



## CONFERENCE OVERVIEW

The Propane Education and Research Council (PERC) invites you to the 2019 Propane Industry National Safety and Trainer's Conference on January 9-10, 2019, at the Embassy Suites San Antonio Riverwalk.

This year's conference will focus on safety issues, as well as challenges faced by industry instructors and educators. The conference will provide propane industry professionals with various opportunities to interact with professionals on topics such as crisis communications and static electricity hazards in the propane industry.

There will also be a panel of propane industry safety instructors to discuss and answer your questions on such topics as regulatory and code changes from state-to state, student engagement and best practice techniques, the use of hands-on props to advance learning and comprehension, CETP Skill assessments, refresher training, using Learning Management Systems, and Train-the-Trainer needs.

We will also have break-out sessions for those who want more hands-on experience with communicating crisis that may occur at your locations and sessions with hands-on demonstrations of props used by industry safety educators.

John Hansen, partner at McCoy, Leavitt & Laskey, will be back by popular demand to discuss potential liabilities of propane safety and training professionals.

And if that's not enough, attendees will interact with a panel of industry experts on how to prepare for and respond to natural disasters and learn about PERC tools to help communicate important information to propane customers and staff.

### Who Should Attend

Industry state association executives.

Propane industry safety trainers.

Propane industry safety professionals responsible for safety and compliance.

Anyone that has a stake in advancing workforce safety and training in the propane industry.

### Registration

Cost: \$100 per attendee

Register online at: [https://propaneeducationandresearchcouncil.formstack.com/forms/2019\\_trainers\\_conference](https://propaneeducationandresearchcouncil.formstack.com/forms/2019_trainers_conference)

### Accommodations

Embassy Suites San Antonio Riverwalk –  
Downtown  
125 E. Houston Street  
San Antonio, TX 78205

Guest room rate: \$189.00 single / \$209.00 double

**Hotel Reservation Deadline: December 17, 2018**

**Reserve your spot now. Space is limited!**

*\*\*Kindly register for the conference using the link above. Once your registration is submitted, hotel booking details will be sent to you automatically.*

*Please note: Hotel cancellations or early departure modifications must be made (7) days prior to scheduled arrival to avoid penalties (one night's room and tax charge.)*

The San Antonio International Airport is located approximately 20 – 25 minutes from the hotel.



## 2019 National Safety & Trainer's Conference

January 9 – 10, 2019

### Agenda

January 9: Noon – 6 p.m.

#### Registration

**Welcome to San Antonio:** Bill Van Hoy, Executive Director, Texas Propane Gas Association

**Keynote:** Emergency Response to Las Vegas Propane Explosion:

Mark T. Holloway, AmeriGas Propane LP, Director S&L, Safety & Terminals

As a propane professional and volunteer Texas fire chief, Mark is well versed in propane safety and emergency response procedures and tactics. In this keynote address, Mark will revisit his experience following a Las Vegas propane explosion and detail what went right and not so well.

**Crisis Communication:** Crystal DeStefano & Michael Meath: Strategic Communications, LLC

A 90-minute interactive session on crisis communication and media training that incorporates a simple method for all attendees to use in responding to questions and guiding the direction of sample interviews; a real-time method for attendees to submit questions; and a mock “on camera” practice interview with select members of the audience.

*15-minute networking break*

**Industry Trainer Panel Part 1:** This panel will be comprised of in-house and third-party industry trainers to discuss various issues and challenges, such as dealing with regulatory and code changes from state to state, and maintaining student interest. Also discussed will be best practice techniques, and the use of hands-on props to advance learning and comprehension.

(60 minutes)

*15-minute networking break*

**Industry Trainer Panel Part 2:**

CETP Skill assessments, refresher training, using Learning Management Systems, moving from textbooks to eReaders/tablets, Train-the-Trainer needs.

*15-minute networking break*



### **Breakout groups (45 minutes each, repeated twice)**

1. **Crisis communication:** Allows attendees to immediately practice the training from the general session by dividing participants into small groups, assigning specific roles, and responding to a crisis scenario in real-time, including “on camera” interaction with a reporter.
2. **Trainer best practices and techniques:** Allows attendees to immediately interact more with trainers from the general session and observe some of their training techniques using real classroom props.

*Adjourn - Dinner on your own*

### **January 10: 7 a.m. – 2 p.m. (Breakfast will be served from 7 am – 8 am)**

#### **Legal Issues:** John G. Hansen, McCoy Leavitt Laskey LLC

Back by popular demand, John will present and interact with the audience on many legal issues facing propane retailers that safety and training professionals need to know. (105 minutes)

*15- minute networking break*

#### **Static Electricity Hazards in the Propane Industry:** Ed Ferguson, C3H8 Consulting

During this session, attendees will learn about static electricity hazards in the propane industry and how to use various engineering controls and personal protective equipment to limit them and protect employees. You will also learn training methods to identify static electricity. All attendees will receive a copy of PERC’s *Static Electricity*. (45-minutes)

*Lunch and networking – (75 minutes)*

#### **Preparing Employees and Customers for Natural Disasters:**

Responding to natural disasters is becoming more commonplace in the propane industry. A panel of industry professionals will discuss real stories about some of the natural disasters they have faced, and share tips to help safeguard their businesses, employees, employees’ families, and their customer’s families. You will also learn about some of PERC’s resources to help communicate natural disaster contingencies before, during, and after an event. (75 minutes)

#### **Strategic Shift in Workforce Training:** Randy Warner, C3H8 Consulting, LLC

Whether you are a multi-state or single location propane professional, providing and documenting workforce training is a challenge. Randy will be spending some time discussing some of the feedback received from industry leaders on how, working together, we can find ways to lower those challenges now to attract and train the next generation of propane professionals. (30 minutes)

*Wrap up and adjourn*

