

## DAY ONE | Monday, November 11

### Association Committee Meetings

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

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

- 6:00 pm | Reception
- 6:30 pm | Program

**Introductions:** Event Facilitators Kirk MacDowell, *MacGuard Security*, and Brandon Niles, *Acadian Monitoring Services*

**State of the Industry Report:** John Brady, TRG Associates

## DAY TWO | Tuesday, November 12

### 8:00-11:30 am | STANLEY Security's ProtectionNet™

#### Customer Services Center Tour

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. We'll visit one of its five monitoring centers in the U.S. and Canada that 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.

### 12:00 pm | Lunch

### 1:00-2:00 pm | Session 1: In the Headlines! Business Continuity Planning

#### *When Your Workplace Becomes an Active Crime Scene*

Today's headlines reflect the very real risks facing your business and its employees. We will walk you through the critical steps of planning and preparing for an incident involving an active shooter or other workplace violence that brings your business to a halt. Learn how to help your employees communicate and mitigate through a crisis to increase the chance of survival and to ensure business continuity during a stop-work situation.

**Moderator/Presenter:** Kirk MacDowell, *MacGuard Security*

### 2:15-3:45 pm | Session 2: Gearing Up – General Operations Technology Upgrade Story

Through a process overview, Stanley will present their technology upgrade story with lessons to share when transitioning to a new automation system.

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

### 4:00-5:00 pm | Session 3: Best Practices of Implementing Video and Audio Monitoring Services

This session provides a detailed overview and best-practices guide on how to help operations staff understand how these technologies are going to introduce new efficiencies within the monitoring centers and heighten customer value in the future. Attendees will also gain insights into what new technologies are on the horizon that will alleviate operator intervention and optimize workload.

**Panel:** Representatives from a monitoring center and associate members

### 5:30-6:45 pm | Proprietary Council Meeting

## DAY THREE | Wednesday, November 13

### 8:00–8:20 am | Facilitator Remarks

### 8:20–8:45 am | What's New, What Does it Do?

Fall Ops sponsors and TMA associate members share up-to-the minute information on new services and products in the industry.

### 8:45–9:45 am | Session 4: 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!

**Speaker:** Morgan Hertel, *Rapid Response Monitoring Services*



### 10:00–11:15 am Roundtable Exchange

#### *(An 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.

### 11:15 am–12:00 pm | Roundtable Report-backs

### 12:00 pm | Lunch

### 1:15–2:45 pm | Session 5: 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, *monitoring center management expert*

### 3:00–4:00 pm | Session 6: 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 conflict resolution strategies and relevant industry benchmarks.

**Speakers:** Steve Crist, *ADS Security (Invited)* and Nic Barrus, *AvantGuard Monitoring*

### 4:00–4:15 pm | Closing Remarks/Event Feedback

*Note: This program and schedule are subject to change without prior notice.*



Photo by Lane Pelovsky Courtesy of MeetMinneapolis

### Registration:

Online registration is now open. Go to [www.tma.us/fallops](http://www.tma.us/fallops) to register.

Registrant Type	Registration Fee
TMA Member	\$610.00
Non-member <i>(Members save 25%!)</i>	\$765.00

*Note: Registration includes Monday's opening reception, Tuesday and Wednesdays breakfasts and luncheons, and transportation to Stanley Convergent Security Solutions in nearby Bloomington for the tour.*

### Accommodations:

Hyatt Regency Bloomington - Minneapolis  
3200 East 81st Street  
Bloomington, Minnesota 55425

**Reserved dates:** Sunday, Nov. 10-Thursday, Nov. 15, 2019

**Room rate:** \$119/night

**Group code:** G-TMAF

Go to [www.hyatt.com](http://www.hyatt.com) or call 877-803-7534 to make your reservation. Be sure to mention the group code for this event. If the group rate is no longer available, prevailing rates may be offered for some or all of your dates.

**Train. Motivate. Advance.**



The Monitoring Association  
7918 Jones Branch Drive, Suite 510  
McLean, VA 22102

Fill your think tank!

Train. Motivate. Advance.



TMA

# FALL OPS

2019 Fall Operations Management  
November 11-13, 2019 | Minneapolis, MN

*Theme: Fine Tuning for Excellence...*

*Come with a problem, leave with a solution!*

Join your colleagues at TMA's exclusive solutions-based event specifically for monitoring center professionals.



The Monitoring Association

Fill up your think tank and spark new ideas!

**At Fall Ops, you'll:**

- Participate in an **exclusive tour** of STANLEY Security's ProtectionNet™ Customer Services Center
- Explore **best practices** from thought leaders in the monitoring industry
- Learn from your peers what they are doing to stay relevant, profitable and elevate the industry through **two days of interactive sessions**
- Hear step-by-step advice about **how to manage the process** of a technology upgrade to a new automation system
- Focus on **new technology updates**, Artificial Intelligence (AI), and video and audio surveillance solutions
- Collaborate through key networking and just-in-time **problem-solving activities** over two days, including a welcome activity on the evening of Nov. 11<sup>th</sup> and the ever-popular roundtable exchange on Nov. 13<sup>th</sup>.



*Topics will cover* leadership challenges that include developing trust and accountability. In addition, we will be including solutions-based discussions around general operations concerns that include stop work emergencies, automation and technology upgrades, and ongoing hiring, retention and training.

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 you can join us as we spend two days of leadership development, team building, and operations best practices.*