

# NRMCA

## Workforce Development



## Effective RMC Supervisor Course

January 14 – 16, 2020 | Des Moines, IA

### Course Information

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### Registration and Travel Information

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Course follows all federal anti-trust guidelines.

This course is part of NRMCA's Seminars, Training and Education Programs, STEPS®, and earns you credit towards becoming a CCPf, a Certified Concrete Professional. The highest professional designation in the industry.

The Effective RMC Supervisor Course helps ready mixed concrete operations supervisors lead their staff. The challenge is a tough one because their people management tactics must align with the organization's strategy and mission while their personal success is judged by the work of their direct reports. Without using proper communication and motivation skills/tools to successfully manage these responsibilities, many supervisors become frustrated. It typically is the highest turnover job category because it is difficult to transition from executing your job to leading others to perform theirs.

NRMCA knows a supervisor's job is about more than just getting concrete into trucks and onto the job site. Supervisors manage a workforce, deal with customers, work with peers to build productive relationships across and outside the organization. The Effective RMC Supervisor course's goal is to equip supervisors with these important concepts and skills.

- Develop boundaries that fit within company needs and goals, including ethical behavior, implementing legal hiring, on the job training, and discipline processes, handling employee complaints, conflict, workplace violence, defining basic workplace legal boundaries, and implementing health and safety compliance.
- How to properly direct and guide performance of a task, especially helping employees accept company changes that impact their job execution.
- Build better communication skills with upper management and your employees based on an understanding of different work styles and team motivation principles.



**PAVE AHEAD**

DURABLE. SUSTAINABLE. CONCRETE.

**BUILD WITH STRENGTH**

A COALITION OF THE NATIONAL READY MIXED CONCRETE ASSOCIATION



# NRMCA's Effective RMC Supervisor

January 14 – 16, 2020 | Des Moines, IA | Tuesday – Wednesday: (8am – 5pm)

Thursday: (8am – 12pm) | Thursday: Optional Certification Exam (1pm – 2:30pm)

NRMCA USE ONLY

Date:

Member ID:

Confirmation#

## ATTENDEE INFORMATION

Name/Title: \_\_\_\_\_

Company: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Emergency Contact Name/Phone: \_\_\_\_\_

Dietary Restrictions/Special Needs: \_\_\_\_\_

I will sit for the exam:  (This exam is optional, but required to fulfill the certification.)

Please Send Registration/Receipt Confirmation Email to: \_\_\_\_\_

(Notification does not guarantee class will run)

## COURSE FEES AND PAYMENT AUTHORIZATION

\$950 NRMCA Member

\$1350 Non-Member

Registration fee includes lunch Tuesday-Thursday.

### Group Discount Eligibility for NRMCA Members ONLY.

Please submit separate forms for ALL attendees together to receive group discount 10% (3-5 members) 15% (+6 members)

Check Payment:

\*by sending a check there will be a delay in processing

(Make check payable to NRMCA)

SunTrust Bank, c/o NRMCA, P.O. Box 79433 Baltimore, MD 21279

Select One:  Visa  MasterCard  AMEX

Card Number: \_\_\_\_\_

Exp. Date: \_\_\_\_\_

CVV: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Please submit separate forms for all attendees. Registration without payment will NOT be confirmed.

## COURSE LOCATION AND TRAVEL INFORMATION

Hilton Des Moines Downtown  
435 Park Street, Des Moines, IA 50309

Phone: (515) 241-1456

Meeting Room Name: Matrix (subject to change)

Hotel Parking: Self-parking is \$18/day and valet parking is \$25/day, both with in/out privileges.

Room Rate: \$146 per night plus applicable taxes.

Cut-Off Date: Monday, December 23, 2019, or whenever the room block sells out, whichever occurs first.

Call-In Code: NRMCA

Reservations: 1-800-HILTONS or [book online](#)

Closest Airport: The closest airport is the Des Moines International Airport (DSM) located 5 miles/15 minutes from the Des Moines International Airport.

Transportation: The hotel does offer a complimentary airport shuttle. A taxi will cost approximately \$17.00 each way from DSM to the host hotel.

## NRMCA POLICIES/INFORMATION

**Cancellation Policy:** Full cancellation refunds, less a \$100 administration fee, will be extended until **December 23, 2019**. All cancellations after **December 23, 2019** will **not** be refunded. Fee cancellations cannot be transferred to a future class. Substitutions can be made at any time with no penalty. Registration cancellations must be made in writing to: [meetings@nrmca.org](mailto:meetings@nrmca.org).

**Confirmation of Event:** After registration and payment is processed, a registration receipt will be provided (allow up to 72 hours). A class confirmation, confirming the course will run as scheduled, will be sent via email no later than COB,

**December 23, 2019**. It is advisable not to make travel arrangements until you receive the class confirmation.

**Important/Class Confirmation:** NRMCA reserves the right to cancel this event. Class confirmations will be sent to registrants via email no later than COB, **December 23, 2019**. In the unlikely event the class is cancelled, NRMCA will refund the entire registration fee, but is not responsible for airline and hotel reservation fees. You are responsible for making and paying for your own hotel and travel arrangements.

Return Form to [meetings@nrmca.org](mailto:meetings@nrmca.org) or Fax: (301) 565-8200