

Wednesday,  
November 4

**Session / Show Indicators**

- N** = sessions designed specifically for NACE attendees
- C** = sessions designed specifically for CARS attendees
- A** = sessions suitable for all attendees -- NACE or CARS

**Track Indicators**

- AG** auto glass
- J** jobber
- TR** technical (mechanical)
- E** estimating
- L** lean
- VR** vehicle repair (collision)
- HD** heavy duty truck
- M** management
- W** women's professional development

**Additional Color Code Help:**

- NACE Sessions
- CARS Sessions
- Sessions suitable for ALL

Time	Length	Auto Glass	Estimating	Heavy Duty Truck	Jobber	Lean	Vehicle Repair (Collision Repair)	Management	Women's Professional Dev.	Training Skills Development	Technical (Mechanical Repair)
8:30 am – 10:00 am	90 minutes				WE01N Positioning Yourself in the Collision Repair Industry	WE02N Understanding Insurer Needs & Pressures		WE03N Controlling Costs on Materials, Parts & Overhead			
								WE04A Improving Strategies for a New Business Environment			
8:30 am – 11:30 am	3 hours							WE05C Financial Management for the Service Center			WE06C Dodge Cummins Diesel Operations & Diagnostics
											WE07C Evaporative Emissions
10:30 am – 12:00 pm	90 minutes		WE08N Mechanical Damage Discovery		WE09N Using Collision Industry Trends & Statistics for Strategic Planning	WE10N What is 5S and Why is it Important to You?	WE11N New Vehicle Technology -- Arriving at Your Shop Soon!	WE12A Understanding Personality & Communication Styles			
								WE13A Can PDR be an Additional Profit Center for You?			
1:30 pm – 3:00 pm	90 minutes				WE14N Jobber Technology - Exploring Wireless Order-Taking & Fulfillment Solutions	WE15N Leveraging Human Capital	WE16N Getting the Most Out of Recycled Parts - Part 1	WE17N Understanding What It Takes to Implement Waterborne			
								WE18A Finding New Financial Resources for Your Business			
									WE19N Internet Marketing for the Body Shop		
1:30 pm – 4:30 pm	3 hours							WE20A Customer Service & Retention			WE22C Mode \$06 Diagnostics
								SA21C Surviving the Front Line - Tips for Service Advisors			WE23C Internal Combustion Engine (ICE) - Advanced Variable Valve Timing Technology
3:30 pm – 5:00 pm	90 minutes		WE24N Estimating Best Practices		WE25N For Jobbers Only: Teaching Selling & Negotiation Skills to Collision Repair Estimators	WE26N Introduction to Lean for Collision Repair	WE27N Getting the Most Out of Recycled Parts - Part 2	WE28C Service Center Marketing	WE29A Conflict Management & Assertiveness Skills for Women		