

SATURDAY, 12.7

2:00 PM

Registration Opens

4:30 – 5:15 PM

Conference Orientation

5:30 – 6:30 PM

Distributor Townhall

Supplier Townhall & Council Meeting

7:00 – 9:00 PM

Opening Reception

9:15 – 10:15 PM

Canadian Interests Reception

Emerging Leaders Reception (For Program Attendees)

PULSE

SUNDAY, 12.8

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

Breakfast & Opening Keynote: Talbot Gee “State of the Channel, Vol. 1: Defining Channel of Choice”

9:45 – 10:45 AM

Senthil Gunasekaran & Pradip Krishnadevarajan “4 Quick Wins in Pricing Management”

Ryan Avery “Go from a to the: Stop Being a Leader. Start Being THE Leader”

Brad Telker & Andy Armstrong “Panel Discussion: HVAC Creating Moats With Demand Creation for Commercial Products”

Sheet Metal Council Forum

11:00 AM – 12:00 PM

Weldon Long “Consistency Selling: How to Leverage Success Routines to Recruit New Dealers and Grow Existing Ones”

Ryan Avery “Go from a to the: Stop Being a Leader. Start Being THE Leader” (Repeat Session)

“The Future Of Flammable Refrigerants & Impact on Distribution”

Controls Council “The Blurring of Lines in the Controls Industry” (Distributors Only)

12:15 – 1:45 PM

Lunch & Featured Speaker: Ken Gronbach “Demography is Destiny”

2:00 – 2:30 PM

Paul Giudice “Where Should I Spend a Quarter?”

Ryan Avery “How to Recruit and Retain the Next Generation of Leaders”

Pam Krivda “Minimizing Risk Through Effective Management & Compliance”

Palmer Schoening & Alex Ayers “Policies That Matter to You”

Michael Copp “Voice of the Customer (or more specifically Potential Customers): The Increasingly Blurring Line Between Plumbing and HVAC Contractors?”

2:15 – 5:00 PM

Emerging Leaders Program

3:00 – 3:30 PM

Paul Giudice “Best of the Best – What it Takes to be a Top Performer”

Pam Krivda “Legal Ins and Outs of Background Checking, Drug Testing and Marijuana Laws”

“Giving Back with HFOT: Benefits for your Company’s Culture”

3:00 – 4:05 PM

Manufacturer Rep Council

3:45 – 4:05 PM

Jon Hirsch “Sharing the 'HVAC Careers Story' with the Next Generation”

Bruce Matulich “Voice of the Customer: Building Dealer Loyalty and Growing High Efficiency Sales, Presented by the Electric & Gas Industries Association”

Dan Vida “Insights from the HARDI’s Unitary Report: The Furnace Market and the New FER Standard”

Ryan Francis “Help Design the HARDI Information Experience”

MONDAY, 12.9

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

Breakfast & Featured Speaker: Dustin Garis “Humanizing the Customer Experience”

9:45 – 10:45 AM

“Real Success Stories in New Technology Adoption”

Jim Crocker “Why the Most Successful Companies All Have Boards of Directors”

Barton James & ACCA Board “Voice of the Customer: Optimizing Distributor Sales Efforts”

Former Presidents Advisory Committee (Closed)

11:15 – 11:45 AM

Senthil Gunasekaran & Pradip Krishnadevarajan “Contractor Value Builder”

Eric Knaak “The Isaac Heating Bootcamp Model”

Jim Barnes “Centralized vs. Noncentralized Strategies”

HARDI Member Benefits Overview

Chris DeBoer “HARDI Presents the Latest on our ‘Hot Commodity’ Documentary Project”

12:00 – 1:30 PM

Lunch & Featured Speaker: Alan Beaulieu “The Economic Forecast”

1:45 – 4:45 PM

Conference Booth Program

TUESDAY, 12.10

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

Breakfast & Featured Speakers: Political Experts “All’s Fair In Love, War & Politics”

9:45 – 10:30 AM

Jim Crocker “Strategic Planning and the B.O.D.”

Steve Yastrow “Ditch the Pitch: Turn Every Sales Presentation into a Conversation That Matters to Your Customers”

Panel Discussion “Decarbonization and the Impact on the Residential HVAC Market”

10:45 – 11:15 AM

Greg Manns “Competitive Compensation”

Brad Dumbauld “You Know You Need Cyber Security Insurance. Now Learn How to Buy It!”

Mike McDonnell “The Future Opportunities in Hydronics”

11:30 – 11:50 AM

Steve Yastrow “Ditch the Pitch: Improvise to Sell More”

Andrew Larson “Create a Plan to Recruit Talent from your Local 4-Year University”

Toby Swope “How’s your Data Governance Going?”

Dan Foley “Hydronics – Connecting New Technology with Old Systems”

12:05 – 12:25 PM

Greg Manns “Recruiting/Retention: Do You Have the Total Package?”

Sara Kemme “EPA Update on Refrigerant Regulations”

Nick Benton & Syretta Williams “How Are Your Branches Performing?”

12:45 – 2:15 PM

Lunch & Closing Keynote: Vinh Giang

“The Psychology of Illusion”

6:00 – 10:00 PM

Closing Reception & Festivities