

# thePOOL&SPAshow

## 2024 CONFERENCE AT A GLANCE

View full course descriptions and register online at [www.ThePoolSpaShow.com](http://www.ThePoolSpaShow.com)

### LEGEND



CERTIFICATION



SPECIALTY SESSION



BUSINESS SESSION



TECHNICAL SESSION











ROOKIE TO ALL-STAR  
(BEGINNER)

**Pre-registration is required for ALL classes. This includes the TECH Pass.** Arrive at the Show knowing the exact courses you and your team will be attending. Make your plans now! Full course descriptions can be viewed at [thepoolspashow.com](http://thepoolspashow.com).

### SUNDAY | JAN. 21

8:00 AM – 5:00 PM




-  GENESIS C201 | CONSTRUCTION SCHOOL Concrete Pools – 3 Days (Day 1)
-  GENESIS D231 | Color Theory & Its Application – 2 Days (Day 1)
-  ★ PHTA | Certified Hot Tub Technician – 3 Days (Day 1)
-  ★ PHTA | Certified Maintenance Specialist – 3 Days (Day 1)
-  PHTA | Certified Service Technician – 3 Days (Day 1)
-  Watershape University | CONSTRUCTION 2711: Essential Major Renovation Workshop – 2 Days (Day 1)
-  Watershape University | CONSTRUCTION 3611: Essential Plaster Workshop – 2 Days (Day 1)
-  Watershape University | ENGINEERING 4411: Essential Electrical Workshop – 2 Days (Day 1)

8:30 AM – 5:00 PM

-  ★ PHTA | Certified Pool Operator – 2 Days (Day 1)

### MONDAY | JAN. 22

8:00 AM – 5:00 PM

-  ★ Comprehensive Water Chemistry for Residential Pools
-  GENESIS C201 | CONSTRUCTION SCHOOL Concrete Pools – 3 Days (Day 2)
-  GENESIS D231 | Color Theory & Its Application – 2 Days (Day 2)



-  GENESIS D250 | How to Convert Design and Style into Sales

-  National Plasterers Council (NPC) Pool Start Up Certification
-  ★ PHTA | Certified Hot Tub Technician – 3 Days (Day 2)
-  ★ PHTA | Certified Maintenance Specialist – 3 Days (Day 2)
-  PHTA | Certified Service Technician – 3 Days (Day 2)
-  Watershape University | CONSTRUCTION 2711: Essential Major Renovation Workshop – 2 Days (Day 2)
-  Watershape University | CONSTRUCTION 3611: Essential Plaster Workshop – 2 Days (Day 2)
-  Watershape University | CONSTRUCTION 4271: Vanishing & Slot-Edge Design, Engineering and Construction
-  Watershape University | ENGINEERING 4411: Essential Electrical Workshop – 2 Days (Day 2)



8:30 AM – 5:00 PM

-  ★ PHTA | Certified Pool Operator – 2 Days (Day 2)

9:00 AM – 4:00 PM

-  Pivoting for Success: How to Prepare Your People & Business for Change
-  Women in the Industry Leadership Workshop: A Personal Deep Dive

12:30 PM – 5:00 PM

-  ★ Pool Opening Essentials
-  ★ Rookie to All-Star: The Fundamentals of Pool Service

COURSES ARE AVAILABLE IN THE MORNING AND AFTERNOON



## 1:30 PM – 3:00 PM

- T** ★ Basic Hydraulics 101
- T** Introduction to PVC Membrane
- T** ★ Job Site and Employee Safety Training
- T** Sanitation Control Systems

### **T** SPANISH Understanding Hydraulics

- T** ★ Understanding & Troubleshooting Automation
- B** Using Finance to Grow Your Business in 2024 and Beyond
- B** Watershape University: BUSINESS 1121: Operating Philosophies & Policies
- S** Your Guide to New Jersey Pool and Spa Licensing Requirements

## 5:00 PM – 6:00 PM

- S** ★ PHTA Wave Event | Success Stories from the Young Pool & Hot Tub Professionals

## TUESDAY | JAN. 23

### 8:00 AM – 12:00 PM

- C** ★ PHTA | Certified Maintenance Specialists – 3 Days (Day 3)
- C** PHTA | Certified Hot Tub Technician – 3 Days (Day 3)

### 8:00 AM – 5:00 PM

- C** GENESIS C201 | CONSTRUCTION SCHOOL Concrete Pools – 3 Days (Day 3)
- C** PHTA | Certified Service Technician – 3 Days (Day 3)

### 8:30 AM – 11:45 AM

- T** ★ Atmospheric and Induced Draft Gas Heater Installation & Troubleshooting
- T** ★ Basic Water Chemistry for Service Techs
- T** SPANISH Electricity for Pool and Spa Professionals INTERMEDIATE

### 8:30 AM – 1:00 PM

- S** ★ A Pro's Guide to Above Ground Pool Assembly & Liner Installation (Hands-on workshop)

## 9:00 AM – 10:30 AM

- B** Automate Your Service Department
- T** CODE BROWN: When Wildlife Invades the Swimming Pool
- T** Finding Leaks - Turn Headaches into Profits
- T** ★ Fluidra Variable Speed Pumps
- T** GENESIS C406: Pool Shell Cracking in Shotcrete/Gunite Construction
- B** GENESIS D131: Identifying New Business & Design Trends
- T** ★ Liner Measurements: From Tech to Pro
- B** Make Your Customer Service Contagious
- T** Plaster and Fill Water: How to Prevent a Disaster
- B** Resilient Pool Service: How to Make More and Do Less
- T** ★ Salt Chlorine Generators - Do's and Don'ts to Make Saltwater Pools Easier to Maintain and Operate
- B** Secrets and Impact of Successful Job Costing
- T** ★ SPANISH Practical Water Chemistry
- B** The Future of Technology and AI for a Complete Pool Management
- T** Understanding Hydraulics (Intermediate)

### 11:00 AM – 1:00 PM

- S** Tile & Coping Hands-on Workshop

### 1:00 PM – 4:15 PM

- T** Electricity for Pool and Spa Professionals (Intermediate)
- T** Excavation Competence & Personal Training
- B** You Don't Have to Be Exceptional. You Do Have to Be Effective

### 1:30 PM – 3:00 PM

- B** GENESIS B246: Top Tips on Using Design to Close the Sale
- T** GENESIS C424: Dampproofing Solution and Best Practices
- T** ★ Hayward Variable Speed Pumps
- B** How to Use Google AI Driven Tools to grow and Manage Your Business
- B** Keeping Up with the Rapidly Changing Employment Landscape Under Federal & Northeast State Laws
- T** Pool Plumbing Hydraulics



- T** Pool Stains & Discoloration: What's That on the Pool Surface?
- T** ★ Recreational Water Balance
- B** Service Touch Points – 9 Critical Points of Contact that Affect Customer Loyalty
- T** Spa Water Chemistry: It's Not Just A Little Pool
- T** ★ SPANISH Pentair Variable Speed Pumps
- B** Stop Servicing Pools. Start Servicing Customers
- B** The Art of Communication - How to Have Impossible, Fierce, and Difficult Conversations
- B** The Yellow Cake Principle: Your Recipe for Influence and Success
- T** ★ Vinylology 101: The More You Know, The More You Sell
- T** Watershape University: CONSTRUCTION 1711: Pool Renovation Inspection Checklist: Considerations for a Successful Project
- B** What Got You Here Won't Move You Forward: How to Lead in Today's Workplace

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## 2:00 PM – 3:30 PM

- S** ★ Heaters Hands-On Workshop

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## 2:00 PM – 5:00 PM

- S** ★ PUMP It Up! Hands-On Workshop

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## WEDNESDAY | JAN. 24

### 8:30 AM - 11:45 AM

- B** Diving into Digital Success: A Digital Marketing Playbook for Pool Companies
- T** SPANISH Introduction to Advanced Hydraulics
- T** Watershape University: CONSTRUCTION 2252: Concrete Defect Identification and Prevention

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### 9:00 AM – 10:30 AM

- B** Coaching, Cheering, & Challenging: How to Activate Performance in Today's Employees
- T** ★ De-Mystifying Pool/Spa Heat Pumps
- T** GENESIS D227: Collaboration Between a Designer and a Technical Advisor
- B** Importance of an Employee Handbook

- B** Laws, Codes, and Standards that Affect the Pool Industry
- T** Leak Detection & Non Destructive Pipe Repair Methods
- T** ★ Measuring for Safety Covers
- T** Natural Swimming Pool Basics: What They Are and How They Work
- T** ★ Pentair Variable Speed Pumps
- T** ★ Practical Water Chemistry
- B** Present with Impact
- B** Proximity Matters in the Service Industry: Grow Your Business in Your Local Community
- T** ★ SPANISH Hayward Variable Speed Pumps
- T** Stains are Not Normal
- T** ★ Troubleshooting Pools: Solving the Top 4 Issues That Plague Pools
- B** Watershape University: BUSINESS 3421: Financial Planning for the Next Economic Slowdown
- T** Watershape University: SERVICE 3121: Electricity, Bonding and Controls for Service Professionals
- T** What Are You Lighting?

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### 9:00 AM – 1:00 PM

- C** PHTA Certification Exam Day

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### 11:00 AM – 1:00 PM

- S** Tile & Coping Hands-On Workshop

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### 12:30 PM – 5:00 PM

- S** ★ Pool Opening Essentials
- S** ★ Rookie to All-Star: The Fundamentals of Pool Service

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### 1:00 PM – 4:15 PM

- T** In-Ground Pool Vinyl Liners: Installation & Troubleshooting for that Perfect Fit
- T** ★ Principles of Pool Plumbing
- B** Team Leadership and Personal Growth



## 1:30 PM – 3:00 PM

- T** Advanced Leak Detection for the Seasonal Professional
- T** Algae: Causes & Prevention
- B** Effective Employee Discipline & Termination
- B** Every Day is A (Sales) Presentation
- T** Filtration and Circulation
- T** GENESIS C103: Shotcrete
- T** GENESIS E312: Understanding Water Current
- T** ★ Hot Tub Controls: When to Repair or Replace
- T** Maintaining Water in Salt-Chlorine Pools: The Case for Borates
- T** Natural Swimming Pools - Design & Construction
- T** Pool Chlorine Mysteries: Chlorine's Annoying Disappearing Act and How to Improve Its Behavior
- T** ★ Pool Math Refresher for Service Technicians
- T** Proper Techniques for Prepping a Pool Shell for Plastering
- B** Retirement Planning in Today's World: How to Build & Develop a Plan for Individuals and Companies
- T** ★ SPANISH Fluidra Variable Spa Pumps
- B** SPANISH Stop Servicing Pools, Start Servicing Customers
- B** The Power of Building Engagement Through Visual Content

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## 2:00 PM – 3:30 PM

- S** ★ Heaters Hands-On Workshop

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## 2:00 PM – 5:00 PM

- S** ★ PUMP It Up! Hands-On Workshop

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All educational sessions have been approved for credit by the PHTA for their Certification Programs  
EDUCATION CANCELLATION POLICY: Request for refunds must be received in writing by email at  
**info@thepoolspashow.com on or before January 8, 2024.**

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## THURSDAY | JAN. 25

### 8:30 AM - 10:00 AM

- B** Building Trust Through Superior Leadership
- T** Do's & Don'ts in Repairing Whirlpool Jetted Tubs
- T** PHTA: Exploring the Myths of Water Quality with Science
- T** PHTA: RDPs, AHJs, Builders, Service Companies, Testing/Certification & VGBA: Impact of New Changes to APSP-16 Drain Cover Standard
- B** Preventing Critical Digital Marketing Mistakes to Maximize Business Growth
- T** ★ SPANISH Benefits, Installation, and Troubleshooting of Salt Systems
- T** ★ SPANISH Sanitation Control Systems
- T** The Benefits of Solar Pool Heating for Pool Owners and Pool Professionals
- T** Water Features
- T** Watershape University: CONSTRUCTION 2421: Handing it Over: Startups, Punch Lists & Project Closeouts

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The information provided by instructors at The Pool & Spa Show is for informational purposes only, and NESPA does not warrant, guarantee or make any claim that the information disseminated therein is correct or conforms to local or state law requirements. Further, NESPA encourages its attendees to contact counsel for expert legal advice to ensure compliance. All seminars, speakers, and times are subject to change.

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# GET YOUR TEAM READY FOR THE 2024 POOL & SPA SHOW

Use this worksheet to help  
plan everyone's schedule!



View the full Education Conference Schedule online at [www.ThePoolSpaShow.com](http://www.ThePoolSpaShow.com) or download a PDF version. Pre-registration is required for ALL classes. This includes the TECH Pass.

NAME: \_\_\_\_\_

DATE	TIME	SESSION	TYPE (TECH, BUS, CERT, SPEC)

NAME: \_\_\_\_\_

DATE	TIME	SESSION	TYPE (TECH, BUS, CERT, SPEC)