



*"Promoting lifting equipment safety through quality training, consulting and inspections."*

Fall 2004

The 2004 ACRP National Assembly, held in conjunction with the Crane hoist conference in Chicago was jam packed with information, product knowledge and presentations dealing with the crane and rigging industry.

The ACRP National Assembly started off on Monday, October 18th with a tour of Scot Forge and a welcome reception. Tuesday was a full day of presentations including

a comprehensive ASME update by Mike Parnell, Canadian Crane Standards by Ritchie Castonguay, CEU presentation by Jerry Klink and Mobile Crane Training with Simulators by Ken Kelly.



**Scot Forge tour group, courtesy of Mike Parnell**

Following the ACRP Assembly, the Crane Hoist Conference kept everyone busy with information packed presentations and the product Trade Show. ACRP members served as moderators for the presentations, manned the ACRP booth, talked to prospective members and issued ACRP, IACET CEU's for the qualifying sessions.

Jerry Klink worked long and hard to make sure that everyone received their CEU's. A grand total of 46 qualifying classes, with 136 attendees, and 465 certificates issued culminated a tremendous effort on the part of Jerry and his hard working assistant Valerie McNulty.



**ACRP Booth at CHC 2004 manned by Devon Beasley, Jerry Klink and Ted Blanton**

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**2005 National Assembly  
May 2005  
Mark Your Calendars**

## *The President's Corner*

**Ron Overton, President**



On the way home after the combined ACRP National Assembly and CHC 2004 I was just reflecting on our membership attendance and the incredible job that ACRP did the weeks and months leading up to this event.

This combination was by far the largest endeavor the ACRP members had undertaken. I would have to say that the membership came through again with flying colors and our entire association should walk with a hop in their step due to a job extremely well done. Just a super job by all involved and I am sure I am speaking for the entire ACRP membership which attended this past week in the following paragraphs.

The 2004 Annual Assembly was extremely fast paced and chock full of valuable information and training for our membership. The tour of the steel foundry which was arranged by John Sakach was just outstanding and we all left that facility in awe. Made in America has never meant so much to so many of us.

The hard work of the various ACRP committee's showed again as excellent information was passed out to the members who attended. It is evident by the ever increasing attendance and participation on these various committees that they are providing a great benefit to the entire ACRP membership.

During the CHC event itself, many members contributed their time and energy in providing various training seminars or workshops for the ACRP membership as well as the attendees of the CHC 2004 conference. Every single one of our member provided seminars or workshops received rave reviews and many accolades from the people attending. Again, the ACRP membership is making a difference in the industry.

A huge thank-you needs to go to the two people who staffed the ACRP booth, the vast majority of the entire

CHC event, flawlessly executed the monumental ACRP CEU program, answered an untold number of questions, and sacrificed their ability to attend many of the training programs. I am sure they would have liked to have attended. Jerry Klinke and Valerie McNulty deserve a huge thank-you for performing these functions with professionalism and in a manner that only reflects positively on the ACRP.

For those people who did not attend the National Assembly, Jerry Klinke and Jim Cahill have been working very hard over the past four years to put together all the plans and have the ACRP training seminars and workshops recognized by IACET, a national Continuing Education Units organization. The hard work by these two gentlemen really paid off during this event. Our organization is now approved to issue CEU's for our training workshops which are recognized by IACET on a national level. Thank you, Jerry and Jim for a tedious job very well done.

Finally the purple vested "Barney Patrol" deserves our thanks and gratitude. This army of ACRP members was extremely instrumental in making the CHC seminars and workshops come off as well as they did. Answering questions, solving problems and soothing ruffled feathers were just a small part of the services this group of members provided. I am fully aware that by donning the Barney vest, these members were unable to attend many of the workshops they would have like to. I would like to thank you all, one more time.

Finally, Dick and Suzanne, as usual, did a fine job keeping the logistics going smoothly for the ACRP meeting and for our part in the CHC event itself. Our National Assembly went very smoothly and without problems or bumps in the road. Their level of professionalism and organization is something that others should take a cue from.

It was a great event, and our next National Assembly will be even better. Look for information about the timing and location of our next ACRP Assembly right after the New Year.

Until then, I wish everyone a safe and prosperous

*Holiday Season  
and  
Happy New Year!*

# Suzanne's Sights 'n Insights



The meeting in Chicago was great! Great from a number of viewpoints that included the mass of information presented, the interaction of the attendees and the tour scheduled by John Sakach. All this made me think about ACRP, it past, present and future.

There are basically two kinds of people that join associations and attend association meetings. First, like most of the people attending ACRP, are the industry members that support their association regardless of the quality of the meeting or its location. Then there are the others, they generally expect to get more out of the association than they put into it. They expect that the synergy of the collaborative event will deliver a greater amount of value to them than they pay in dollars and time.

This is a question that every association executive and their board members ask, "How do we deliver more value and how do we show the value we currently offer?"

First you must consider the cost of membership, and then ask what the association does for you. So, I listed a few of the valuable services this association delivers to its members. I then tried to assign realistic dollar values to each item.

For ACRP, the cost of membership and attendance at the annual meetings was pegged at approximately \$1,600. After less than an hour, I came up with membership value in real dollars at \$5,300. Had we had the input of other ACRP members; I believe the membership value number would have been higher.

I believe the best way for an association to grow its membership is through a one to one method; that is one current member bring in a new or lost member each year. Realistically, not all members will do this, but many will. Wouldn't you like a 20%, 30% or more increase in membership, and revenues for your association?

As a food for thought, listed below are the actual services and values I considered to be viable:

- \$1,000 for industry specific technical training offered at the National Assembly.
- \$1,000 for business, management and marketing training at the National Assembly.
- \$900 for legislative updates.
- \$400 networking value at annual meetings.
- \$300 tax savings on income spent attending vacations (meetings).
- \$500 for mentoring opportunities available through meeting attendance.
- \$600 for product/technical knowledge gained at meetings.
- \$400 for company credibility and image associated with membership.
- \$200 for publicity and exposure through association membership.

Perhaps you might argue with some of the specific dollar values listed above? That's fine because you now have bought into the value idea, now you are just haggling over the actual amounts.

Any smart business leader can see that it makes good business sense to join their industry association and receive \$5,300 worth of value for a small investment of \$1,600, but this is just a few of the value items. I am sure you, the members can think of many more and I would love to hear from you on the subject.

We could take your input and put together a great membership brochure, a value brochure and /or a powerpoint to promote our association.

As you can see, attending ACRP meetings does get you to thinking. The educational, networking and general industry knowledge is not only invaluable to you as members of the crane and rigging industry, but is also quantifiable in real dollar value.

*Happy Holidays!*

## **MASTERLINK Advertising Opportunities**

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## TURN A PROBLEM INTO AN OPPORTUNITY!

*From the desk of Ron Overton*

Everyone experiences problems, roadblocks, and other reasons why they cannot get something done the way they wanted it to be done. Providing a quality internal meeting and training program would be no exception. We all deal with employee scheduling conflicts, equipment availability, training room conflicts, and emergencies that arise.

But the toughest roadblock just might be that single disruptive person (we will call him Bob), and you all know who I am talking about. We have all experienced Bob in our careers. Bob is the individual who may have years of experience in our topic or training, but does not want to be there. He thinks it is a waste of his time, is probably the jokester of the group, can't go 30 seconds without adding his two bits, and can be very argumentative and rude. He will make it tough on the trainer or speaker for the duration of the program, if you let him.

How do you handle Bob when he shows up in your meeting, training program or presentation? Well, you basically have only three options: you can let him continue and try to ignore him. You can "squash" him in front of his peers. You can turn him into an opportunity!

What happens if you choose to ignore Bob?

Basically, he will continue his behavior, disrupt your meeting or training class, and be a thorn in your side. Will his attitude affect the others in the meeting? Yes. Will his antics impair others from learning or understanding the message? Yes. Will his interruptions throw off your timing for the meeting, and potentially not allow you to complete the program in the required time? Yes. Should you allow Bob to continue this behavior? No.

What happens if you choose to "squash" Bob in front of his peers by exerting your "authority" and verbally chastising or putting him in his place? There are dangers in taking this approach. Is Bob one of the "guys" in the rest of the attendee's eyes? Probably so. Will they feel sorry for Bob after you squash him? Probably so. Will they feel your actions were done unjustly because that is just, Bob? Do they all feel he can't help it, it's just Bob? Did you totally lose Bob for all future meetings or training sessions? Probably so. Will all the attendees remember how you squashed poor Bob? Yes. Will the attendee's discussion after the meeting focus on the topic spoken on, or the squashing? Probably the squashing.

So how do you turn Bob into an opportunity? If you were to take a moment and think about your mission or goal, it would be to impart the information in a meaningful way that is clearly understood and retained by the attendees.

That is, what is the best response you could hope to attain after the program is over? When the attendees leave your meeting, what will they say to the others that they encounter who have not yet attended your meeting? Will they say it was worthwhile and time well spent? Or will they talk about Bob, and how you handled it?

Try to consider Bob as an opportunity and use him to your advantage. So exactly how do you do this?

- Once you have identified who Bob is (and it should not be difficult), plan your strategy.
- Take a quick break and quietly ask Bob to stay for a second and talk with you.
- Bob will think he is in trouble and will probably be defensive. Do not attack him; instead remember he is an opportunity and not an obstacle.
- Recognize the fact (verbally to him) that you are aware how experienced Bob is and you appreciate how much information he can share with the group.
- Ask Bob if he would be willing to share some of his examples with the group, sort of assist you in the presentation.

What will Bob say? Of course he will say yes, he loves the attention and the accolades!

Now you have Bob right where you want him. He just does not know it!

Next, you need to explain to Bob that you don't have enough time in this meeting to cover all of Bob's experiences and expertise, however, if Bob were to give you a little sign, (a wave or something) whenever he has a meaningful example or experience to share with the group, you will try to fit him into the program. Explain that you may not be able to call on him for each example, and that those he is asked to share must be kept very short and concise. Would he be willing to do this? Of course he will agree to it, Bob loves the attention.

• So during your program you throw Bob a bone or two when he gives you the sign.

• Now you have eliminated his poor attitude. You have him on your side. His peers are not upset at you because you *did* not have to squash him. When he leaves the meeting, he will be your biggest cheerleader and advocate to others when they ask about the session and how it went.

• You made lemonade out of lemons! It is a total win-win situation.

Remember to approach each problem, obstacle, interruption and roadblock as a potential opportunity for problem solving, gaining partners, earning advocates, achieving your goal and becoming successful!

Take care and work safely.

*Reprint from the Sept-Oct 2004 CraneWorks Magazine*

*The greatest test of courage on the earth is to bear defeat without losing heart."*

— R.G.Ingersoll

*"Setting a goal is not the main thing. It is deciding how you will go about achieving it and staying with that plan."— Tom Landry*

# Association of Crane & Rigging Professionals

## Regulations and Standards Committee

Contact information for personnel involved with the American Society of Mechanical Engineers, B30 Crane & Rigging Standards Committees

If you have immediate questions about a particular ASME Standard, you might call or email the individual chairman and see if he can provide some insight about the text or verbiage in the volume of interest.”

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#### B30.28 – Balance Lifting Units

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## *MIKE'S MINUTES*

Can you believe we had such a great time in Chicago! The location, the people, the tour, the friendships and fellowship! It was really a super two days for all those attending the ACRP National Meeting.

We enjoyed a fantastic tour at Scot Forge, one of the leading forged ring plants in the world. Their employee owned operation sets a pace that makes others struggle to match in this competitive environment. Their quality control and production capabilities are outstanding. We saw 1,800 deg. pieces of steel punched, rolled, shaped and hammered into shapes of all kinds. As a part of their business they serve the crane market in the manufacturing of slewing rings and other critical components. Our thanks to member John Sakach and his staff for arranging such a topflight tour! Thanks John.

The Public Safety and Training Committee asked for volunteers to help finalize the training guidelines for Mobile Crane Operators and Overhead Crane Operators. After 1.5 hours of brainstorming, the membership formulated the two guidelines. These two documents will be edited and published over the next 12 months in the MasterLink and other trade magazines. We hope that it sets the pace for those who conduct this type of training for hire or in-house in the areas of mobile and overhead cranes. We really appreciate the team leaders who drove the two task forces; members Russ Donaldson and Michael Barrett. A huge Thank You to all of the participating members and to Chairman Andrew Wilson for helping move the guidelines forward over the past two years.

The Regulations and Standards Committee met briefly during the Tuesday sessions. Almost the entire "assignment" plate had been cleared over the last two years. In 2005 we should see the delivery of a Rigging Hardware standard to be known as ASME B30.26 hitting the streets. That is a direct result of this committee's efforts to make a run at getting a standard adopted by ASME, which had failed 10 years previous. Go Team!

We also are hopeful that a new standard will be adopted and committee work can start soon for an ASME volume entitled Industrial Rollers and Air Casters. The ACRP voted last year to endorse the development of this standard and a formal presentation was made last January at the winter ASME Main Committee meeting. It is currently being voted on for its 2<sup>nd</sup> ballot and we hope that it will receive 28 of the 40 votes available (it got 34 on the first vote). The ASME Board of Governors would need to approve its formulation and then it can begin its work. Industrial rollers are often used with jacks and talk has floated around the ASME meetings that it might be integrated into the ASME B30.1 Jacks standard. We'll see what happens, but we are very glad that it's got legs and it's running. Great job to Ritchie Castonguay and his committee last year to boost the process along!

Member Services includes a host of activities within ACRP, not the least of which includes Continuing Education Units, the national conference, the big brother program, the technical library building program, and much more. I'll not take up space to highlight CEU's which will be covered by other folks, but what a super benefit to the members! Outstanding job Jerry Klinke, Jim Cahill and Skip Ohman! Please keep a watch on your email boxes and snail mail ports for new technical data from Danny Bishop. He is working hard to ensure that we all keep our technical libraries growing with data sheets, bulletins and manufacturer's catalogs which highlight important information about cranes and rigging. Keep it going Danny!

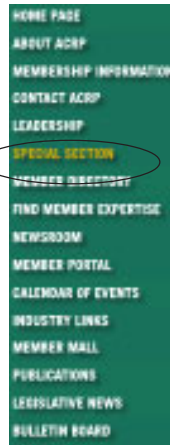
Some of the presentations at the 2004 National Assembly included Ritchie Castonguay's delivery on Canadian crane standards. Thanks for the excellent insight into a comprehensive process to the north. Ken Kelly introduced us into the world of crane simulators and their value to owners and operators alike. His experience in the flight instruction and simulators has provided a tremendous advantage to his assistance in development of NACB's simulation products. Wonderful presentation! Last and not least was my delivery of how the soon to be released ASME B30.26 Rigging Hardware is formulated and how it deals with the care, use and inspection of detachable hardware. The items to be included in this new standard are shackles, wedge sockets, wire rope clips, turnbuckles, eyebolts, swivel hoist rings, eye nuts, links, rings, swivels and rigging blocks, whew! Be watching for its release in 2005 at [www.asme.org](http://www.asme.org).

The food and lodging were fantastic in Chicago. Suzanne and Dick Stilwill, our executive director duo saw to our every need. I really appreciate the efforts they put into this 2004 National meeting. It's a thankless job, but we are sincerely grateful for their work, as well as their outstanding staff in Camas, WA!

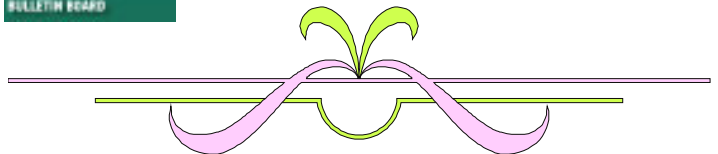
These "minutes" have turned into more than intended but there was a lot to recall during a few days together. I look forward to Ron's perspective on the meeting and more about the CEU's and additional items of interest for you and me. It was great to rekindle old friendships at the meeting this year. I hope to hear from many of you as the months pass by. Please email me and let me know how you are doing at [mike@wrrc.com](mailto:mike@wrrc.com) or call if you are in the neighborhood, 360-225-1100. Thanks for lending me your ear. I'm hoping to see you at next year's ACRP National Meeting and Workshop!

**Mike Parnell**  
*Industrial Training International Inc.*  
*Woodland, Washington.*

## NEW DIRECTORIES ARE AVAILABLE



- in a printable version from the web site [www.acrp.net](http://www.acrp.net), "Special Section" where you will be asked to log in, then link to "**Member Directory**"
- or call headquarters and we can mail your copy to you 800-690-3921



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**ACRP  
BECOMES**



## **IACET AUTHORIZED PROVIDER**

*from the desk of Jerry Klinke*

On September 1, 2004 ACRP received notification from The International Association for Continuing Education and Training (IACET) that our application to become an Authorized Provider was accepted.

This means that ACRP can now issue a certificate of completion for selected training classes that will provide the attendee with an official CEU recognized and endorsed by IACET.

As some of you may already know, the CEU is in the public domain; any organization can offer the traditional CEU. Unfortunately, there are organizations that award CEU's for almost anything that may or may not resemble training. This has led to consumer misunderstanding and distrust of the value of the CEU. Therefore, IACET has taken steps to ensure the credibility of the IACET CEU.

To ensure the quality in continuing education and training programs, IACET established the Authorized Providers Program. This program provides recognition for providers who adhere to the criteria and are willing to have their programs assessed and audited by the Authorized Providers Commission. The IACET CEU is recognized and accepted by many companies, professional organizations, and numerous institutes of higher learning. Depending on the individual college or university, some will apply the CEU towards applicable college credits if the subject is applicable.

### ***Criteria for Awarding the IACET CEU***

The criteria represent a systematic approach for the design, development, and implementation of a training course. There are also criteria that address the administration and management aspects of a training program. Overall this systematic approach is what all universities and colleges use, and the criteria they use for accreditation is almost identical to what is required by IACET. Briefly this criterion is:

**1. Organization:** The provider must have an identifiable continuing education or training unit or group with assigned responsibility for administering training events.

**2. Responsibility and Control:** The provider, through its training unit, ensures that IACET criteria are followed.

**3. System for Awarding the CEU:** The provider has a system in place to identify learners who meet requirements for satisfactory completion. The provider maintains a complete, permanent (at least 7 years) record of each learner's

participation, and can provide a copy of that record upon request.

**4. Learning Environmental and Support Systems:** A learning environment and support services, appropriate to training goals and learning outcomes, are provided.

**5. Needs Identification:** Each learning event is planned in response to the identified needs of a target audience.

**6. Learning Outcomes:** The provider has clear and concise written statements of intended learning outcomes (e.g., behavioral or performance objectives) based on identified needs for each continuing education and training event.

**7. Planning, and Instructional Personnel:** Qualified personnel are involved in planning and conducting each learning event.

**8. Content and Instructional Methods:** Content and instructional methods are appropriate for the learning outcomes of each event.

**9. Assessment of Learning Outcomes:** Procedures established during event planning are used to assess achievement of the learning outcomes.

**10. Post-Event Evaluation:** Each learning event is evaluated.

### **What does this mean to ACRP members?**

- Recognizable CEU credit for classes they attend
- Represents substantial return of membership fees
- Supports our philosophy of being a "professional trainers organization"

### **Can ACRP members issue IACET CEU's for their own companies through ACRP?**

- NO - however, members can apply to IACET for Authorized Provider status for the companies that they work for.
- ACRP members will be able to attend future classes on some of the key components required by IACET such as:

- \* The basics of Instructional System Design
- \* The ADDIE process
- \* Task analysis processes
- \* Instructional and classroom techniques
- \* Testing and feedback processes
- \* And other related topics

*(continued page 9)*

**What are the typical areas that cause applications to be rejected by IACET?**

- The lack of a defined training group or person in an organization
- Poorly documented needs analysis and identification
- No review process for the training and materials
- Improper learning outcomes and learning objectives
- Un-qualified personnel are involved with material development and presentations
- In-appropriate content and instructional methods are used to teach with
- No assessment of learning outcomes (testing, practical exams, etc.)
- Improper recordkeeping and documentation



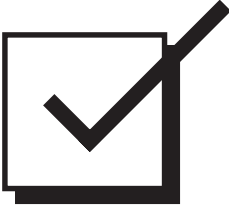
**ACRP's - IACET Plaque**

**Can ACRP Members use the Training Administration Manual developed for ACRP in their own companies?**

- This document can be used as an example to assist ACRP members that are involved in creating their own administrative manual or policy, but should not be copied exactly as written.
- WHY? – Because the type of training classes and seminars that ACRP is providing is very different than most “for-profit” companies present. In most cases the administrative manual for professional training companies will not be as detailed or involved as the ACRP manual. Because we have classes that are constantly changing, and contain a mixture of speakers and instructors, we have a system that was created specifically for our situation.

More information about CEU’s can be found at the IACET website: <http://www.iacet.org>

*If you have additional questions about ACRP’s Continuing Education Program, or the supporting documentation, contact: Jerry Klinke, ACRA Enterprises, 1-800-992-0689 or [jklinke@acratech.com](mailto:jklinke@acratech.com)*



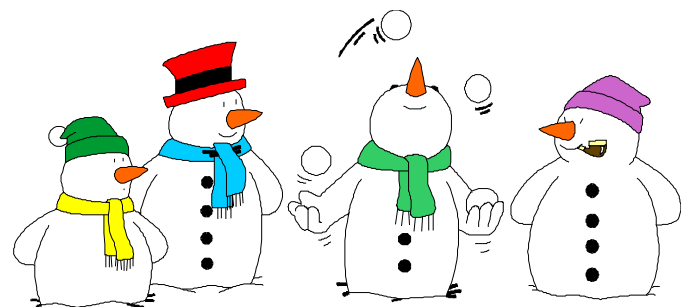
## Ballot results are in.

We have our forum.  
Congratulations to Paul Kuber, our new Vice President.  
Article IV Association Organization by-law change also passed.  
Thank you each for your participation in our election.



**Suzanne**

# HAPPY HOLIDAYS FROM THE ACRP STAFF



**Maureen****Sonja****Dick****Jody**

You can  
be a  
Barney too!



Vests are still available  
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## ACRP LITERATURE MAILINGS

I would like to take this opportunity to make our members aware that we do plan on continuing the quarterly mailings of various industry literature in 2005. If anyone knows of companies in our industry that would be willing to donate literature please let me know. I am looking for any literature that our members would find of benefit in their personal rigging libraries.

- Examples of literature would be
- product catalogs
- posters
- rigging cards
- Cd-Roms
- product brochures, etc.

Your cooperation will would help insure the success of these mailings, and would benefit each of us personally.

Thanks In Advance.

**Danny Bishop**  
Manager Of Training Services  
918-832-5233

E:Mail: dannybishop@thecrosbygroup.com

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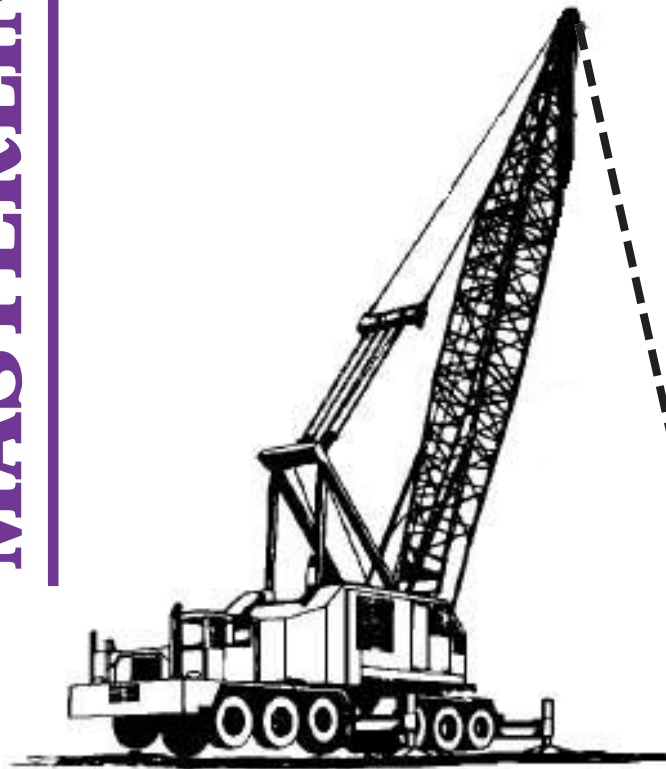
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**2005 National Assembly  
May 2005  
Mark Your Calendars**

### **The ACRP Mission**

*The purpose of the Association will be to promote lifting equipment safety, improve the quality of lifting equipment training, consulting, and inspecting, and to represent the subject of lifting equipment safety in regulatory forums.*

From ACRP's By-Laws, adopted May 20, 1996,  
Revised April 2003

## **Can you name the world's leading supplier of rigging hardware that:**

- Provides the highest quality products available, **Crosby**
- Provides the most comprehensive product training programs available, **Crosby**
- Utilizes state of the art technology (CD-ROM) in providing valuable product information **Crosby**

***If your answer is Crosby, you are correct.***

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