

## Charles (Mike) Michael Holt

3604 Parkway Blvd, Suite 3, Leesburg, FL, 34748  
888-632-2633 – [Mike@MikeHolt.com](mailto:Mike@MikeHolt.com)

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### SUMMARY OF QUALIFICATIONS

Mike has taught over 1,000 classes on over 40 different electrical related subjects to over 20,000 students. He is committed to the electrical industry and is recognized as one of America's most knowledgeable electrical educators. He has worked his way up the trade from Apprentice Electrician, Journeyman Electrician, Master Electrician, Electrical Inspector, Electrical Contractor, Electrical Designer and developer of training programs for the electrical industry.

- More than 40 years' experience as a technical instructor. Skills include:

Curriculum Development	Individual and Large Group Training
Technical Expertise	Continuing Education
Publishing	Business Management & Growth

### EXPERIENCE

**President and CEO** of Mike Holt Enterprises of Leesburg, Inc. 1975 - Present

#### Instructor

- Approved instructor in over 30 state electrical and construction boards in the U.S.
  - *Covering NEC® Changes, Electrical Theory, Grounding vs. Bonding, Solar Photovoltaic Systems, Limited Energy/Low Voltage, Understanding the NEC®, Train the Trainer, and Business Skills*
- Key Instructor for EC&M multiple annual seminars since 2000
- Created and taught an Electrical Train the Trainer program at the IEC National convention
- Taught an Electrical Train the Trainer workshop from 2000 - 2008
- Taught Exam Preparation at the local and state level since 1975.
- Instructed multiple seminars for the following Industry Organizations
  - NECA
  - GENERAC
  - IAEI
  - IBEW
  - ICBO
  - IBM
  - Boeing
  - Motorola
  - AT&T

## Author

- Developed and authored multiple editions of the following titles that are sold to individuals and to electrical apprenticeship programs nationally.
  - *Understanding the National Electrical Code Volume 1 & 2*
  - *Basic Electrical Theory*
  - *Electrical Exam Preparation*
  - *Changes to the NEC®*
  - *Essential Rules of the NEC®*
  - *Power Quality*
  - *Limited Energy & Communication Systems*
  - *NEC Requirements for Grounding vs. Bonding*
  - *NEC Requirements for Solar Photovoltaic Skills*
  - *Business Management Skills*
  - *Electrical Estimating*
- *Created Homestudy Training Programs for Exam Preparation, Code Training, Theory, and more.*
- Current Code Writer for Electrical Construction & Maintenance Magazine, EC&M
- Wrote articles for top industry magazines and organizations
  - Electrical Design and Installation Magazine, EDI
  - Solar Pro Magazine
  - IEC Magazine
  - Electrical Contractor
  - CEE News
  - Electrical Contractor, EC
  - International Association of Electrical Inspectors, IAEI
  - The Electrical Distributor, TED
  - Power Quality Magazine, PQ
  - Electrical Construction & Maintenance Magazine, EC&M
- *Designed Electrical Estimating Software that was sold nationally*

## Independent author for Leviton – 2000 – 2008

- Code Training book

## Independent author for Delmar Publishers – 1999 – 2002

- Understanding the National Electrical Code
- Basic Electrical Theory
- Electrical Estimating

## President and Founder of Electrical Contracting firm – Mike & Co., 1974 - 1980

- *Residential and Commercial Work*

## Educational Background

- Studied Business Administration, M.B.A., University of Miami

## State Licenses

- Electrical Contractor, State of North Carolina, L.25602 1999 - Present
- Electrical Administrator, State of Washington, HOLT\*M\*870RS 2013 - Present

# Daniel Brian House

8850 SW 134<sup>th</sup> Ave, Dunnellon, Florida – (352)445-1805– Brian.house@mikeholt.com

Highly motivated exceptionally skilled manager with extensive experience in all facets of electrical installation, construction, maintenance, teaching and training.

Commended for innovation and integrity by multiple organizations with respect to project management, job execution, electrical and safety training, and knowledge of the NEC.

Demonstrates qualities of effective leadership and goal execution.

Effectively execute projects on many different scales in electrical, fire alarm, BMS control, Data, Video, industrial controls, security, access control, CCTV, and lighting control.

Dynamically presents training one on one and in the classroom on all NEC related topics.

## Professional Experience

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Technical Director | Mike Holt Enterprises – Leesburg, Florida 2010-Present

- Work on technical panels as an industry representative during video shoots
- Create and edit content for technical and training products
- Teach seminars on the National Electric Code, Electrical Safety, and Building code
- Manage development of apprenticeship training program and update course offerings
- Train outside instructors on proper presentation methods
- Coordinated AV setup and teardown at CEU seminars

President CEO | Dan House Electric Inc – Naples/Ocala – Florida 1989–1993, 2000-2009

- Held various positions learning operational aspects in all areas of the company
- Currently oversee all aspects of financial management
- Manage the development of policy and procedure during growth strategy
- Direct managers in the development of sales strategy
- Bid and cost large projects

Store manager | City Electric Supply – Ocala, Florida 1998 - 2000

- Directed purchasing and managed inventory
- Assured accuracy in billing
- Resolved customer disputes
- Managed counter employees and deliveries
- Processed Cash/Credit Card Banking
- Managed local Inventory annually

Performance Crew Manager | Lee University – Cleveland, Tennessee 1993-1995

- Directly managed schedules of 20+ employees to assure all events were staffed
- Assigned tasks for events and assured quality of performance support
- Maintained all inventory and equipment to university specs
- Improved existing systems for inventory and deployment of event equipment

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## Credentials

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### State Certifications:

**State of Florida Unlimited Master Electrical License – EC13001573 Active since: 10/01/2002**

**State of Washington Electrical Administrator - HOUSEDB822OP Active since: 10/17/2018**

### Other Certificates:

**MHE Approved Electrical Instructor and recipient of 2010 Top Gun Presenter Award**

**2010 Graduate MHE Solar Energy Boot Camp**

**MHE Grounding and Bonding Class**

**Generac Factory Certified Three Phase Service Technician**

**NEC Telecom Factory Certified Installer**

**Certified P&S Legrand Data Products Installer**

**Siemens Factory certified electrical solutions provider**

**Approved Johnson Controls Installation Contractor**

**Approved Simplex Installation Contractor**

**Factory Authorized Ademco Security Dealer**

**Factory Trained Uni-Cam Fiber Optic Connectors**

**Code Electrical Classes Inc. – 2008 Code Requirements**

**Fire Lite Factory Certified Installer**

**Extensive training in Industrial process and control**

**BBI CEO Training**

**Private Business Coaching By Mike Holt Enterprises**

**Electronic Service Control corporate training**

**Electrical Bid Manager Software Trained**

**Quantum Estimating Software Trained**

Completed Course Work in Undergraduate Studies at

**Lee University, Cleveland, TN. (1993-1995)**

Completed courses within school of: Computer Programming/Information Systems & Christian Theology.

- Semester at Cambridge University, Cambridgeshire, England -SIE program - 1994

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## Professional Affiliations

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National Fire Protection Agency - Member

Florida Association Of Electrical Contractors – Apprenticeship Sponsor

National Federation of Independent Businesses – Member

## **Belynda Holt Pinto**

**PROVIDER: MIKE HOLT ENTERPRISES, INC.**

**888.632.2633**

**Business Instructor**



Belynda Holt Pinto is the Executive Vice President of Mike Holt Enterprises, a publishing and training company dedicated to serving the educational needs of the electrical industry.

She is a lively and energetic speaker who is passionate about business and working strategically. She has taught seminars and workshops on a wide variety of Business topics including: Communication, Stress Management, Sales, Digital Marketing, Business Strategy, Business Operations and Business Management.

Her experiences as an adjunct professor at Florida Atlantic University in stress management coupled with her extensive background in sales, marketing, operations and management gives her a unique perspective on how to operate successfully in the business world without getting burnt out.

### Education

- Florida Atlantic University - BA in Communications - 1993
- Nova Southeastern University - Masters in Business Administration - 2000
- Nova Southeastern University – Instructional Design Certification – 2006
- Harvard Business Extension – Leadership Certificate - 2020

### Teaching/Training Experience

- Sales Seminar Training - Tribune Education – Nationally – 1999 – 2003
- Adult Education – Palm Beach County School District - 2004
- Technology and Product Training – Scholastic Library – Nationally – 2004 - 2006
- Adjunct Professor - Florida Atlantic University Boca Raton Campus - 2006 (superior ratings)
- Business Training – Mike Holt Enterprises - 2005-2021

### Current Job

- Executive Vice President at Mike Holt Enterprises 2006 - Present

### Contact Info

[BelyndaHolt@MikeHolt.com](mailto:BelyndaHolt@MikeHolt.com)

[www.mikeholt.com](http://www.mikeholt.com)



**Mike Holt Enterprises**

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# **Charles T. Douglas, Jr.**

(904)673-2118 \* charlie@dhclawyers.com\*1060 Oakvale Rd., St. Johns FL, 32259

## **Education**

University of Florida Levin College of Law  
Juris Doctor, 2016  
Florida Law Review, *Editor-in-Chief*  
Florida Blue Key  
Graduated 2<sup>nd</sup> in class of 211 students

University of Florida Warrington College of Business  
B.A., Business Administration, 2003  
Student Government Cabinet Director

## **Professional Employment**

Douglas & Hedstrom, P.A. (2013-Present)  
Partner

St. Johns Asset Management, LLC (2013-Present)  
Partner

Harrell & Harrell, P.A. (2006 -2013)  
Associate

## **Community Involvement**

Boy Scouts of America  
The ARC  
Putnam First Cancer Fund  
Kiwanis

## **Interests**

Flying, hunting, and fishing.

# CERTIFICATE OF COMPLETION

Mike Holt Enterprises hereby certifies that

**Sample Student**

Student State & License Number

has successfully completed the

**Title of Course**

Date and Location

Additional Notes



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A handwritten signature in black ink that reads "Mike Holt". The signature is written in a cursive style and is positioned above a horizontal line.

Charles "Mike" Holt, Sr.  
Certified Instructor

Course Hours:

Final Result:

Certificate ID:

State Approval Code:

## Business Management Live Seminar

# Provider Information

Provider	Email	Phone
Mike Holt Enterprises	ceuonline@mikeholt.com	888-632-2633

## General Information

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### Instructors

Mike Holt, Brian House, Belynda Pinto, Charles Douglas

### Course Description

This course covers strategic Business skills and important laws regulating contractors, inspectors, engineers, and tradesmen.

### Expectations and Goals

At the end of this course the student will understand all the factors to run an electrical business safely and successfully. Important regulations and enforcement of Workers Compensation including claims, audits, regulations, and situations for business. They will review NFPA70e Safety to ensure they and team are following standards provided for safe electrical workplaces. Understand and review important State Rules, laws, and relevant codes that will impact their license and electrical business. Students will learn skills to successfully run an electrical business in today's market, stay ahead of the industry changes, and improve their everyday decisions with business goals in mind. They will leave prepared to manage the business or themselves in the times that have caused many others to fail.

### Class Attendance Verification and Evaluation

Students' attendance is monitored with sign-in and sign-out sheets that verify actual time spent in the course. Students will also complete a course evaluation form for the course content and the instructor.

- The students' sign in form will be stamped by our check-in staff.
- At the end of the class, the sign in forms are picked up by our staff. The students are handing them to us before they exit the class.
- In order to receive credit for the course, the sign in form must have signed in and out and must be stamped and must match the identification verified on the order.

Students will be provided an instructor and course evaluation during the class. We will collect and review each evaluation. Evaluation sheet attached following syllabus.

Contact Us:

[www.mikeholt.com/ceu](http://www.mikeholt.com/ceu) | 888-632-2633 | [ceuonline@mikeholt.com](mailto:ceuonline@mikeholt.com)



## Course Materials

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Students will receive the entire PowerPoint Presentation as a booklet at the beginning of class. The handout will include references and space to add their own notes. Cost to students is \$265. Please see the included packet for a sample of the handout

## Schedule of Class Dates and Locations

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Date	Time	Location
May 5th, 2023	8:00am – 5:00pm	Marriott Hotel, Coral Springs, Florida 11775 Heron Bay Blvd, Coral Springs, FL 33076
June 23rd, 2023	8:00am – 5:00pm	Rosen Plaza Hotel, Orlando, Florida 9700 International Drive, Orlando, FL, 32819

## Course Topics

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Module	Topics	Time Spent
8:00am - 8:10am	<b>Introduction and Goals</b>	10 minutes
8:10am - 9:00am	<b>Electrical Rules and Laws</b>	
	Define ECLB and purpose Chapter 489, Part II, Florida Statutes & Chapter 61G6, Florida Administrative Code Review all license categories, registered/certified, and descriptions Recent changes in licensing law	25 minutes
	Chapter 489, Part II, Florida Statutes & Chapter 61G6, Florida Administrative Code Qualifying a business Insurance and workers' comp Requirements License renewal for active and inactive licenses Continuing education- recent changes Emergency registration Penalties	25 minutes
9:00am - 9:50am	<b>Advanced Building Code Module</b>	
	Introduction History and Timeline of Code Adoption New Electrical Requirements for Swimming Pools New GFCI Requirements for Special Occupancies	25 minutes
	New Energy Code Electrical Requirements Residential Energy Efficiency Commercial Energy Efficiency Councils, commissions, Associations	25 minutes
9:50am – 10:10am	Break	
10:10am - 11:00am	<b>Workers' Compensation</b>	
	Workers' Comp Law Definitions	10 minutes

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	Requirements for companies and employers Penalties Medical Treatment	
	Claims Legislation, Laws, and Bills Case Review Reality of costs for businesses Legislature Lawsuits Personal, Business, Succession, Plans, wills, trusts	20 minutes
	System to reduce operating and work comp costs <ul style="list-style-type: none"> <li>• P-4 <ul style="list-style-type: none"> <li>○ Pre-hire &amp; Post-offer strategies</li> <li>○ Pre-claim &amp; Post-Claim strategies</li> </ul> </li> <li>• Training considerations (the need for analytics)</li> </ul> Lawsuits Planning and Protecting your business	20 minutes
11:00am - 12:00pm	<b>Business Skills</b>	
	Strategies to Grow Your Business Techniques to build a stronger team Creating a Strategic Plan	20 minutes
	Strategies to Grow Your Business Building systems to reduce inefficiencies	15 minutes
	Marketing Your Business Creating a Marketing Report Card Best practices in digital marketing Using data to move the business forward	25 minutes
12:00pm - 1:00pm	Lunch	
1:00pm - 1:50pm	<b>Electrical Safety</b>	
	NFPA 70e introduction 105.3 Responsibility Eliminating Hazard 480 Volts and all Three-Phase Systems Single-Phase 120/240 Volt Safety in the workplace	25 minutes
	PPE Determining PPE Required Testing for Voltage Lockout and Tagout OSHA standards and practices	25 minutes
1:50pm - 5:00pm	<b>Business Management</b>	
	Training Employees for Success with Customers Employee Interaction with Customers Customer Retention Practices Employee appearance Business Branding	20 minutes
	Technology and Reviews impact on your Business Using Technology to Increase Customer Satisfaction The Impact of Negative Reviews Does pride play a role Training yourself and your team on new changes to reduce negative reviews Team Attitude and Character	25 minutes

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<b>2:30pm – 2:50pm</b>	Break	
	Succeeding in challenging times Maintaining Motivation in your team Steps to adopt a Positive attitude Delegation Assuming Responsibility Leading vs Managing What your team needs from you	<i>20 minutes</i>
	Building an effective Team Identifying your top performers	<i>20 minutes</i>
<b>3:20pm - 3:40pm</b>	Break	
	Continuous Improvement and Innovation Organization memberships and meetings Technology Changes for Contractors Staying Current with Software Systems	<i>20 minutes</i>
	Work-Life Balance Hiring and outsourcing to increase efficiency Health and its impact on your business	<i>20 minutes</i>
	Identifying Weaknesses to Determine Areas of Growth Tools to Avoid Procrastination Making, Owning, and Fixing Mistakes Mistakes or Opportunities Solutions oriented	<i>25 minutes</i>
<b>5:00pm - 5:10pm</b>	Closing Comments	
<i>Total Minutes - classroom instruction</i>		<i>400 Minutes</i>

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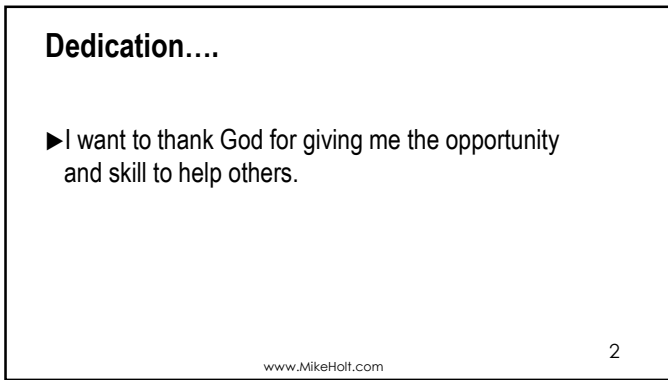
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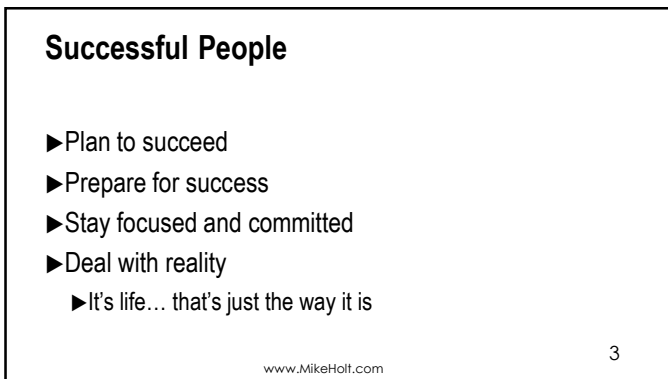
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**Change**

- ▶ Nothing has ever stayed the same
- ▶ Expect change
- ▶ Plan for change and grow in response to change

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**Change**

- ▶ Embrace change
- ▶ Failure is the path for those that oppose change
- ▶ Change gives you the opportunity for growth
- ▶ Use it as a competitive tool

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**Customer Satisfaction**

- ▶ Did you do what you said you would do?
- ▶ Did you do it in a timely manner as seen from the customer's perspective?
- ▶ Did you help the customer feel confident about the service-delivery process?
- ▶ Do you see things from the customer's perspective?

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**Customer Satisfaction**

- ▶ Treat every customer with respect
- ▶ Respond to every customer immediately
- ▶ End every interaction with a customer by asking “Is there is anything else we can do”?

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**Customer Service**

- ▶ Treat customers so they feel special
- ▶ Make it easy for them to do business with you
- ▶ Support your product/service
  - ▶ Don't let profit get in the way of doing the right thing
- ▶ Understand your customers' needs
- ▶ Offer them a fair deal

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**Customer Service**

- ▶ Exceed their expectations
- ▶ Quality, service, and price matters
- ▶ If something goes wrong, make it right
- ▶ Employee attitude
- ▶ Be truthful

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### Customer Service

- ▶ Customers that get poor service tell others
- ▶ What are you doing to find out what customers think about your service?

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### Debt Free

- ▶ Life is so much better...
  - ▶ Stability
  - ▶ Security
  - ▶ Flexibility



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### Debt Free

- ▶ Younger than 35
  - ▶ Get debt free by the age of 50
- ▶ Older than 35
  - ▶ Get debt free within 15 years

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### Delegating – Tips

- ▶ Match the person to the task
- ▶ Provide training
- ▶ Recognize the learning curve
- ▶ Assign low-risk projects first

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### Delegating – Tips

- ▶ Let them put their own spin on the project
- ▶ Keep close watch on the project
- ▶ Assign priorities and a due date

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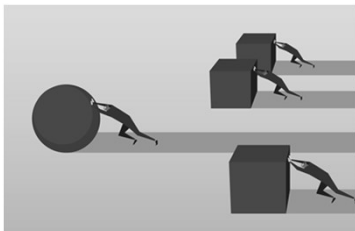
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### Efficiency



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**Efficiency**

- ▶ Focus on ONLY One Thing
- ▶ Have a Plan
- ▶ Immediate Action Saves Time
- ▶ Multitasking is a Problem, not a Solution!
- ▶ Organization is a Must
- ▶ Peter Principle will Hurt your System

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**Immediately Get it Done...**

- ▶ Understand what is the highest priority
  - ▶ Your boss's priority is No. 1
- ▶ Saves time and money
- ▶ Shows that you care, and gives confidence

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**Immediate Actions**

- ▶ If you want to make the most amount of money with the least amount of effort, then never do something later that can be done "immediately"

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