



We're gearing up for Fall Ops! Fill up your think tank. Spark new ideas!

Theme 2019: Fine Tuning for Excellence

**Ignite, recalibrate,
and fine-tune your
gauges.**

Join your colleagues at
TMA's exclusive solutions-
based event directed

specifically to *monitoring center managers and supervisors, as well as owners, manufacturers and automation providers*. Fall Ops will inspire you by:

- *Participating in an exclusive tour of STANLEY Security's ProtectionNet™ Customer Services Center in Bloomington, MN to see monitoring in action*
- Exploring best practices from thought leaders in the monitoring industry
- Learning from your peers what they are doing to stay relevant, profitable and elevate the industry through two days of interactive sessions
- Demonstrating how automations solutions are transforming the monitoring center;
- Focusing on new technologies and cloud services — secure networking, Artificial Intelligence (AI), and video surveillance;
- Providing key networking and just-in-time problem-solving opportunities over two days, including a welcome activity on the evening of Nov. 11th and the ever popular roundtable exchange on Nov 13th.

Topics will cover leadership challenges that include developing trust and accountability, training challenges, and communication best practices. In addition, we will be including solutions-based discussions around general operations concerns that include automation upgrades, ongoing hiring, retention and change management challenges.

We have expanded the opening reception on Monday evening to include a State of the Industry Report and a team building exercise. Please plan your travel so that you can join us as we launch two days of leadership, team building and operations best practices.

**Registration Fee: TMA members \$610;
nonmembers \$765**

Registration includes transportation to the **tour of Stanley Convergent Security Solutions** in nearby Bloomington.

Monday, November 11

Association Committee meetings:

- 2:00pm – 4:00 PM ASAP Users & Technical Committee Meeting
- 4:00pm – 5:30 PM Contract Monitoring Council

Opening Reception/State of the Industry Report/Team Building Session

Reception starts at 6:00 pm – Program begins at 6:30 pm

- Introductions: **Kirk MacDowell, Brandon Niles** – Event Facilitators
- State of the Industry Report (latest on industry health, technology impact and other important metrics): **John Brady**, TRG Associates, TMA Education committee Co-Chair

Tuesday, Nov 12

8:00 AM STANLEY Security's ProtectionNet™ Customer Services Center Tour Activities Begin

In order to make a security system most effective, 24/7 alarm monitoring is essential. STANLEY Security monitors all types of security systems for everyone from homeowners to Fortune 500 companies. One of five monitoring centers in the U.S. and Canada, STANLEY

provides monitoring capabilities for their clients all across North America. The facility is UL, ULC, and FM approved as well as staffed 24/7/365 with a bilingual team, so their clients can feel confident that they'll be available to identify and appropriately respond to any emergencies.

8:00 – 8:30 AM Pre-Tour Presentation by STANLEY

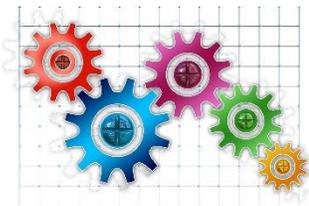
8:30 AM Board the Buses

9:00 – 11 AM Tour various monitoring service stations

11:30 AM Arrive back at the hotel for Post Tour Q&A

12:00 NOON Lunch

1:00 – 2:45 PM Session 1: Gearing Up -- General Operations Update



Technology Upgrade Story – Lessons to Share with transition to new automation system. Also included will be discussion on IoT transformation

service opportunities and issues associated with proactive vs. reactive technology upgrades.

Panel: Key staff from Stanley Convergent Security Solutions will lead discussion

3:00 – 4:00 PM Session 2: Recalibrate – Servant Leadership – When Everybody Wins

Being a servant leader means that you put your team first, and yourself second. Hear from a panel of practitioners about the real-world implementation strategies to help you transform and recalibrate into the servant leader role. It has been proven that because servant leaders regularly engage with their teams, they build stronger working relationships leading to less staff turnover. Take back actionable steps and start serving!



4:15 – 5:15 PM Session 3: Fine-Tuning Communication for Accountability

For supervisors and managers, providing

regular team and individual feedback is a critical responsibility. Regular communication lets the team know when they are meeting or not meeting their goals. Hear real-world advice on how to reignite sense of urgency and staff commitment on your team. How you communicate must include examples of what success looks like in your company culture. In this session we will cover what types of feedback inspires accountability and pride in performance through relevant industry benchmarks.

Panel: Representatives from ADS Security, AvantGuard, and Acadian Security

5:30 – 6:45 pm Proprietary Council Meeting

Wednesday, Nov 13

8:00 – 8:20 AM Facilitator Remarks

8:20 – 8:45 AM What's New, What Does it Do?

Sponsors and Associate members provide up-to-the minute information on new services and products in the industry

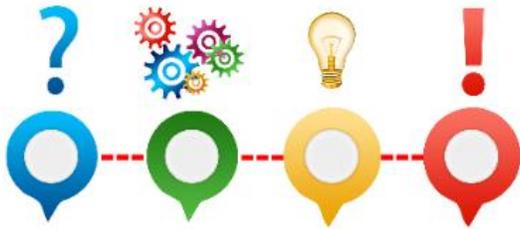
8:45 – 9:45 AM Session 4: Best Practices of Implementing Video and Audio Monitoring Services

Detailed overview about how to help operations staff understand how these technologies are going to help monitoring centers in the future. We'll also cover what changes are coming to alleviate operator intervention and optimize workload.

10:00 – 11:15 AM Roundtable Exchange

[Attendee Favorite!]

A highlight of the event is a 90-minute **Roundtable Exchange** session that allows all participants to “**Come with a problem, leave with a solution!**” Spark new ideas in this highly interactive solutions-based exchange. Topics are selected from survey feedback and will be listed on the TMA Website.



**Questions? Contact
education@TMA.us**

11:15 – 12:00 NOON Roundtable Report-backs

12:00 NOON Lunch

1:15 – 2:45 PM Session 6: Innovative Employee Onboarding Solutions—Is it Possible to Hire to Retire?

Effective Training in the life-safety industry is critical for new operators. Keeping your employees engaged and productive is everyone's challenge. Hear tips and creative solutions to address employee burnout, non-monetary incentives and non-traditional schedules.

Speaker: Joyce Schofield, Litcos Consulting

3:00 – 4:00 PM Session 7: In the headlines! Business Continuity Planning When Your Workplace Becomes an Active Crime Scene

Today's headlines pose a very real risk for your business and its employees, as well as visitors and customers. This important session will walk you through the critical steps of planning and preparation for an incident involving an active shooter or other workplace violence that brings your business to a halt. Learn how to respond, communicate and mitigate through a crisis to increase the chance of survival and how to ensure business continuity during a stop-work situation.

4:00 – 4:15 PM Closing Remarks/Event Feedback

Schedule Subject to Change



To register, visit
tma.us/2019-fall-ops/