



Seminar Details for In-House Operations & Technical

TUESDAY, November 9

10:45 a.m.-11:45 a.m.

[Beg to Differ: The Synergy of Team Work](#)

Joachim de Posada

[Keep it Clean & Green: Workplace Cross Contamination & Sustainability](#)

Dr. Allison Aiello & Josh Radoff

[Managing Energy: The Critical Role of Cleaning](#)

Steve Spencer

[WTF? Processing Changes All Around You](#)

Career-Coach Panel Discussion

[The Next Generation of Cleaning Product Environmental Labeling](#)

Bill Balek

12:00 p.m.-1:15 p.m.

[Networking Lunch: Cracking the Networking CODE](#)

Dean Lindsay

Separate fee required

1:30 p.m.-5:30 p.m.

[IICRC Basic Skills Hard Floor Care Certificate Program](#)

Richard Bodo

1:30 p.m.-2:30 p.m.

[Elevate Your Organization and Improve Operations with CIMS-Green Building](#)

Dan Wagner

[Preventing Slips, Trips, and Falls](#)

Steve Spencer

2:45 p.m.-3:45 p.m.

[Managing the Multigenerational Workforce](#)

Kelly McDonald

[Why Aren't You More Like Me? - An Analysis of Your Personality](#)

Joachim de Posada

Full seminar schedule and custom registration is available at www.issa.com/show. The [IEHA](#) and other in-house organizations also will host education during the week. View details [here](#).



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[Workloading Made Easy](#)

Jim Peduto

4:00 p.m.-5:00 p.m.

[Strategies for Stellar Customer Service](#)

Kelly McDonald

WEDNESDAY, November 10

8:45 a.m.-9:45 a.m.

[Featured Session: Challenge of Change](#)

Joe Theismann

10:00 a.m.-10:45 a.m.

[Immigration: What You CAN Do](#)

Scott Williams

11:00 a.m.-11:45 a.m.

[The Write Way to Influence Others and Enhance Image](#)

Michel Theriault

THURSDAY, November 11

8:30 a.m.-9:45 a.m.

[Keynote Address: Former Prime Minister Tony Blair](#)

10:00 a.m.-10:45 a.m.

[Facility Management Leadership: Survival 101](#)

Alan Bigger

12:00 p.m.-1:30p.m.

[Tradeshow Floor Lunch](#)

Separate fee required

4:30 p.m.-5:30 p.m.

Tradeshow Happy Hour

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Other Hot Spots

IEHA Co-location

Tap the best in-house education in the industry when you attend the [I.E.H.A. Annual Convention](#), which includes access to ISSA seminars and the exhibit hall.

Technical Workshops

Send your top technical staff to the IICRC [Basic Carpet](#) and [Hard Floor Care](#) workshops and they receive free access to the exhibit hall and keynote address.

Green Connections Center

The heart of the exhibit hall will feature three days of nonstop cleaning and science demonstrations, plus displays of the newest environmentally friendly technology. Learn more [here](#).

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