

Day	Time	Session Number	Session Title	Course Description
Thursday	10:30am-12:00pm	101	Glass Education Series 1: What is Glass?	Session 1 of a new four-part glass education series developed by the IWC Glass Committee
Thursday	10:30am-12:00pm	102	Residential Window Cleaning Panel	A moderated panel discussion focused on the concerns of residential window cleaners
Thursday	10:30am-12:00pm	103	Christmas Lights Installation - Pt. 1	A full day's course on Christmas Lights installation, certification awarded
Thursday	1:30pm-3:00pm	201	Glass Education Series 2: Glass Surfaces - Case Studies	Session 2 of a new four-part glass education series developed by the IWC Glass Committee
Thursday	1:30pm-3:00pm	202	Soft Washing	Techniques and tips from J. Racenstein's official trainer
Thursday	1:30pm-3:00pm	203	Christmas Lights Installation - Pt. 2	Certification course, continued
Thursday	3:15pm-4:15pm	301	How to Systemize Your Window Cleaning Business to Absentee-Ownership	A step-by-step guide for implementing 7 Systems for time freedom and wealth
Thursday	3:15pm-4:15pm	302	3 Steps to Financial Freedom	Help for managers to understand their numbers, maximize savings, and grow healthier businesses
Thursday	3:15pm-4:15pm	303	Christmas Lights Installation - Pt. 3	Certification course, concluded. Attendees must attend all three sessions (103, 203, 303) to receive cert.
Friday	10:30am-12:00pm	401	Residential Marketing	Our keynote speaker hosts a session on selling your services, specifically tailored to residential cleaners
Friday	10:30am-12:00pm	402	Dream Maker	A session based on the theories of employee retention found in "Dream Maker"
Friday	8:00am-12:30pm	403	1910 Pressure Washing and Window Cleaning Safety	A full four hour course led by Mike Draper of Expert Safety Service
Saturday	10:30am-12:00pm	501	Glass Education Series 3: Non-routine/Post-construction window cleaning	Session 3 of a new four-part glass education series developed by the IWC Glass Committee
Saturday	10:30am-12:00pm	502	How to save nearly \$30,000 in business expenses in one hour	Meagan Likes, CPA and co-owner of a window cleaning business will help you rack in the savings in your office
Saturday	10:30am-12:00pm	503	Social Media Marketing	Peter Artusa offers his popular session on using social media to maximize your presence
Saturday	1:00pm-2:30pm	601	Operations Management	Out keynote speaker joins owners to discuss best systems for managing a home service business
Saturday	1:00pm-2:30pm	602	High Rise Window Cleaning Panel	A moderated panel discussion focused on the concerns of residential window cleaners
Saturday	1:00pm-2:30pm	603	Pressure Washing Flat Surface- Pt. 1	A two-part course led by PWNA trainer Andy Reinsel, certification awarded.
Saturday	2:45pm-4:15pm	701	Glass Education Series 4: Glass Chemistry	Session 4 of a new four-part glass education series developed by the IWC Glass Committee
Saturday	2:45pm-4:15pm	702	Train the Trainer	A session on how to make the most of your weekly safety meeting led by Brant Inero, ISSA Director of Education and Training
Saturday	2:45pm-4:15pm	703	Pressure Washing Flat Surface- Pt. 2	PWNA certification course, concluded

OWNERSHIP PATHWAY
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