

Wednesday, November 10th, 2021

7:00 – 8:00 Registration / Exhibits / Continental Breakfast

8:00 – 8:15 Instructions & Introductions

PPMA/Legislative Update: Adam Witt, President; Caleb Wright, Executive Director; Jeff King, Conference Chair

8:15 – 9:45 **Technical Track A**

Ticks, Disease, Controls- The Current Situation with Ticks in Pennsylvania | Kevin Moran- Forshaw

PA: 2-16, 18, 23 | DE: 1- 7A, 03 | MD: 2- 3A, 7A, 8

Technical Track B

Wood Boring Beetles | Harry Bryan- Nisus Corp

PA: 3- 12, 18 | DE: 1-7B | MD: 3-7A, 7B

9:45 – 10:15 Break in Exhibit Hall

10:15 – 11:15 **Technical Track Session C**

Bed Bugs and the Global Pandemic | Jeff White- Bed Bug Central

PA: 2-16, 18, 22| DE: 1-7a | MD: 2- 7A, 8, CORE

Business Track Session A

Customer Service: Handling tough situations and difficult clients. What challenges do your customer service reps come across in the office? | Margaret Garcia (Grit PPO Inc), Eve Pappas (Hoffman Exterminators), Lisa DiDomenico (Bayer)

11:15 – 12:45 Lunch / Exhibit Hall

12:45 – 1:45 **Technical Track Session D:**

Stinging Insects and Bee Extractions | Eric “Critter” McCool- McCool Bee Management

PA: 2-11, 18, 23 | MD: 2- 7A, 8, CORE

Business Track Session B:

Building Greatness in Your Teams! Part 1 | Phil Cooper- TRANZ4M

1:45 – 2:45 **Technical Track Session E**

Dealing with Problem Ants | Tommy Powell, Technical Services Director -MGK

PA: 2-11, 18, 23| DE: 1-7a | MD: 2- 3A, 3C, 7A, 8, CORE

Business Track Session C

Building Greatness in Your Teams! Part 2 | Phil Cooper- TRANZ4M

2:45 – 3:15 Break in Exhibit Hall

3:15 – 4:15 **Technical Track Session F**

Spotted Lanternfly | Amy Korman, Ph.D. Horticulture Educator- Penn State University

PA: 2-5, 6, 10, 18, 23| DE: 1-7a, 03, 1A, 02 | MD: 2-1A, 3A, 3C, 7A, CORE

Business Track Session D

Building Greatness in Your Teams! Part 3 | Phil Cooper- TRANZ4M

Thursday, November 11th, 2021

7:00 – 8:00 Breakfast/Exhibit Hall

8:00 - 8:15 Instructions/Introductions

8:15 – 9:45 **General Session 1**

Rodents in the 21st Century (Part 1) | John Murphy- National Technical Support Manager Liphatech

PA: 2-11, 15, 18| DE: 1-7a | MD: 2-7A, 7D, 8, CORE

9:45 – 10:15 Break in Exhibit Hall

10:15 – 11:15 **Technical Track G**

Rodents in the 21st Century (Part 2) | John Murphy- National Technical Support Manager Liphatech

PA: 2-11, 15, 18 | DE: 1-7a | MD: 2-7A, 7D, 8, CORE

Business Track E

Customer Service: Does your company provide great customer service? Learn how companies are providing a great customer experience | Margaret Garcia (Grit PPO Inc) & Eve Pappas (Hoffman Exterminators), Lisa DiDomenico (Bayer)

11:15 – 12:30 Lunch / Exhibit Hall

12:30 – 1:30 **Technical Track H**

Flea Biology and Control | Jeff O Neil- Central Life Sciences

PA: 2-11, 16, 18, 23| DE: 1-7a | MD: 2-7A, 8, CORE

Technical Track I

IPM in Schools | Jess Lenker - PA Department of Agriculture

1:30 – 2:00 Break in Exhibit Hall

2:00 – 3:00 **General Session 2**

Pesticide Safety / Label Review | John Diesel- Consolidated National Insurers

PA: 1- CORE | DE: 1-7a, PA CORE | MD: 2 – 7A, 9, CORE