

[BLD] LUMBERTECH

PROFESSIONAL DEVELOPMENT

Powered by BLD CONNECTION



2023-2024

LumberTech provides the knowledge and skills needed by yard personnel, sales staff, estimators, as well as owners, managers and administrative personnel in the retail lumber industry.

"I send my employees to the LumberTech classes to not only improve their knowledge and skills, but to show them that I value them and am willing to invest in their career growth."

- **In-Person Classes**
- **Online Learning**
- **Peer-to-Peer Roundtables**

BLD Connection
(888) 544-6822 | www.BLDConnection.org



In today's ever-changing marketplace, providing team members with professional development and training is critical to long-term success. LumberTech programs offer the vital industry skills that effectively boost your teams' competency and ability to excel. The knowledge gained during these courses, roundtable groups and educational events will ensure your team members, and ultimately your business, has what it takes to be successful!

Share these learning opportunities with your team!

Class Prices - Per Person (3 or more pricing applies to companies sending 3 or more attendees to the same class)

	BLD Member	BLD Member 3 or more	Non-member
Estimating 1-2-3 - Day 1 & 2 or Day 2 & 3 only	\$570	\$540	\$770
All Three days	\$770	\$740	\$970
Blueprint Reading & Material Take-off	\$570	\$540	\$770
Sales Development Workshop	\$570	\$540	\$770
Maximizing Sales Opportunities	\$350	\$320	\$400
Risk Management for LBM Dealers	\$350	\$320	\$400
LBM Inventory Management	\$350	\$320	\$400
Improving Profits	\$350	\$320	\$400
Gross Margin Mastery Series	\$799	NA	\$970
Yard & Delivery Operations Workshop / Yard & Delivery Managers Workshop	\$570	\$540	\$770

Class Registration Fees Include:

Course handouts and lunch are included in your registration fee. Estimating classes also include a set of blueprints, architectural scale and joist/truss layout scale. Attendees are required to bring a calculator and pencils. Hotel accommodations are not included. Information on a discount hotel room block for two and three day classes will be listed on individual class registration forms found on our website.

Please note: Registration fees, class schedule and locations are subject to change. Check the association website for the most up-to-date information.

Class Cancellation Policy:

Substitutions are accepted at any time for individual classes. To receive a full refund, cancellation must be received by the association 14 days prior to the class. Cancellation requests received 13 days or less before the class will be subject to a 50% administration fee. No refunds will be given for no shows.

Questions on a class? Contact the association office at (888) 544-6822 or email connie@www.BLDConnection.org

NEW Programs for 2023-2024

Sales Development Workshop

Instructor: Bryan Rice

Class hours: Day 1, 8am - 5pm | Day 2, 8am - Noon

Designed for contractor and project sales team members, this interactive workshop will provide the fundamental elements all sales personnel should understand in order to be a successful LBM sales professional. From customer service to negotiations, product group analysis, and time management, the lessons learned in this two-day program will put you on the path to building a profitable book of business for you and your company. In addition to skill building, this workshop also offers group discussions where you'll explore today's challenges and learn from your fellow group members.

Topics covered during this program:

1. Customer Relations and Analysis
2. Job Site Visits
3. Negotiations
4. Pricing/Gross Margins
5. Product Group Analysis
6. Professionalism
7. Prospecting/Targeting
8. Returns/AR and Related
9. Time Management
10. Training- Product, Sales, Technology



NEW Roundtables & Peer Learning Groups

Building on the popularity of current association programs and requests from our members, this fall we will kick off a new roundtable program - Pinnacle Leadership Roundtable with Bryan Rice Consulting. This new exclusive series for Owners and Senior Leadership of non-competing building material dealers includes six group meetings on topics that are critical for those looking to take their company to the next level. During each day and one-half session attendees will be exposed to other industry leaders and a top tier industry consultant, providing ideas and strategies to help participants sustain and grow their businesses. The six key subject areas are Operational Excellence, Sales Development/Management, Supply Side/Purchasing, Marketing, ERP/Technology, and Human Resources /Succession Planning.

Along with the new owner roundtable, the association is laying the groundwork for roundtable and peer learning groups for team leaders such as your Yard Foreman, Credit Managers, HR and the re-launch of peer learning & networking groups for the Next Gen Leaders.

Those interested in joining a roundtable/networking group should contact the association office for more information at (888) 544-6822.



Now Available Online

Customer Service training is now available on the Foundation online learning management system. This two-part session will provide the crucial training needed to offer the best service to your customers including tips for talking to customers, top-notch phone skills and how to make a great first impression. The program will also provide techniques to diffuse a negative situation and ways to strengthen your relationships with new and existing customers.

Foundations new online **Forklift Operator Training** is four-module series teaching you about different types of lifts and their operating principles, the operator's responsibilities, including pre-shift inspections as required by OSHA, how to safely operate a forklift, and how to properly handle building materials with a forklift. This course will meet OSHA's requirements for the classroom portion of required training.

Additional details, the latest class schedule, and registration information can be found on the website at www.BLDConnection.org

LumberTech Workshops

Estimating 1-2-3 Class

Instructor: Casey Voorhees
Class hours: 8am - 5pm each day

Choose between day 1 & 2; day 2 & 3 or all three days.

Estimating 1 (day 1) Introduction to Residential Construction and Blueprint Reading

With an emphasis on how products sold every day are used on the job site, participants will become familiar with residential construction processes, industry terminology, interpreting house plans, and using scales.

Topics covered include:

- Product applications from foundation through finish
- Construction definitions and industry terminology
- Lumber grades and span tables
- Building material math – board footage, square footage and applying conversion factors
- Blueprint reading
- Using architectural and layout scales
- Estimating decks and railing

Estimating 2 (day 2) Basic Residential Material Take-Off

This session will lead attendees through the process of completing a material take-off of residential structures. Emphasis is placed on developing a consistent method for measuring and applying formulas to produce an efficient take-off.

Attendees will receive hands-on experience working on an actual set of drawings. Instruction will include various construction methods and estimating formulas while working on a basic home design with a trussed gable roof.

Topics covered include:

- Floor framing
- Wall construction
- Roof systems



****Please Note** – If students are not familiar with interpreting blueprints, using scales and general construction terminology, they must take Estimating 1 - *Introduction to Residential Construction and Blueprint Reading* prior to attending Estimating 2 & 3. Estimating 3 cannot be taken as a stand-alone class.



*"I've been in the industry for four years.
Being able to finally connect all the
moving pieces was everything I needed.
Thank you!"* Matt

Estimating 3 (day 3) Advanced Residential Material Take-Off

The workshop will progress beyond basic house design and focus on some of the more difficult areas of completing framing take-offs.

Topics covered include:

- Insulation & wallboard
- Irregular floor and roof layouts
- Intersecting roof lines with over-framing including valley and jack rafters
- Multi-pitched roofs
- Vaulted walls and ceilings
- Additional time will be included for doors, windows and millwork.

Members are encouraged to sign up for classes early as space is limited.

LumberTech Workshops

Blueprint Reading & Material Take-Off

Instructor: Casey Voorhees

2-days - Class hours: 8am - 5pm each day

This *two-day program* takes attendees through instruction and discussion of residential construction methods, construction math, blueprint reading and a material take-off of a residential home. Emphasis is placed on developing a consistent method for measuring and applying formulas to produce an efficient take-off.

Attendees will learn basic blueprint reading by identifying lines, symbols and details while developing an understanding of elevations, floor plans, framing and sectional views. Students will be introduced to various residential construction methods and estimating formulas while working on a basic single level home with a trussed roof.

Topics covered include:

- Building material math - board footage, square footage and applying conversion factors
- Scale usage
- Blueprint reading
- Material applications
- Floor layout
- Wall framing
- Siding & exterior trim
- Roof systems
- Common, hip, valley & jack rafters

"The example floor plans and photos made it easy to visualize. The program was great. Casey's knowledge was great." Evan



Additional details, the latest class schedule, and registration information can be found on the association website at www.BLDConnection.org

LumberTech Workshops

Gross Margin Mastery Series

Instructor: Ken Wilbanks

Combination of LIVE and recorded online training. Live classes will be: October 10; November 9; December 5

Ken Wilbank's Gross Margin Mastery class will take you on a journey through each of the prime aspects of mastering Gross Margin Management. Organizations that are attentive to the best practices and core principles will be able to take these purposeful actions, apply them to your business practices and see immediate and sustained improvements to sales, gross margin and to the bottom line. Each of the eight elements of focus will be discussed in depth. This course will consist of three LIVE online interactive sessions including an introduction to the program, a mid-journey review with a Q&A session, and final review of all elements with Q&A. Between live sessions, attendees will watch recorded lessons independently.

- Mastery Element 1 – Self-Worth and Salesmanship
- Mastery Element 2 – Potent Sales Management – Pervasive and Relentless
- Mastery Element 3 – Pricing Integrity – Consistency and Stability
- Mastery Element 4 – Product Category Penetration
- Mastery Element 5 – The Special-Order Opportunity
- Mastery Element 6 – Vendor Partnerships and Program Selling
- Mastery Element 7 – Stopping the Leaks! Keys to Minimizing Inventory and Gross Margin Losses
- Mastery Element 8 – The Capacity to Transcend Legacy Habits and Thinking
- Bonus Session – Expanded Special Order Opportunity – Getting Started – Perpetual Margin Management – Defense in Special Order Systems Design

Risk Management for LBM Dealers

Instructor: Emily Overson

1-day - Class hours: 9am - 3:30pm

(Formerly called Loss Prevention)

Risk management is the process of evaluating and implementing procedures to reduce the impact of risks in operating your business. During this program you will learn multiple ways retail businesses experience loss and how you can prevent them. Cyber security, physical security, theft and the fraud triangle are key topics covered. With the proper checks and balances in place to protect your business, you are ensuring you do not suffer losses through intentional or unintentional choices made by your employees, customers or scam artists. Attendees of this program will walk away with a better understanding of challenges facing businesses today and leave with sound strategies that will help put your hard-earned money back on your bottom line.

LBM Inventory Management

Instructor: Emily Overson

1-day - Class hours: 9am - 3:30pm

Proper inventory management is crucial to a successful retail operation. Consistent inventory management techniques help stores satisfy customers' needs, reduce costs and increase profits. But many businesses are using outdated methods to monitor and control their inventory causing them to struggle to keep an accurate inventory count. A strong inventory management system not only protects your investment, it makes your sales, receiving and order fulfillment run more smoothly and minimizes errors. During this program you will learn some of the best practices necessary to develop and maintain an effective inventory management program for your company.

Members are encouraged to sign up for classes early as space is limited.

LumberTech Workshops



Improving Profits

Instructor: Emily Overson

1-day - Class hours: 9am - 4pm

Do you know where your business is headed? Have you defined your vision and how you and your team are going to get there? Devoting time and attention to the details will truly make a difference long term in your organization's success.

During this one-day course we will discuss the tools you can use to move towards your business goals and a healthy bottom line. These tools include:

- Ensuring proper cash flow
- The importance of having and monitoring a budget
- Key steps to inventory management
- Purchasing and Vendors – maximizing your purchase dollars
- Inventory Controls – plug the rat holes
- Keeping Score – business ratios to gauge your health and progress
- Monthly Financial Cycle – the importance of reviewing financial statements on a regular basis

Whether you are new to a management role, or a seasoned veteran, we're confident everyone will walk away with a greater understanding and a fresh desire to tackle the elements which will reap large rewards for your organization.

"Great examples, scenarios and providing good information to either start or build on what you may already have."

Lisa H.

Yard & Delivery Operations

Instructor: Emily Overson

2-days Workshop hours:

Day 1 - 9am - 5pm;

Day 2 - 9am - 3pm



This unique workshop was specifically created to help your yard personnel, managers, and dispatchers understand the need for high operational standards within your company's yard and delivery operations.

During this two-day course, instructor Emily Overson will discuss the essentials of a well-run yard and delivery team. Participants will learn the best practices to ensure this busy hub in their organization runs smoothly and efficiently. Students will be asked to perform a Yard & Delivery Workshop Challenge for their company.

Along with the instruction, attendees find great value in the group discussions and exchange of ideas amongst the attendees.

This program's agenda includes:

- Setting the pace using the Operational Excellence Methodology
- Material handling
- Inventory shrinkage
- Receiving best practices
- Cost of lost/damaged inventory
- Maximizing your customer's experience
- Best practices for high-performance delivery service
- Role-modeling and creating a winning team

The workshop will conclude with a walk-through at a host retail location where key class topics will be reviewed.

Additional details, the latest class schedule, and registration information can be found on the association website at www.BLDConnection.org

LumberTech Workshops

Yard & Delivery Managers Workshop - Newly Enhanced!

Instructor: Ken Wilbanks

2-days - Workshop hours: Day 1 - 9am - 5pm; Day 2 - 9am - 4pm

The tried and true Yard & Delivery Managers Workshop has been enhanced to include more focus on interpersonal skills to improve your potency as a leader. New innovative best practices for effective yard and warehouse layouts, along with a laser focus on how to drop legacy management practices that are harming your ability to recruit, retain and engage top level operations team members have been added to this workshop.

The yard and delivery teams of the independent LBM and home center industry are the very backbone of a dealer's success. The Yard & Delivery Managers Workshop devotes two dynamic days to understanding these essential best practices and providing powerful proven tools to insure stellar performance within each separate yet interrelated area of yard and delivery operations. Topics include:

- 5 management habits that no longer work to engage and retain top level operations talent
- Powerful communication and coaching skills
- Key best practices to transcend ineffective legacy management habits in staffing and supervision
- Potent yard and warehouse layout design principles and practices creating efficiency and effectiveness while minimizing damage
- Stopping the Leaks NOW - Minimizing inventory losses
- The maximum customer experience in the yards and on the job site
- The essentials of high-level delivery execution
- Improving receiving accuracy on stock and special orders
- Creating the best first impression in yards, warehouses, trucks and ourselves
- The war on clutter, waste and poor operational standards
- Safety First - In the yards, warehouses and on the road
- Using the Operational Excellence Worksheet to fast track to top performance



Maximizing Sales Opportunities

Instructor: Lynne Jensen-Nelson

1-day - Class hours: 9am - 4pm

Set yourself apart in a competitive selling environment and maximize opportunities to drive REVENUE and RESULTS! Learn how to apply up-to-the-minute research and industry best practices to create a strategic sales process that delivers solutions to meet the ever-changing needs of your customers (and their customers). This class is great for new sales reps, anyone who wants to give their sales process a refresh, or business leaders looking for new ways to inspire their team.

During this fast-paced one-day class, sales expert, Lynne Jensen-Nelson will discuss the following key topic areas:

Creating effective business relationships

Finding new customers

Existing customer management

Psychology of selling

Enhancing customer experience

Hi Tech & High Touch (Using all the sales tools in your tool box)

This class will immediately provide applicable sales skills and customer management strategies needed to take your business to the next level!

Members are encouraged to sign up for classes early as space is limited.

Online Learning

LUMBERTECH Online

LumberTech Online, powered by Building Supply Channel Inc., provides members with an industry specific learning management system. With over 170 training modules and reference materials, dealers can use a flexible monthly subscription to provide employees easy access to industry training. Managers are able to evaluate skills, track training progress, and view test scores!

Training topics include:

- Building Materials
- Business Administration
- Computer Skills
- Customer Service
- Doors
- Estimating
- Exterior Finish
- Framing
- Hardware & Fasteners
- Insulation
- Interior Finish
- Math
- Millwork
- Moisture Control
- Outdoor Construction
- Purchasing
- Selling Skills
- Structure & Design
- Supervisory Skills
- Windows
- Yard & Warehouse

Get started today! www.lumbertechonline.com



LBM Product Knowledge Center

Making sure your sales team understands product features, benefits, and the proper application is key to selling and making sure your customer is buying the best product for the job.



To help provide quick and easy access to product training on a variety of products, BLD Connection is working with LBM supplier vendors to build an online training video and training material library.

Give your team the confidence they need to recommend the best products for the job. Offer product training using the FREE online training available on the Product Knowledge Center page on BLD's website. Visit: www.blconnection.org/professional-development/online-training/

Suppliers: To learn how you can link your training to BLD's website, contact Connie Johnson at connie@BLDConnection.org or call (763) 595-4054.



Additional online learning opportunities are available to members through Foundation – the latest online learning platform for the building materials industry!

Foundation LMS is an evolving platform and will feature the resources needed for your team to expand their knowledge and skills, allowing them to do their job more effectively. Currently the catalog consists of Casey Voorhees basic estimating, building material sales/product knowledge, customer service, forklift training and HR/workforce development.

Since the association is an affiliate partner on Foundation LMS, BLD member companies receive discounted rates on training designed especially for our industry.

Get started today at www.foundationlms.org/blld

Online Learning



The associations Market Watch webinars are designed to answer some of the burning questions building product dealers have about market activities and supply outlook for lumber and building materials.

During these quarterly on-line conversations, moderator and Building the Future Podcaster, Brett Thorne, will pose questions to material manufacturers and suppliers, related industry representatives, and economists. Panelists will not only be asked about market trends, they will also be asked to provide some strategic thoughts and ideas to help retail dealers and their customers better prepare for upcoming projects and take advantage of opportunities in the market. Attendees will be able to ask panelists questions using the Q&A feature on the platform.



The Tech Talks webinar series features conversations and demonstrations from the lumber & building material industry's technology companies.

Technology is a big investment and understanding the options and features is vitally important, which is why the association started a new webinar series featuring our associate member companies who provide technology products and services. These webinars will offer a high-level overview of the software products being used by today's top retail lumber dealers. The series will go beyond ERP / POS systems, to include other technology options being utilized to make operations more efficient and save members time and money.

Recorded copies of past webinars are available on the BLD website.

Education Opportunities at BizCons and Conferences

In addition to a trade show floor full of exhibits that feature the latest building products, BizCon North and South provide expert-led educational seminars covering sales and operations topics.

The Connection Conferences are concentrated one-day events with targeted education, engaging networking events, and a fun activity to wrap up the day.

Watch our website for details and registration.



February 6-7, 2024 (Tuesday/Wednesday)
DoubleTree Hotel by Hilton
Bloomington, Minnesota



November 8, 2023 (Wednesday)
Regency Marriott
Omaha, NE



February 21-22, 2024 (Wednesday/Thursday)
Prairie Meadows Hotel & Casino
Altoona, Iowa



March 21, 2024 (Thursday)
Ho Chunk Casino
Baraboo, WI

Peer to Peer Roundtables Groups



Join an association professional peer group and discover impactful ideas to improve your business. These professionally facilitated groups provide a unique opportunity to share ideas with your peers and gather different perspectives to help create a strategic vision for your organization.

"The roundtable has been a great company decision not only to help improve our company through stats, data and information but also is a great way to know other building material leaders. The leaders I have met through the roundtable have had a huge influence on how we do business now. I was skeptical the first roundtable I attended but was blown away with all the information I was given to help improve our company. The roundtable has now become a yearly spot check and improvement to better our company and our customers."

Nick Balduzzi

Owner/Manager Roundtable Groups

These groups set aside two to three days each year to meet for in-depth conversations and strategizing on business operations, challenges, and growth opportunities. The collective knowledge of the group and the guidance of the facilitator reveals unique ideas, and the networking time allows for relationship building with colleagues who can offer support throughout the year.

Virtual Roundtable Learning Series

Discover the benefits roundtables bring to your business without having to leave your office. Our online roundtable learning series consists of six online meetings with professional facilitators and a select group of non-competing colleagues discussing today's best practices.

Roundtable Groups for Key Team Leaders

Peer-to-Peer learning is valuable for other key team members within your organization too! New roundtable groups are forming for team members including Yard Foreman, HR and Sales. These groups will allow these crucial leaders within your organization the opportunity to learn and grow professionally.

Women in the Industry Network

This group offers a supportive place for women to learn from and encourage other women working at all levels of the LBM industry. These interactive learning events provide an opportunity to connect with other women from both the retail and supply side of the industry.

Next Gen Network

Designed for new and emerging leaders, this forum offers group discussions with your peers, learning opportunities from guest speakers addressing leadership topics, and industry tours. Attendees build a network of colleagues to help each other grow and prosper as successful business leaders.

Build relationships and gain valuable contacts within the industry through group discussions, social events and industry tours.

2023-2024 Professional Development Schedule

Dates & locations are subject to change. The latest information can be found at association website.

Date	Program	Location
Starting Oct. 10	Gross Margin Mastery Series Kick-off	Online
November 8	Nebraska Connection Conference	Omaha, NE
November 14	Women in the Industry Lunch & Learn	Online
November 27-29	NEW! Pinnacle Roundtable	Bloomington, MN
December 5-6	NEW! Sales Development Workshop	Kansas City, KS
December 11-12	Blueprint Reading & Material Take-Off	Coralville, IA
December 13-14	Next Gen Networking Group	Milwaukee, WI
December 13-14	NEW! Sales Development Workshop	Brooklyn Park, MN
December 14-15	Blueprint Reading & Material Take-Off	Omaha, NE
December 19	Market Watch Webinar	Online
January 9-11	Estimating 1-2-3	Madison, WI
January 17-18	Yard & Delivery Managers Workshop	Jefferson City, MO
January 23-25	Classic Roundtable	Owatonna, MN
January 23-25	Estimating 1-2-3	Inver Grove Heights, MN
February 6-7	BizCon North	Bloomington, MN
February 12-13	Blueprint Reading & Material Take-Off	Fayetteville, AR
February 15-16	Blueprint Reading & Material Take-Off	Kansas City, MO
February 21-22	BizCon South	Altoona, IA
March 5-6	Yard & Delivery Operations Workshop	Tomah, WI
March 7-8	Yard & Delivery Operations Workshop	Eden Prairie, MN
March 18-19	Blueprint Reading & Material Take-Off	Sioux Falls, SD
March 21	Wisconsin Connection Conference	Baraboo, WI
March 21-22	Blueprint Reading & Material Take-Off	Fargo, ND
March 26	LBM Inventory Management	Kansas City, KS
March 26-28	Estimating 1-2-3	Inver Grove Heights, MN
March 27	Improving Profits	Kansas City, KS
April 9	Webinar: The #1 Thing You Can Do To Get More Qualified Job Applicants	Online
April 15-17	Pinnacle Roundtable	Bloomington, MN
April 16	LBM Inventory Management	Brooklyn Park, MN
April 17	Risk Management for LBM Dealers	Brooklyn Park, MN
April 21-23	MLA Roundtable	Branson, MO
April 23-25	Estimating 1-2-3	Inver Grove Heights, MN



Inventory Management
 “An in depth review of best practices & seeing the areas that we are not are doing well & how to address them”

Unknown

Estimating 1-2-3
 “Casey delivered a great class. Broke down very complex information that could be very overwhelming and made it easy and clear to understand.”

Scott

Risk Management
 “I’m new to the manager position [so this was] very helpful to understand why things are done the way they are and will help greatly in dealing with my co-workers.”

Cody

Yard & Delivery Workshop
 “I learned a lot of info to bring back to the yard to make stuff more efficient.”

Curt