

# OCCH TRAINING ACADEMY

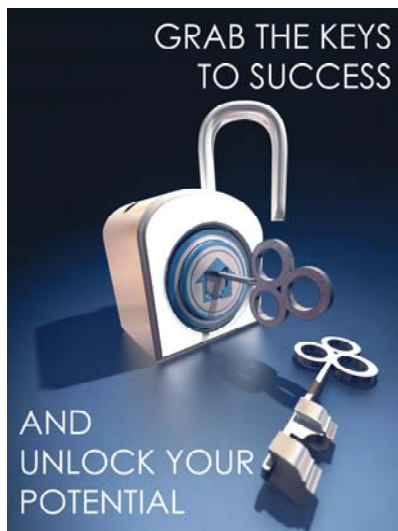
Ohio Capital Corporation for Housing

2019

## Manager & Maintenance Conference

Ohio Capital Corporation for Housing (OCCH) is pleased to announce our seventh annual **Manager & Maintenance Conference (M2CON 2019)**, a conference designed exclusively for site managers and maintenance technicians!

This two-day conference (offered in conjunction with the OCCH Training Academy) further strengthens our commitment to deliver high-quality training and content to our valued Partners at an affordable price.



As you know, affordable housing is the critical foundation that makes all other things possible. Our theme this year, **"Grab the keys to success and unlock your potential"** reminds us that by continually focusing on building our skills, we can grow personally, professionally, and become a more valuable asset to our company and within the marketplace.

We have an exciting agenda this year with some exceptional content. Building on our success

from previous years, we will once again offer walk-around workshops for both maintenance technicians and site managers, providing exposure to a wide number of topics and ideas in a short period of time. This has been a very popular component of our training the past four years and will be *even better* this year!

As in previous years, there are two distinct training tracks. During the registration process, select either the Management Track or the Maintenance Track. Space is limited to only 150 participants in each track. As such, **REGISTER EARLY AS THIS CONFERENCE WILL SELL OUT** as it has in previous years. **DO NOT DELAY AND REGISTER NOW** to secure your spot! We hope you will join us!



*"This was the best conference I have attended in my 25 years of property management!"*

- M2CON Survey Respondent



## Register Now!

- April 9-10, 2019
- Select **Management or Maintenance Track**
- *Still* only \$99 fee!
- Register online:

[www.occh.org/M2CON.html](http://www.occh.org/M2CON.html)



## Game Show Fun on Tuesday night!

Relax and have some fun!

Our conference area will be transformed into a live taping of the game show *Family Feud*. Food trucks will offer dinner and a DJ will be on hand playing an assortment of party favorites. Be prepared to share your moves with some line dancing!

Relax with your colleagues...it will be loads of fun!

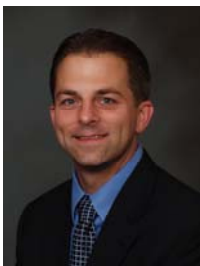


Join us for a fun-filled evening!

### M2CON 2019 Frequently Asked Questions

- Who** Ohio Capital Corporation for Housing
- What** Seventh annual conference with coursework designed for site Managers and Maintenance technicians
- When** April 9th and 10th, 2019
- Where** Marriott Columbus Airport, Columbus, Ohio
- Why** To provide high-quality, low-cost training opportunities for site Managers and Maintenance technicians!
- Cost** This two-day conference is only \$99 to attend, and includes a Continental Breakfast and Luncheon Buffet each day, as well as the Tuesday night Reception with entertainment!
- How** Register by March 22nd, 2019, at <http://www.occh.org/M2CON.html>

### Special Guest Speaker for Maintenance Track



Mark Cukro  
Service Team Training

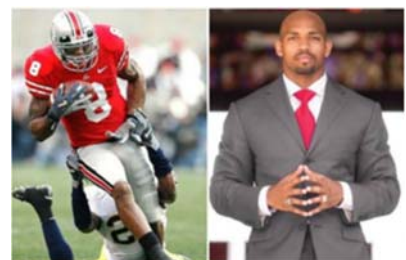
#### About Mark

Back by popular demand! Mark is a well-respected and nationally recognized thought-leader in the multi-family maintenance and service industry. He has helped thousands of maintenance technicians increase their technical knowledge and effectiveness and serves as a subject-matter expert for the National Apartment Association and the National Apartment Association Education Institute (NAAEI).

Sponsored by:



With special thanks to:



### Keynote Speaker, Roy Hall

Join us after our closing luncheon to hear an inspirational message from former Ohio State and NFL football player and co-founder and President of Driven Foundation, Roy Hall. Driven Foundation is a nonprofit organization built upon three core principles: *perseverance* (never give up), *resilience* (get back up), and *assistance* (help others up).



## ADVANCED OPTIONS!

### ADVANCED COURSES OFFERED

**Back in 2019!** A very limited number of seats will be available for a special *Management Workshop* session (25 seats).

The Management Workshop will cover HR-related topics.

In an effort to make this advanced training available to as many different companies as possible, only a limited number of persons from each company will be eligible to participate.

Once the formal registration period closes (March 22, 2019), OCCH staff will reach out to each company that has more than five (5) registrants to identify one or two candidates who will be placed in this advanced session.

Register EARLY to be eligible for inclusion in these special classes!

**NOTE:** You will be notified later if your supervisor has selected you for an advanced course.

## How to register

### Step 1: Starting Point

Visit the OCCH website to access the links to reserve your hotel room and to register for M2CON 2019:

<http://www.occh.org/M2CON.html>

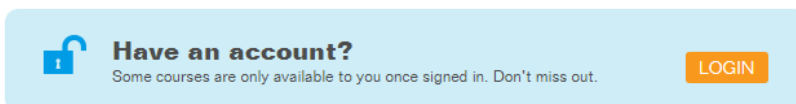
### Step 2: Reserve Hotel Room

Do you need a hotel room? If so, the website above will provide a link to the Marriott Columbus Airport. Click on the “**Make your reservation online**” link to secure the special M2CON 2019 room rate.

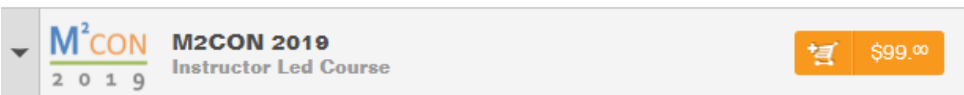
### Step 3: Conference Registration

From the website above, click the “**Register now for M2CON 2019**” link. This link will direct you to the OCCH Training Academy website. Follow one of the steps outlined below, based on whether or not you have an existing login to the OCCH Training Academy website.

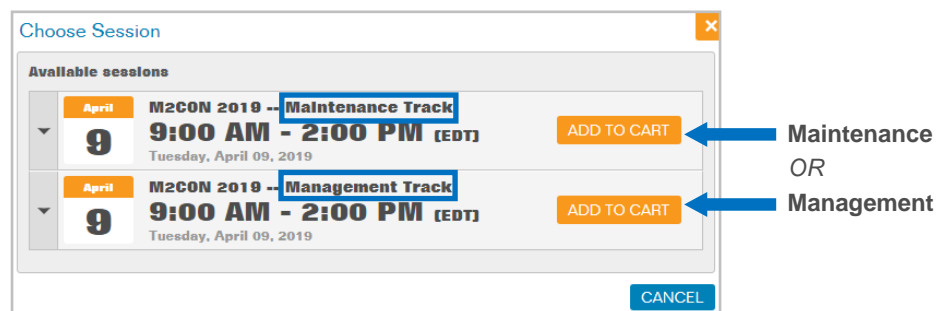
IF YOU HAVE A USERNAME AND PASSWORD TO THIS SYSTEM, start by clicking the orange LOGIN button towards the top of the screen.



If you do NOT have a login to the system, continue to the next step. You will create a new user account as part of the registration process. In either case, look for the link below and click on the \$99 / Shopping Cart button to register.



NEXT, you will be asked to select either the **Management Track** or the **Maintenance Track**. Please select the appropriate track.



Finally, as you walk through the checkout process, you will provide contact information and create an account in the system (ONLY if you don't already have an account). You will also be required to provide credit card information as payment to register through this secure system.

**Questions?** Please contact Lynn Logan via email at [llogan@occh.org](mailto:llogan@occh.org) or by phone at (614) 224-8446 x162.



	Management Track	Maintenance Track	
Tuesday -- April 9th	8:30 -- 9:30 Conference Registration and Networking Breakfast (provided in atrium)		
	9:30 -- 9:45 Introductory Remarks		
	9:45 -- 11:30 <b>Say this, not that!... The when, the what, the where and the how</b> This will be an informative and entertaining exploration of how we can dramatically improve our communication levels by making simple changes with our <i>choice</i> of words, and <i>how</i> we say things. This workshop will be jointly led by Mark Cukro and Debbie Phillips -- two of the premier speakers within the affordable housing industry and will be loads of fun.		
	11:30 -- 12:15 <b>Luncheon Buffet and Awards Ceremony</b> After a satisfying luncheon buffet, OCCH staff will recognize a number of leaders by offering recognition in the form of a brief awards ceremony.		
	15-Minute Break		
	12:30 -- 2:45	<b>Management Workshops</b> Management staff will gain HANDS-ON exposure as small groups rotate through seven workshops. Topics include: 1) Disaster Planning; 2) Cyber Security; 3) Best Practices for Site Visits; 4) OHFA Policy Updates;	<b>Electrical Fundamentals and Troubleshooting</b> Technicians at all experience levels will benefit from this session providing a fundamental overview of electrical terminology, troubleshooting components, wiring concepts and safety issues.
		<b>Shot of Vitamin E for Engagement! (invitation only)</b> Is your organization suffering from "culture shock," complacency or overall malaise? Chances are this condition is due to employees feeling overcommitted, undervalued and often times ignored! This session will help managers identify tactics to keep employees fully engaged by honing-in on key performance metrics and offering innovative strategies that increase employee loyalty.	<b>Please Note:</b> Only a small number of slots are available for this advanced session. Supervisors from each management company will identify who will participate.
	15-Minute Break		
	3:00 -- 4:40	<b>Management Workshops (continued)</b> Management workshops continue with: 5) Introduction to OCCH E-Learning System; 6) Pathways for Career Development; and 7) Dealing with an Active Shooter Situation.	<b>Troubleshooting Basics for HVAC &amp; Appliances</b> Building on the electrical fundamentals session, expand your ability to reduce HVAC or appliance troubleshooting time in the field and develop improved efficiency in system diagnostics.
		<b>The "C-Suite" (invitation only)</b> This advanced session will cover the "C-Suite" -- Character, Capacity, Conversations and Consistency -- as the cornerstones that create the DNA or culture of a company. This session will explore strategies to build an engaging corporate culture where you and your employees will thrive.	<b>Please Note:</b> Only a small number of slots are available for this advanced session. Supervisors from each management company will identify who will participate.
	5:00 -- 7:30	<b>Foodtrucks, Family Feud, Drinks, and Fun!</b> We ALWAYS strive to have a fun time at M2CON, and the tradition continues in 2019! Our conference area will be transformed into a live taping of the game show <i>Family Feud</i> . Food trucks will offer a selection of dinner options and a DJ will be on hand playing an assortment of party favorites. Be prepared to share your moves with some line dancing! Mingle with colleagues and enjoy the music. The evening will also include a raffle where you will have a chance to win one of several prizes, including several Amazon Echos!	



	Management Track	Maintenance Track
	7:30 -- 8:30 Networking Breakfast (provided in atrium)	
Wednesday -- April 10th	8:30 -- 10:15 <b>Habit Stacking: Routines, Rituals &amp; Responses</b> This workshop focuses on how to effectively create a routine that sets us up for responding in a manner that is clear, effective and confident. Let's tackle the tough topics together!	<b>Maintenance Workshops</b> Maintenance staff will gain HANDS-ON exposure as small groups rotate through 4 workshops. Topics include: 1) Effective Service Operations; 2) Drywall repair.
	15-Minute Break	
	10:30 -- 11:45 <b>Conversations That Count</b> A good conversation always contains an invitation. So why is it so hard to get it right? In this session we will identify tools for engaging in conversations that count.	<b>Maintenance Workshops (continued)</b> Maintenance workshops continue with: 3) Thermal Imaging and Leaks; 4) Innovations in Concrete Repair.
	15-Minute Break	
	12:00 -- 1:15pm	<b>Luncheon Buffet &amp; Take Action - Personal Safety and Assault Prevention</b> Enjoy a great buffet luncheon and afterward learn a number of personal safety and assault prevention techniques from Mark Cukro, an accomplished expert in the multi-family housing industry (who is also a martial arts expert with six Black Belts!).
1:15 -- 1:45	<b>Keynote Speaker, Roy Hall</b> Former Ohio State and NFL football player and co-founder and President of Driven Foundation, Roy Hall, will be our keynote speaker. Driven Foundation is a nonprofit organization built upon three core principles: <i>perseverance</i> (never give up), <i>resilience</i> (get back up), and <i>assistance</i> (help others up).	
1:45 -- 2:00	<b>Concluding Remarks</b>	

Register now at: <http://www.occh.org/M2CON.html>

**CANCELLATION POLICY:**

All cancellations must be made prior to the end of the day, April 4th. Cancellations after April 4th or no-shows will not be eligible for any credits or refunds. Cancellations prior to April 4th will receive a full credit (via the issuance of a coupon code equal to the value of the registration fee) that may be applied toward any future OCCH Training Academy offering(s).



1375 North Cassady Avenue  
Columbus, Ohio 43219



Please note! **SAME LOCATION** as in 2018 (but NEW from prior years)! This hotel is conveniently located minutes from the Columbus airport and offers complimentary parking.

Easton Town Center is in close proximity, offering a wide variety of shops and restaurants.