

# NRMCA

## Workforce Development

**Make your hard work pay off even more.**



**Better supervision increases productivity and adds to the bottom line right away.**

## Register

[www.NRMCA.org/Go](http://www.NRMCA.org/Go)

**Registration Form**  
also attached

**Course Information**  
Shawnita Dickens  
888-846-7622 x1154  
[sdickens@nrmca.org](mailto:sdickens@nrmca.org)

**Registration and  
Travel Information**  
Jessica Walgenbach  
240-485-1152  
[jwalgenbach@nrmca.org](mailto:jwalgenbach@nrmca.org)

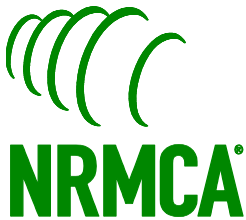
## Effective RMC Supervisor Course

**January 22-24, 2019 - Kissimmee, FL**

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 on to 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.**



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



**Make your hard work  
pay off even more.**

Look for the full class agenda  
at [www.NRMCA.org/STEPS](http://www.NRMCA.org/STEPS).

**Register today.  
These skills will make an  
immediate difference.**

**NRMCA's Effective RMC Supervisor**

Kissimmee, FL

Tuesday, January 22- Thursday, January 24, 2019

Class: Tues & Wed: 8am - 5pm; Thursday: 8am - Noon

Optional Certification Exam: Thursday, 1pm - 2:30pm

*NRMCA reserves the right to close registration in order not to exceed capacity, early registration is encouraged.*

Submit a separate form for each registrant. Save a copy for your files.

Name/Title

Company

Address (No PO Boxes)

City/State/Zip

Phone/Fax /Email

Emergency Contact Name/Phone

Supervisor Name/Title

Address

City/State/Zip

Phone/Fax/Email

Special needs/dietary requirements

I will sit for the exam on Thursday, Jan. 24, 2019: Yes No

The exam is optional but required to fulfill the certification requirement.

**Course and Hotel Location:**

Embassy Suites by Hilton Lake Buena Vista South  
4955 Kyngs Heath Road  
Kissimmee, FL 34746

*Please check the hotel reader board on-site for meeting room assignment.*

**Room Block:** \$179/night plus applicable taxes

**Reservations:** 1 (407) 597-4000

**Call In Code:** Please ask for the NRM discounted rate.

**Online Reservations:** <https://aws.passkey.com/e/49609145>

**Cut-Off Date:** 4:00 pm ET, Friday, December 28, 2018

\* Included in your room rate is complimentary guest room internet.

**Airport:** Orlando International Airport (MCO) is located approximately 20 miles from the host hotel.

**Transportation:** The hotel does NOT offer shuttle service. A taxi will cost approximately \$45-\$70 (one way). To schedule a shuttle for approximately \$29-\$49 per person (one way), please contact Mears Transportation Group at 1 (407) 423-5566.

**Hotel Parking:** Self-parking is \$10/day plus applicable taxes. Valet parking is \$15/day plus applicable taxes.

**Return flights should NOT be made before 5:30 pm on Jan. 24, 2019.**

**Registration Fees**

\$950 NRMCA Member |  \$1350 Non-Members

**Group Incentives for NRMCA Members only**

Register 3-5 Members and receive 10% off each registration  
Register 6 or more members and receive 15% off each registration.  
Please submit separate registration forms for all attendees.

**Payment Method:**

Check (make check payable to NRMCA)  
Mail registration form and check to:  
SunTrust Bank, c/o NRMCA  
P.O. Box 79433, Baltimore, MD 21279

VISA  MasterCard  AmEx

**Card Number**

**Exp. Date**

**CVV#**

**Name on Credit Card (print)**

**Signature**

For credit card payment, fax form to:  
NRMCA, Meetings. Dept., (301) 565-8200

**Credit card or check, must accompany registrations. NRMCA no longer accepts PO#s. Please provide a credit card number or check with all registrations.**

**Important:** NRMCA reserves the right to cancel this event. If cancelled, NRMCA will notify registrants via fax or e-mail by COB, **Monday, December 17, 2018.** (NRMCA will refund the entire registration fee, but is not responsible for airline and hotel reservation fees.) Class confirmations will be sent after this possible cancellation date. It is advisable not to make travel arrangements until you receive your confirmation. You are responsible for making and paying for your own hotel and travel arrangements.

**Please provide e-mail addresses for all requesting to receive registration confirmations: (notification does not guarantee that class will run)**

Email address

**Cancellation Policy:** Full cancellation refunds, less a \$100 administration fee, will be extended until **December 17, 2018.** All cancellations after that date will not be refunded. Fee cancellations cannot be transferred to a future class. Registration cancellations must be made in writing to :

NRMCA Meetings Dept.  
900 Spring Street  
Silver Spring, MD 20910  
Or, faxed to (301) 565-8200

For additional registration information, contact:  
Meghan Callahan, 240-485-1135 or [meetings@nrmca.org](mailto:meetings@nrmca.org)

Seminar follows all federal anti-trust guidelines.

This course earns credit towards a CCPf certification The certification designation is the highest professional designation in the industry. For more information, visit [www.nrmca.org/steps](http://www.nrmca.org/steps).



**For NRMCA Use Only**

Date Processed: \_\_\_\_\_

Confirmed: \_\_\_\_\_