

**Train. Motivate. Advance.**



**We're gearing up for Fall Ops! Fill up your think tank and 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. At Fall Ops, you will:

- Participate in an **exclusive tour** of STANLEY Security's ProtectionNet™ Customer Services Center in Bloomington, MN to see monitoring in action
- 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 AND
- 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, training challenges, and communication best practices. 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 conflict 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:**

- 2:00 – 4:00 PM ASAP Users & Technical Committee Meeting
- 4:00 – 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 by event facilitators: **Kirk MacDowell**, MacGuard; and **Brandon Niles**, Acadian Monitoring Services and TMA Education committee Co-Chair
- 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, this center 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.*

7:30 – 8:00 AM Pre-Tour Presentation by STANLEY

8:00 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

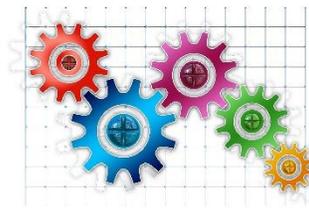
**12:00 NOON Lunch**

**1:00 – 2:00 PM Session 1: 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. 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 respond, communicate, and mitigate through a crisis to increase the chance of survival and ensure business continuity during a stop-work situation.

**Presenters:** Kirk MacDowell, President, MacGuard Security Advisors, Inc. and Anita Ostrowski, Vice President of Central Station Services, Vector Security, Inc.

**2:15 – 3:45 PM Session 2: Gearing Up -- General Operations Update**



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

included will be a discussion on issues associated with proactive vs. reactive technology upgrades. **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 to better 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.

**Panelists:** John Romanowich, President & CEO SightLogix (Moderator); Brandon Niles, Director of Operations, Acadian Monitoring; Representative from SureView, TBD

**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: 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

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what types of feedback inspires accountability and pride in performance through conflict resolution strategies and relevant industry benchmarks. **Speakers:** Steve Crist, Director of Monitoring, ADS Security and Nic Barrus, Operations Manager, AvantGuard Monitoring



### 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.

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

### 12:00 NOON Lunch

### 1:15 – 2:15 PM Session 5: Innovative Employee Onboarding Solutions—The First Six Months

Effective Training in the life-safety industry is critical for new operators. What happens in the first six months are crucial to a successful employee onboarding. Keeping your team engaged and productive is everyone’s challenge. Hear tips and creative solutions to address employee burnout, non-monetary incentives and non-traditional schedules to reduce attrition and build healthy teams.

**Panel:** John Brady, President, TRG Associates; Galina Klimchuk, Manager, Minnesota Central Station, vivint.SmartHome; Richard Flores IV, CPP, Security Command Center Program Manager, Corporate Security, Puget Sound Energy



2:30 – 4:00 PM

### Session 6:

**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!

**Presenter:** Morgan Hertel, VP of Technology and Innovation, Rapid Response Monitoring Service

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

*Schedule Subject to Change*

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

To register, visit  
[tma.us/2019-fall-ops/](http://tma.us/2019-fall-ops/)