable, and experienced contractors in the District of Columbia, Maryland, and Virginia, who perform most of the electrical and telecommunications installations in the Washington, D.C. metropolitan area, suburban and southern Maryland, northern and southwestern Virginia.

Chartered in 1933, the chapter’s core mission is to support its members and the electrical industry. We are committed to helping our members and the electrical industry maintain the highest levels of excellence.

The Mechanical Contractors Association of Metropolitan Washington is dedicated to advancing the mechanical construction and service industry. Our member contractors rely on MCAMW to help grow their businesses through education, legislative representation, bargaining and networking.

Established in 1889, the MCAMW is committed to providing new programs in education, safety and training for plumbing, heating, ventilation, air conditioning and refrigeration to contractors serving in Washington, D.C. and its Maryland and Virginia suburbs. The MCAMW is affiliated with the Mechanical Contractors Association of America.

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