

WMDA/CAR Virtual Training Conference

FEBRUARY 26-28, 2021



FRIDAY, FEBRUARY 26

The Employment Practice Pitfalls

9:00am–11:00am **MANAGEMENT**

Speaker: Christine V. Walters, JD, MAS, SHRM-SCP, SPHR, FiveL.net

State Police Update

9:00am–11:00am **TECHNICIANS**

Speaker: Sgt. Pickett, Maryland State Police, Automotive Safety Enforcement Division

Strategies to Reduce WCOMP

9:00am–10:00am **MANAGEMENT**

Speaker: Brian Risen, CPCU, ARM, ALCM, AmeriTrust Connect

Low Car Count

9:00am–11:00am **SERVICE ADVISORS/MANAGEMENT**

Speakers: Patrick McGee & Christopher Boyajian, Bolt On Technology

Succession Planning – What's Your End Game?

10:00am–12:00pm **MANAGEMENT**

Speaker: Bryan Stasch, Automotive Training Institute

New Internal Combustion Vehicles Banned! Now What?

11:00am–12:00pm **MANAGEMENT**

Speaker: Craig Van Batenburg, ACDC Hybrid-EV Training

Becoming Great on the Phone

11:00am–1:00pm

SERVICE ADVISORS/CUSTOMER SERVICE

Speaker: Cecil Bullard, iforabe.com

Virtual Hands-on Digital Inspection Experience

12:00pm–2:00pm **TECHNICIANS/SERVICE ADVISORS**

Speaker: John Burkhauser, Bolt On Technology

SATURDAY, FEBRUARY 27

Diagnosing Pulse Width Modulation for Power, Control and Sensing Circuits

9:00am–11:00am **TECHNICIANS**

Speaker: Gary Smith, DiagNation.com

Inspirational Managers and Leaders

9:00am–11:00am **MANAGEMENT**

Speaker: Suzanne Izzard, Crocus Coaching & Development, U.K.

Coaching & Counseling for Employee Success

9:00am–12:00pm **OWNERS/MANAGERS**

Speaker: Rick White, 180-BIZ

Art & Science of a Successful Service Advisor

10:30am–12:30pm **SERVICE ADVISORS**

Speaker: Bryan Stasch, Automotive Training Institute

Simple Secrets to Great Phone Skills

11:00am–1:00pm **SERVICE ADVISORS**

Speaker: Geoff Berman, Automotive Training Institute

HVAC Systems in Hybrid and Electric Cars

11:00am–12:00pm **TECHNICIANS**

Speaker: Craig Van Batenburg, ACDC Hybrid-EV Training

Why Developing Leaders On Your Team Should be your #1 Goal

11:00am–1:00pm **MANAGEMENT**

Speaker: Mick Carbo, carbocoaching.com

What has Your Business Done for You Lately?

12:00pm–2:00pm **MANAGEMENT**

Speaker: Dan Gilley, RLO Training

Succession Planning, a Legal Perspective

12:00pm–2:00pm **SHOP OWNERS/MANAGEMENT**

Speaker: Stuart A. Schwager, Lerch, Early & Brewer, Chtd.

Diagnosing Difficult Fuel & Oil Deposit Related Drivability Concerns

1:00pm–3:00pm **TECHNICIANS**

Speaker: Gary Smith, Diagnostics.com

High Voltage Battery Diagnosis

3:00pm–4:00pm **TECHNICIANS**

Speaker: Craig Van Batenburg, ACDC Hybrid-EV Training

SUNDAY, FEBRUARY 28

How to Become a Talent Magnet

9:00am–11:00pm **MANAGEMENT**

Speaker: Rick White, 180BIZ

Low ARO

9:00am–11:00am **SERVICE ADVISORS/MANAGEMENT**

Speaker: Steve Arbakov, Bolt On Technology

Lack of Customer Communication

9:00am–11:00am **SERVICE ADVISORS**

Speakers: Ron Shanas & John Linden, Bolt On Technology

Processes and Efficiency in your Business

9:00am–1:00pm **SHOP OWNERS/MANAGEMENT**

Speaker: Cecil Bullard, iforabe.com

ADAS – Collision and Repair Shop Roles

11:30am–1:30am **MANAGEMENT**

Speaker: Keith Manich, Automotive Training Institute

Homemade is the Best! How Can I Grow My Own Techs?

9:00am–11:00am **MANAGEMENT**

Speaker: Jim Bennett, Automotive Training Institute

CAN Bus, FlexRay and Communications Network Fundamentals

9:30am–11:30am **TECHNICIANS**

Speaker: Gary Smith, Diagnostics.com

Creating Your Legacy

12:00pm–2:00pm **MANAGEMENT**

Speaker: George Zeeks, Automotive Training Institute



See next page for registration