

MCA Texas 2021 Conference & Product Show

Kalahari Resort, Round Rock, Texas

Wednesday, July 21, 2021

2:00 - 6:30 PM	Registration
3:00 - 6:00 PM	Board of Directors Meeting Diamond/Platinum Sponsors Council leadership meeting with BOD
6:30 - 8:00 PM	Opening Reception (heavy hors d'oeuvres and open bar)

Thursday, July 22, 2021

7:30 - 9:00 AM	Breakfast with Guest Speaker MCAA President Armand Kilijian (O'Brien Mechanical, San Francisco) and MCAA CEO Tim Brink (Buffet meal)
9:00 - 10:30 AM	"What If..." - Mike Rayburn
10:30 - 12:00 PM	"Inspired Talent" - Jason Young
Noon - 1:30 PM	Lunch - Legislative Recap with Ben Westcott, Andrews Myers PC (Buffet meal)
2:00 - 3:30 PM	Project/Service Managers Education Series: "Sevictopia" - Jason Young
3:30 - 6:30 PM	Product Show (light hors d'oeuvres and open bar)
7:00 - 8:00 PM	Dinner (Contractors, P/SMgrs, Diamond and Platinum Sponsors) (Buffet meal and open bar)
8:00 - 9:00 PM	Dessert Party (Contractors, P/SMgrs, Diamond and Platinum Sponsors) (open bar)

Friday, July 23, 2021

7:30 - 9:00 AM	Breakfast (Buffet meal)
9:00 - 10:30 AM	"An Olympic Dream That Changed the World" - Termit Watkins
10:30 - Noon	"Moving Forward With Confidence" - Dr. Alan Beaulieu
Noon - 7:00 PM	Afternoon Open
7:00 - 11:00 PM	Child care available with game room/movies/babysitting/additional activities (Ages 3 - 12).
7:00 - 8:00 PM	Dinner (Buffet meal and open bar)
8:00 - 11:00 PM	Casino Night (open bar)

Saturday, July 24, 2021

6:30 AM	Transportation to Golf Tournament Golf Club at Star Ranch
7:00	Golfers Breakfast (meal)
8:00 - 12:30 PM	Golf Tournament at the Golf Club at Star Ranch - Shotgun Start
1:00 PM	Transportation back to Kalahari Resort
1:30 - 6:30 PM	Afternoon Open
6:30 - 7:30 PM	Annual Meeting Reception (open bar)
7:30 - 8:30 PM	Dinner and Annual Meeting (meal and open bar)
8:30 - 9:30 PM	Comedian Derek Hughes (open bar)

Sunday, July 25, 2021 - Check out

The What If Experience

Mike Rayburn is an accomplished musician who asks “What If...” as a means to take on problems and change. Within 30 seconds you will know that the impossible is possible. Within two minutes you will be laughing and totally engaged. By the end you will be on their feet, energized and equipped with solid business tools and wisdom. Mike Rayburn’s “What IF? Experience” is about:

- Innovation...finding and creating the opportunities, products and processes that others miss
- Change...moving from managing change to creating change.
- High Performance...making those opportunities happen.

You will leave with the tools to do just that. Oh, and you’ll laugh so hard it hurts!

Takeaways...you will:

- Learn three powerful tools to access unrealized potential.
- Create change, rather than manage change.
- Discover the opportunities you are currently missing.
- Set and achieve bold, empowering goals.
- Embrace your uniqueness as your competitive edge.

A sample of his message can be seen at <https://www.youtube.com/watch?v=LwhljnkPqmw>

More than anything... “The What IF? Experience” is just that: An EXPERIENCE. “What IF?” will be memorable, valuable and unforgettable. There is no one who does what Mike Rayburn does.

Mike Rayburn is TEDx Presenter who teaches innovation, change and peak performance using world-class guitar and humor to create a transformational experience and generate exponential results. He has headlined Carnegie Hall, Las Vegas, and performed more than 5,000 presentations in 20 countries on five continents. Rayburn is a music/internet pioneering entrepreneur, feature artist on Sirius/XM and Artist In Residence at High Point University. His more than 1000 corporate clients include most of the Fortune 100, 500, and the top five, including multiple presentations for Walmart, Exxon, Wells Fargo, Lincoln Financial, UnitedHealth, IBM, Siemens, Verizon, Ford, Nationwide, MetLife, PepsiCo, Chevron, Sony, Allianz, and Liberty Mutual.



Inspired Talent

Employee engagement is paramount. Without it, organizations struggle and employees remain disengaged, operating on the low end of performance and fulfillment. Research confirms only 29% of the workforce is fully engaged – meaning they like what they do, feel supported, productive and rewarded. The other 71%? Most are just trading hours for dollars with their heart, head and focus somewhere else. As a result, companies get less than they need from their workforce and suffer with poor results in sales, profit, growth, turnover and customer satisfaction.

The answer? “Inspired Talent.” Because truly engaged employees are those who are motivated, committed and fulfilled. Motivation comes from within. Commitment is a decision that is made. Fulfillment is the result. And none of these happen unless leaders inspire – which is the powerful external influence that drives employee engagement. In this presentation, Jason Young shows leaders how to create an environment where employees are inspired, engaged and can do their best work. In this inspirational keynote, Jason teaches that Inspired Talent is the result of proven leadership practices that lead people to their full potential and help them, not just survive, but to thrive. Participants will come away with the practical insights and tools needed to have what every organization desperately needs...Inspired Talent.



Jason Young has been called a “rare breed” when it comes to developing leaders and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company’s innovative training programs for its successful leadership and customer service culture that have become renowned in the business world today. Today, as president of Culturetopia, Jason shares his vision in developing successful corporate culture with forward-thinking companies, including Starbucks, Ericsson, Farmers Insurance and Tyson Foods – among hundreds of others. He has even captured his philosophy of creating high performance cultures in his books, *The Culturetopia Effect* and *Servicetopia*.

An Olympic Dream That Changed the World

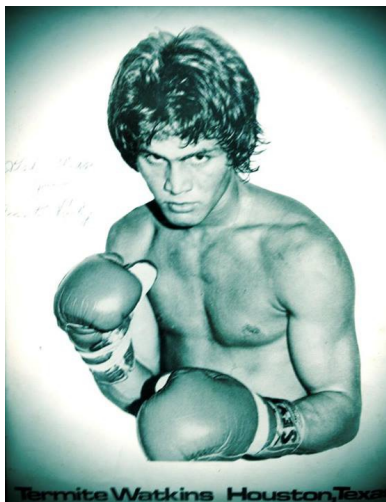
Maurice "Termite" Watkins was at the time the youngest ever Gold Gloves national champion boxer. He turned pro his senior year in high school, and set his sights on a world title.

His 58 professional wins included 48 knock-outs. In 1980, he fought in Caesar's Palace for the coveted world title in a double main event that featured Muhammad Ali and Larry Holmes. In a fifteen-round brutal fight, Termite lost to champion Saoul Mamby.

Retired from boxing and enjoying a successful sales career, Termite was settled into a suburban life with his family in Deer Park, Texas until the events on 9/11 changed his life. Termite felt an overwhelming desire – he believed it was a calling of God – to serve his country. He asked what he could do for his country. The surprising answer was pest control, the business he'd learned as a child from his father. The coalition needed someone to go into Iraq and to rid military camps of snakes, scorpions and bugs. Over his family's strong objections, Termite headed to Iraq.

Termite's patriotic service soon spread beyond vipers and flies – he offered boxing classes to soldiers, officers, and aid workers. News spread of this high-energy boxer with the infectious "can-do" attitude. Visionary coalition leader Mike Gfoeller presented an amazing challenge to the Texan: Ousted for the unspeakable crimes against its athletes, Iraq had not been in the Olympics in decades. "It was a slim-to-nothing chance, maybe one in a million," Termite said. Meeting his team of forgotten, rusty athletes in Baghdad, Termite was unimpressed with their skills but amazed by the hearts of these 14 Iraqis. Some arrived without shoes; none had headgear or mouthpieces. "It took tremendous courage for these men to show up on that soccer field to meet an American," said Termite. He fell in love with them and put his life at risk every day to help them reach their Olympic dreams.

Termite's incredible perseverance and total devotion to a goal was called upon to overcome daunting obstacles. The quest of this unlikely team and their colorfully charismatic coach inspired the world. At a time of tanks and the toppling of Hussein statues, Termite's team sent the message of hope and freedom in a war-torn nation. CNN, Fox, NBC, ABC, CBS, The New York Times, Sports Illustrated, and every other major news outlet heralded the triumph of spirit represented by Termite and his men. This story will be produced into a movie in 2020, by Sylvester Stallone.



Moving Forward With Confidence Economic Outlook For Texas and the Nation: 2021

There are a lot of things happening in Texas. Alan will look at construction trends in Texas and the region, labor issues, interest rates and construction price index. He will also look at US and global economic trends that will impact Texas. Thinking and planning for the changes before they are on your doorstep is key to being successful as we go through the business cycle. Attend and learn what the leading indicators are telling us and what it all means for budgets and cash planning, and what we can do about it. We'll also take a closer look at the 2020s, and what opportunities and potential problems await us there.

Dr. Alan Beaulieu, is the President and a Principle at the Institute for Trend Research (ITR). ITR Economics is First in Forecasts Worldwide because of its reputation for reliable forecasts and actionable content. Additionally, Alan co-authored three books, including a children's book "But I Want It" to shape young minds in a way that will prepare them for prospering in the future.



MCA Texas 2021 Conference Education and Entertainment Programs



Mechanical Contractors Association of America

Meet and hear of the latest efforts and initiatives from your National Association. We will be joined by Armand Kilijian, the incoming elected President of MCAA for 2021. Armand is the President of O'Brien Mechanical, Inc. II, a family-owned, full-service plumbing/piping/HVAC contractor headquartered in San Francisco, CA. The company self-performs a wide range of plumbing and piping installation work for commercial projects throughout the Greater Bay Area. Mr. Kilijian will be joined by MCAA CEO Tim Brink



Texas Legislative Session Recap / Ask the Attorney

The 2021 Texas Legislative Session has just concluded. It was one of the more memorable, for a variety of reasons. For the construction industry, significant legislation was finally passed addressing issues like Design Defect Liability Reform, Lien Laws Updates, Payment and Performance Bonds on all work on public property, Public Project Prompt Pay/Disputed Funds and Updates to Retainage Laws for Public Works. There are other, less high profile pieces of legislation that will have a positive effect for contract law governing construction contracts to learn about, as well. Our friend, Ben Westcott, co-managing shareholder at Andrews Myers, PC with offices in Houston and Austin, will be on hand to discuss these legislative solutions, and to answer any questions.

Project/Service Managers Education Series for 2021

Servicetopia – The Ultimate Customer Service Experience

In this keynote, Jason Young explains how a company can deliver a transformational service experience — Servicetopia — with each and every customer encounter. What is Servicetopia? Imagine an environment where all employees are aligned with the mission and vision of the company and every day they go to work committed to providing exceptional service to every customer. They understand their purpose in the organization. They perform their duties with passion as they seek to meet every customer's needs. They are professional and work tirelessly to build customer loyalty. They follow a carefully outlined process to ensure customer satisfaction and eliminate pain and frustration. And in the end, they add a little pizzazz to surprise and delight the customer. Purpose. Passion. Professional. Process. Pizzazz. These are the hallmarks of Servicetopia, the behaviors required for delivering exceptional customer service, every day. In this keynote, Jason Young shares how a company can deliver on Servicetopia, where high levels of customer satisfaction and retention are sustained; and where employees derive personal and professional satisfaction from delivering great service and the customer is the beneficiary. You'll discover that a commitment to Servicetopia can help your organization make a name for itself and impact the bottom line.

Jason Young has been called a "rare breed" when it comes to developing leaders and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company's innovative training programs for its successful leadership and customer service culture that have become renowned in the business world today. Today, as president of Culturetopia, Jason shares his vision in developing successful corporate culture with forward-thinking companies, including Starbucks, Ericsson, Farmers Insurance and Tyson Foods – among hundreds of others. He has even captured his philosophy of creating high performance cultures in his books, *The Culturetopia Effect* and *Servicetopia*.



MCA Texas 2021 Conference Education and Entertainment Programs

MCA Texas Golf Tournament

Our location for the 2021 Tournament is the Golf Club at Star Ranch, in Hutto.

The Star Ranch course is approximately fifteen minutes away from Kalahari Resort, and we'll provide transportation between the Hotel and the Golf Course.

We'll begin the Tournament at 8:00 AM with a shotgun start.

Your entry fee will include Transportation, Breakfast, all on course Food & Beverages and all Golf Course Fees. We will award prizes in the form of Gift Cards to each of the First, Second and Third place teams, and to the Closest-to-the-Pin, Longest Drive and Straightest Drive winners. There will be a limit of one award per participant.



2021 Annual Meeting Featured Entertainer Derek Hughes

The live performances of celebrated conjurer, "Stand Up Magician" Derek Hughes, have been lauded by audiences and critics alike, with the New York Times calling him "thoroughly entertaining." Hughes has performed his magic on MTV, VH1, Comedy Central, The Tonight Show and was a top 10 finalist on NBC's "America's Got Talent". He's performed in comedy clubs across the country to sold out audiences. Besides being laugh out loud and an amazing performer, he's also head writer and frequent accomplice on TRU TV's and Netflix "The Carbonaro Effect"