



December review

December was a busy month leading up to the holidays. MCA had a great seminar on coaching and mentoring where our enthusiastic instructor taught students how to communicate with their team. Reinforcing the idea that not everyone is the same, so the same methods don't work on the entire team. He kept this relevant with real-life examples. Join MCA for our next mentoring activity at our spring conference where we will be "golfing with a mentor".

MCA also ran a lean principles and continuous improvement seminar which was well organized and easy to understand. The instructor hit-home that we can improve on every process by looking at "what should you do" instead of "what you currently do" by establishing a change management team.



In December, we also had 12 technicians join us for product specific training on Gastite, where they wrote their exam and received their Gastite certification. A huge thank you to Bartle & Gibson for hosting us and to DC Sales for providing the training and letting the technicians do some hands-on learning. The class was reminded that you cannot purchase these products without your certification.

