



Join us for Tech Talk & Training—a high-energy event built for broadband technicians who want to level up their technical skills and communication game. We're bringing the training to four locations across Iowa, making it easy for you and your team to attend where it works best. Each day features engaging sessions, live demos, and plenty of chances to swap insights with peers. Whether you're new to the field or a seasoned tech, you'll leave with practical tools and fresh ideas you can put to work right away.

DATES & LOCATIONS

Monday, September 22

Western Iowa Networks
1780 Kittyhawk Ave.,
Carroll, IA 51401

Tuesday, September 23

Huxley Communications
400 S Main Ave,
Huxley, IA 50124

Wednesday, September 24

South Slope Cooperative
Communications
980 N Front St,
North Liberty, IA 52317

Thursday, September 25

CL Tel
107 N 4th St,
Clear Lake, IA 50428

SCHEDULE

9:00 – 9:30 AM | Breakfast & Networking

9:30 – 10:30 AM | The Hidden Power of Technician Communication

10:30 AM – 12:00 PM | Mastering the Conversation: Communication Skills in Action

12:00 – 12:45 PM | Lunch

12:45 – 1:45 PM | Technician's Toolbox: Tools, Trends, and Best Practices

1:45 – 2:45 PM | Field Focus: Hands-On Tech Experience

REGISTRATION COST: \$115

Tech Talk & Training sessions are exclusive to ICA members.

EVENT DETAILS:

The Hidden Power of Technician Communication

Beyond cables and connections lies a skill set that can make or break customer relationships—and business success. This high-energy panel digs into real-life scenarios, practical evaluation tools, and live role-playing to show how great communication transforms technicians into trusted partners. Learn strategies to boost confidence, improve customer interactions, and bring extra value to your organization.

Mastering the Conversation: Communication Skills in Action

Step into a lively, hands-on session with Calix designed to help you sharpen your communication skills through interactive activities and real-life scenarios. You'll pick up practical techniques for handling conversations smoothly, solving problems on the spot, and connecting confidently with customers and coworkers—all in a fun, supportive environment where there's no such thing as a wrong answer.

Technician's Toolbox: Tools, Trends, and Best Practices

This session explores the latest tools, technologies, and practices shaping the work of broadband technicians. Participants will see photos and videos showing key equipment in action, learn practical insights about tools like OTDRs, scoping gear, XGS, Plant, and the IPERF app, and hear real-world stories about challenges and solutions in the field. Local technicians will also share how they use these tools day-to-day, common mistakes to avoid, and practical tips they've learned on the job. Attendees will leave with useful ideas they can apply immediately in their work.

Field Focus: Hands-On Tech Experience

This session provides an opportunity to engage directly with tools and techniques used in the field. Depending on the location, participants may rotate through interactive demonstration stations or observe a live or recorded installation—or experience both. Attendees will have the chance to explore equipment, practice troubleshooting methods, and gain practical insights from experienced technicians, ensuring valuable knowledge that can be applied immediately in their daily work.

REGISTER HERE

Registration will close end of day September 16. Cancellations must be emailed to atraver@iacommunicationsall.com. Cancellations received prior to September 16 will be refunded. Substitutions will also be accepted and should be sent to atraver@iacommunicationsall.com.



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