



## Safety and Technical Sessions

### Thursday, November 17

- 1:00 pm Pro 2 Pro**  
Industry professionals share technical and business advice.
- 2:30 pm Moving Electric Vehicles - Presented by Paul Stephens**  
Safety, EV technical understanding and model specific information
- 3:30 pm Servicing General Motors - Presented by Paul Stephens**  
Safety, new vehicles, technical guidance and GM program expectations
- 4:00 pm Allstate Roadside Session Recap - Recorded**  
Highlights of the Allstate Roadside Education Sessions

### Friday, November 18

- 11:15 am Excelling in Luxury Transport - Presented by Shawn Sowden**  
On-scene service techniques for Ferrari, Bentley and other highline cars
- 12:00 pm Area Recognition Interviews**  
Recognized industry leaders will discuss their secrets for success.
- 12:30 pm Servicing General Motors - Presented by Paul Stephens**  
Safety, new vehicles, technical guidance and GM program expectations
- 1:30 pm Moving Electric Vehicles - Presented by Paul Stephens**  
Safety, EV technical understanding and model specific information
- 2:30 pm Medium & Heavy Duty Techniques - Presented by Paul Stephens**  
Safety, equipment, regulatory compliance and operator advancement
- 3:30 pm Overcoming Towing's Labor Shortage - Presented by Brian Riker**  
A Q&A about best practices around finding and retaining employees.
- 4:00 pm Allstate Roadside Session Recap - Recorded**  
Highlights of the Allstate Roadside Education Sessions

### Saturday, November 19

- 11:15 am Overcoming Towing's Labor Shortage - Presented by Brian Riker**  
A Q&A about best practices around finding and retaining employees.
- 12:00 pm Area Recognition Interviews**  
Recognized industry leaders will discuss their secrets for success.
- 12:30 pm Servicing General Motors - Presented by Paul Stephens**  
Safety, new vehicles, technical guidance and GM program expectations
- 1:30 pm Moving Electric Vehicles - Presented by Paul Stephens**  
Safety, EV technical understanding and model specific information
- 2:30 pm Medium & Heavy Duty Techniques - Presented by Paul Stephens**  
Safety, equipment, regulatory compliance and operator advancement
- 3:30 pm Excelling in Luxury Transport - Presented by Shawn Sowden**  
On-scene service techniques for Ferrari, Bentley and other highline cars
- 4:00 pm Allstate Roadside Session Recap - Recorded**  
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