

“Something For Everyone”

MPMCA Summer Conference & Annual Meeting



August 9-12, 2007
Mission Point Resort,
Mackinac Island, MI

PROGRAM

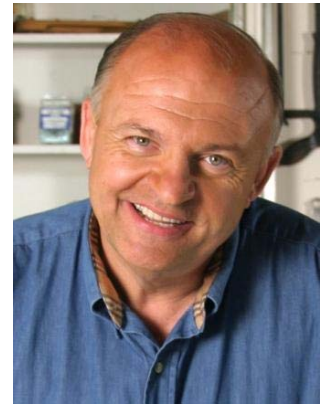
Brochure Printed Courtesy of Greater Michigan Plumbing & Mechanical Contractors

Register NOW for your Summer Conference Management Program

Making The Right Connection: How to improve the bond between you and your customer.

About Glenn Haege: America's Master Handyman®, Glenn Haege, has been involved in the home improvement industry for over thirty years as a retail store manager, trainer, corporate manager and broadcaster. In addition to his radio schedule, Haege has recently completed "America's Handyman – Glenn Haege" for PBS Television that has aired on more than 170 stations across the country. Scripps Howard Television's WXYZ-TV in Detroit has produced four thirty minute programs entitled "Around the House with Glenn Haege".

In 1995 the success of his local radio show led to newspaper and magazine writing assignments, including a now twice-weekly column in the Detroit News that is also nationally syndicated. 2006 marked another milestone as The Handyman Show with Glenn Haege joined the schedule of WJR-AM in Detroit. Along with originating the national show, the live local broadcast comes from the historic 'Golden Tower of the Fisher Building' in downtown Detroit's New Center district.



Glenn Haege



Dan Bergstrom

The FISH! Philosophy: Be There--Play--Make Their Day--Choose Your Attitude --

Dan Bergstrom, Past President of our association gives an engaging interactive presentation on the FISH! Philosophy. This will be a fun entertaining event for the entire group. What is the FISH! Philosophy? Well, you just have to attend and find out for yourself, but here is a brief summary.

To begin to change anything, we have to change the way we speak about it, the way we feel about it and definitely the way we act about it day in and day out. That's the beauty of the four simple but powerful principles that are the bedrock of The FISH! Philosophy. These principles give people a common language that inspires new conversations about what's possible. New attitudes develop. Performance improves. Customers notice. Trust increases. FISH! gets into the hearts and minds of everyone at work, empowering them to be alive and engaged. It's also a great empowerment for wives, moms, and the older kids.

About Dan Bergstrom: Dan's many years of experience include management and operations in the plumbing, heating, and air conditioning industry. After a career with Trane, Dan and his wife Lynn returned to the Detroit area to run the family business. During this time the business grew from a home based operation to nearly 8 million dollars in sales. The company, Bergstrom's Inc., serviced residential, commercial, and industrial accounts. This included plumbing, heating, air conditioning, ventilation, duct cleaning, drain cleaning, and maintenance agreements. Dan owned and operated this corporation, developed managers, systems, marketing, and operations. In 2002 Dan and a partner formed the Bergstrom – Elder Consulting Group. With Dan's experience and talent for the management side and his partner's experience and talent on the Human Resources side, they formed a team to help HVAC/plumbing businesses find profitability and success.

Additional Programs:

- Annual Meeting,
- Fun Events For Children 4 – 12, Golf

Thursday, August 9th – Arrival

Friday, August 10th –

- MPMCA Board of Directors Meeting & Annual Meeting
- MPMCA Past President's Luncheon
- Presentation by Glenn Haege – America's Handyman
- Evening Reception

Saturday, August 11th –

- Program Dan Bergstrom – The FISH philosophy
- Children's Program
- Golf Tournament
- Reception and Dinner

Sunday, August 12th –Check Out