

2019 ISI CONFERENCE - CHICAGO

Subject to Change

TUESDAY JUNE 4				
	<u>Cert. Arena Management Part 2</u>	<u>Cert. Arena Operations Part 3</u>	<u>Cert. Arena Programming Part 3</u>	<u>Certified Skating Director Part 1</u>
8:00-9:00 am	Advertising	Role of the Arena Operator	Role of the Arena Programmer	Role of the Skating Director
9:15-10:15 am	Cash & Inventory Management	Refrigeration Theory Fundamentals	Financial Management Budgeting	Group Classes/Organization/Administration
10:30-11:30 am	Event Crowd Management	Refrigeration Theory System Review	Human Resources	Marketing & Promotions
11:45-12:15	ISI University Lunch			
12:30-1:30 pm	Arena Insurance - Liability	Refrigeration Theory Refrigerants & System Components	Risk Management	Budgeting & Accounting
1:45-2:45 pm	Arena Insurance-Building & Content	Refrigeration Theory Heat Reclaim & Controls	Communication & Public Speaking	Risk Management
3:00-4:00 pm	Asset Management	Refrigeration Trouble Shooting	The Basics of Instuction	Customer Service & Relationship Management
4:15-5:15 pm	Food & Beverage Operations	Human Resources	Program Marketing	Human Resources - Hiring, Training, Managing
5:30-7:00 pm	ISI University Happy Hour and Study Session			

WEDNESDAY JUNE 5				
	<u>CAM #2</u>	<u>CAO #3</u>	<u>CAP #3</u>	<u>CSD #1</u>
7:30-8:30 am	Ancillary Income Sources	Refrigeration Maintenance Part 1	Customer Service & Retention	Competitive Programs
8:45-9:45 am	Front Desk Operations/Daily Cash Management	Refrigeration Maintenance Part 2	Use of Computers & Technology	Hosting Skating Events (Competitions/Shows/Exhibitions)
9:45-11:00 am	<i>Study (15) / Exam (60)</i>	<i>Study (15) / Exam (60)</i>	<i>Study (15) / Exam (60)</i>	<i>Study (15) / Exam (60)</i>
8:00-8:45 am		"Brand" Excellence		
9:00-9:45 am	ISI (Technology) LAB / Q&A	R22 Replacement Options		
10:00-11:00 am	Tools for Training / 5 Mental Muscles - Dr. Gloria Balague	Managing Crisis Situations in Your Rink		
11:30-12:30	Welcome & Awards Ceremony			
12:30-1:15 pm	Box Lunch for All Attendees (Come & Go)			
1:15-2:15 pm		Creating the Environment for Excellence - Dr. Gloria Balague		

2:00-8:00pm	Trade Show and Reception
1:00-4:00 pm	National Instructor Training Course - Int/High Combined (course & exam) *pre-reg required
4:00-5:00 pm	ISI University Graduation Ceremony

THURSDAY JUNE 6

8:00-9:30 am	CAE CLASS -- Loyalty is Not a Word It's a Way of Life -- Toni Cooper *pre-reg required			
8:30-9:30 am	Off Ice Exercises & Yoga	Injuries in Skaters & How Coaches Should Handle Them	Litigation and Deposition	Under Floor Heat Maintenance
9:45-10:45 am	Let me be the Judge	Strength & Conditioning presented by JD Strength Performance	Active Shooter - "ALICE" training	Don't forget about Outside - Your Building's Exterior Matters
11:00-11:45 am	Show Tricks	Liability Insurance for Coaches	ISI Database Technology - Jeff (for Skating Directors and Managers)	Use of Technology in Your Arena
11:45 am-12:45 pm	Lunch Buffet - Atrium Café			
1:00-2:15 pm	The Motivational Cowboy			
2:30-3:45 pm	Speed Learning: 1- Collegiate Teams/2- State Games/3- Synchronized Skating	Choreography	Speed Learning: 1- Paint the Ice Event/2- Creative Programming/3- Hockey Leagues (In House vs. Travel)	Energy Efficiency
4:00-4:30 pm	Section Meetings			
4:35-5:05 pm	District Meetings			
6:30-11:30 pm	60th Anniversary Celebration Dinner			

FRIDAY JUNE 7

8:30-2:30pm ICE RINK DAY at Oakton Ice Arena

**** See detailed schedule on website**