



2024 – 2025 Education Schedules

May 1, 2024 @ 2:00pm – 3:30pm ET: Avoiding Monkey Mayhem: How to use Confident Communication to Restore Monkeys to their Rightful Owners

We all have monkeys (aka responsibilities) in our barrels. The challenges occur when some people pass their monkeys off to others, which can have a ripple effect, or when others take on more monkeys than can fit into their barrels. As leaders, we are challenged with guiding our teams to keep their barrels in balance. This course is based on principles in the book, *Shifting the Monkey, The Art of Protecting Good People from Liars, Criers and other Slackers* by Tod Whitaker.

June 6, 2024 @ 2:00pm – 3:30pm ET: Workshop on Best Practices for Association Policies and Procedures

Join us for a workshop tailored to chapter executives, designed to equip you with the knowledge and tools necessary for effective association management. Chapter executives have a lot to manage while running an effective association and staying within budget. Clear policies and procedures are vital for smooth operations, upholding values, and risk mitigation.

During this workshop, participants will:

1. Understand the importance of policies and procedures, ensuring consistency and accountability.
2. Identify key areas needing policies, including governance, finance, membership, events, communications, and conflict resolution.
3. Review best practices for insights and pitfalls.
4. Develop tailored policies with guidance, templates, and resources.
5. Ensure compliance with legal considerations and adapt to changes.
6. Promote transparency and communication within the association.
7. Address challenges and conflicts constructively.
8. Continuously improve and evaluate policies.

Facilitated by Dan Kelly of Felhaber Larson, this workshop offers valuable insights and tools for chapter governance and management excellence. Whether seasoned or new to a



chapter executive role, join us to enhance your Chapter's operations and mission achievement.

July 23, 2024 @ 2:00pm – 3:30pm ET: Understanding Unfair Labor Practices

This webinar is tailored for chapter executives aiming to deepen their comprehension of unfair labor practices (ULPs) and equip them with strategies for prevention and resolution. Led by Tom Trachsel of Felhaber Larson, it covers key topics such as:

1. Understanding Unfair Labor Practices
2. Legal Framework and Regulatory Compliance
3. Types of Unfair Labor Practices
4. Recognizing and helping contractors prevent ULPs
5. Responding to Allegations of ULPs
6. Q&A Session

The webinar aims to enhance understanding of labor laws, improve labor relations, and mitigate legal risks, empowering Chapter Executives to promote fairness, and compliance within their organizations.

August 2024 @ 2:00pm – 3:30pm ET: Understanding Grievance Arbitration Provisions of the Standard Form of Union Agreement and the Grievance Process from Beginning to End

In this webinar, you'll gain a thorough understanding of grievance arbitration provisions of the Standard Form of Union Agreement and explore the grievance process in detail, from its initial definition to the final resolution, including the common causes of grievances and the typical steps taken to address them. You'll also gain insights into the roles and responsibilities of arbitrators in the grievance process, learning how each party contributes to reaching a resolution. By examining examples you'll better understand how grievances are resolved in the sheet metal industry. Lastly, we'll share best practices for effective grievance handling, communication strategies, and tips for resolving conflicts promptly and fairly.



September 12, 2024 @ 2:00pm – 3:30pm ET: The Art of Business Etiquette

Business Etiquette. It's about as much as politics as politeness and punctuality. In this interactive webinar with communications coaches, Keith Scott and Rebecca Klein of TALLsmall Productions, learn top do's and don'ts for etiquette excellence.

Keith and Rebecca will hit on hacks for success when it comes to:

- **Communication:** Top words and phrases to use and avoid.
- **The Politics of Behavior:** When someone encourages you to have that extra drink or turns the conversation to a controversial topic, what are the dance steps you should take to be polite and also professional.
- **Networking** and protecting your personal space.
- **Dressing for Success** at the office and networking events/conferences.
- **Cell Phones:** When to check and when to wait.
- **Confidentiality:** What to do when someone brings gossip to you.

The session will feature discussion, an extended Q&A and a number of communications challenges designed to put your skills to the test. Keith and Rebecca have led workshops at two national SMACNA conferences and speak around the country at chapter events.