



BSCiLMS.com

Educational resources for building supply professionals

Your LMS. Our Expertise. SCORM-Compliant Training.

In the fast-paced world of building supply, knowledge gaps cost time, money, and opportunity. BSCi LMS helps your team hit the ground running—with proven training that builds confidence and skills from day one.

Give your team the flexibility to learn anywhere with our growing collection of SCORM 1.2-compliant training courses, built specifically for the lumber and building materials (LBM) industry. Whether you manage your own LMS or work with a third-party provider, our SCORM courses plug seamlessly into your existing system—no annual subscription or seat license required. Each course includes rich visuals, field-tested knowledge, and built-in assessments to support real-world application and retention.

Our SCORM library covers a wide range of essential topics, from inside and outside sales to yard and warehouse operations, as well as customer service, inventory control, and supervisory skills. You choose the courses that match your company's needs, and purchase only the number of enrollments you require. With options starting at just 50 enrollments and volume discounts available, it's a scalable, cost-effective way to bring quality training to your entire team.

Whether you're onboarding new hires or upskilling experienced staff, our SCORM courses help reduce training time, improve consistency, and keep your workforce aligned with industry best practices—all without disrupting your existing workflow.

SCORM Courses for Your LMS

If you already have your own LMS, you can access BSCi courses through your platform. Our core skills courses are compatible with SCORM-conformant LMS platforms. We offer over 23 hours of in-depth content specifically for building supply professionals, across key areas like estimating, sales, supervisory skills, inventory control, and yard operations.

CONSTRUCTION & ESTIMATING

Blueprint Takeoff Tips. Understanding the challenges and pitfalls of proper estimating technique will help you create better estimates. Here are a few tips to make your estimates even better. When a takeoff is inaccurate, someone's going to lose money. Here are five common mistakes you should avoid like the plague.
Bill Owens, Owens Construction, (12 min)

Decks 1: Material Types, Features, and Uses. Learn the essential differences between deck material options and how to match products to customer needs. This course introduces pressure-treated lumber, thermally modified woods, hardwoods, composites, and PVC decking systems, explaining the benefits, drawbacks, and fastener requirements of each. Perfect for new sales reps or anyone looking to improve their deck material knowledge.
Greg Brooks, BSCi, (28 min)

Decks 2: Estimating. Master the fundamentals of deck estimating with this practical guide. You'll learn how to read plans, calculate loads, use span tables, size framing components, and estimate material quantities for decking, railing, stairs, and fasteners. This course helps you design cost-effective decks that meet structural and building code requirements—essential knowledge for quoting projects accurately.
Greg Brooks, BSCi, (36 min)

Decks 3: Construction. Build a deck the right way, from the ground up. This course covers site prep, framing layouts, setting footings and posts, constructing girders and joists, laying decking boards, and installing railings and stairs. You'll also learn key code compliance considerations and techniques for framing complex features like multi-level decks and obstacle openings.
Greg Brooks, BSCi, (42 min)

Entry Doors: Components & Materials. How wood, steel, fiberglass, and wood composite doors are made; relative features, functions, and benefits of different types of entry doors.
Greg Brooks, BSCi, (23 min)

Estimating Math Essentials. Dimensions; measurements & conversions; tallies & calculation order; fractions; decimal feet & inches; percentages; calculating length, surface area, volume, and board feet; pricing per thousand; gross margin & markup; front-end calculations.
Greg Brooks, BSCi, (56 min)

Framing 1: Foundations & Floors. Learn how building loads transfer to the ground and how to recognize the critical components of foundations and floor framing. This course covers foundation types, key components like footings and slabs, moisture control methods, reinforcing techniques, and subfloor framing. You'll also learn how to size floor joists using span tables and how to frame special floor features like openings, cantilevers, and bearing walls.
Greg Brooks, BSCi, (29 min)

Framing 2: Walls. Master the essentials of wood frame wall construction. This course explains platform and balloon framing, load-bearing and partition walls, stud spacing, wall components, thermal bridging, corner assemblies, partition channels, rough openings, wall bracing, and exterior sheathing. Learn how to estimate wall materials and ensure strength, energy efficiency, and proper code compliance.
Greg Brooks, BSCi, (24 min)

Framing 3: Roofs. Gain a practical understanding of both trussed and stick-framed roofs. This course walks you through roof shapes, components, slope and pitch calculations, rafter types, ridge beam sizing, hip and valley framing, and complex roof layouts. You'll learn how to estimate rafters, sheathing, and connectors, and tackle framing intersections, exposed eaves, and structural blocking.
Greg Brooks, BSCi, (37 min)

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Framing 4: Takeoff Tips & Formulas. Sharpen your estimating skills with proven tips, formulas, and real-world techniques. This course covers essential takeoff rules, material estimating formulas for floors, walls, roofs, stairs, and sheathing, plus how to account for fasteners and accessories. Learn how to improve accuracy, avoid common mistakes, and customize takeoffs based on your customer's building style.

Greg Brooks, BSCi, (25 min)

Gross Margin & Markup. This course demystifies one of the most critical concepts in LBM profitability—how to correctly calculate and compare gross margin vs. markup. You'll learn how to convert between percentages and decimals, determine selling prices from cost, and identify where miscalculations can erode profit. Real-world examples walk you through both methods and help you avoid common pricing mistakes.

Greg Brooks, BSCi, (18 min)

How a House Works: Exterior Shell. Understand how loads, structural systems, and moisture protection all work together in residential construction. This course covers foundations, walls, floor and roof assemblies, framing techniques, water-resistive barriers, and key flashing details. It's designed to help sales and support staff speak confidently with pros about how the building envelope performs—and why correct product application matters.

Greg Brooks, BSCi, (24 min)

Insulation 1: Principles & Materials. Discover how heat moves, how insulation works, and where each product type is best used. This course introduces core principles like R-value and U-factor, moisture control, vapor retarders, and insulation materials ranging from fiberglass to rigid foam, spray foam, and mineral wool. You'll walk away with a solid understanding of how to make informed recommendations.

Greg Brooks, BSCi, (34 min)

Insulation 2: Estimating & Installation. Learn to estimate and install insulation across walls, attics, floors, basements, and sloped ceilings. This course includes strategies for blown-in, batt, spray foam, and rigid foam applications, plus best practices for dealing with obstructions, calculating coverage, and improving energy performance. It also includes safety and handling tips to ensure compliance and comfort on the job.

Greg Brooks, BSCi, (26 min)

Interior Trim Walkthrough. Learn how to conduct a thorough interior door and trim walkthrough to verify specifications, organize millwork takeoffs, and uncover upgrade opportunities. This course teaches you how to use proven worksheets to streamline estimates, mark rough openings for installers, reduce costly mistakes, and upsell millwork options that make homes more marketable. Ideal for outside sales reps, estimators, and anyone supporting the millwork phase of construction projects.

Greg Brooks, BSCi, (14 min)

Lumber 101. A must-have foundation course for LBM professionals. You'll learn how trees become lumber, what separates softwoods from hardwoods, how lumber is graded and treated, and what causes defects like warping, checks, and knots. The course also covers species identification, nominal vs. actual sizes, and how preservatives affect fastener selection and field performance.

Greg Brooks, BSCi, (27 min)

Moisture Control Fundamentals. Understand why moisture issues occur and how to prevent them. This course covers core building science principles like counterflashing, vapor diffusion, drainage planes, rain screen systems, weather-resistive barriers, and vented roof assemblies. Learn practical techniques to reduce water intrusion, minimize mold risks, and help structures last longer. Ideal for salespeople, estimators, and managers who want to recommend the right products and recognize critical installation details on the jobsite.

Greg Brooks, BSCi, (40 min)

Prehung Doors: Estimating & Installation. Components of a prehung door; sizing rough openings; framed vs. masonry openings; weatherstripping, trim, and hardware; installation procedures.

Greg Brooks, BSCi, (18 min)

Structural Design Principles. What are design loads? How do loads flow through a structure? Where do span tables come from? You can memorize a thousand rules -- or learn the logic behind those rules, then apply them to the situations you deal with every day.

Greg Brooks, BSCi, (33 min)

Vinyl Siding Systems. Gain a systems-level view of vinyl siding, from how it's made to how it performs. This course covers the properties of PVC, panel profiles, product grades, installation tolerances, and rainscreen cladding principles. Learn how to explain product differences to customers and how system components (like J-channel and starter strips) come together to protect the structure and maintain curb appeal.

Greg Brooks, BSCi, (14 min)

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Vinyl Siding: Estimating & Installation. This course walks you through every step of a vinyl siding project—how to calculate coverage, select the right trim pieces, and estimate nails and accessories. You'll learn the installation sequence, cutting and fastening tips, soffit detail options, and field-tested best practices for expansion gaps and visual consistency.
Greg Brooks, BSCi, (22 min)

Windows 1: Components and Frame Materials. Windows are one of the most complex products you sell, and also one of the most important. This course is the first in a three-part series. It covers types of windows, the components of a window, sizing conventions, and frame materials: how they're designed and manufactured, and the characteristics of each one.
Greg Brooks, BSCi, (31 min)

Windows 2: Glazing and Energy Efficiency. This is the second course in a three-part series. It covers how insulated glazing panels are designed and manufactured, how low-E coatings and gas fills work, and how energy efficiency in a window is measured. It includes how to read an NFRC label and how windows qualify for the Energy Star program.
Greg Brooks, BSCi, (32 min)

Windows 3: Estimating and Installation. This course is the third in a three-part series. It covers how to choose the right type of window, code requirements for egress and safety glazing, how to spec rough opening sizes, how to install a window, and how to apply flashing around a window, plus tips and tricks when you're doing a window takeoff.
Greg Brooks, BSCi, (28 min)

Wood & Fiber Cement Siding 1: Materials. Types and sizes of wood, engineered wood (hardboard, OSB, LVL, end- and edge-glued), and fiber cement sidings; comparative performance issues.
Greg Brooks, BSCi, (18 min)

Wood & Fiber Cement Siding 2: Estimating & Installation. Installation specs and estimating procedures for wood, engineered wood, and fiber cement lap sidings; links to installation instructions from associations and manufacturers.
Greg Brooks, BSCi, (23 min)

Working With Board Footage. Converting linear feet to board feet and vice versa, creating and using conversion factors, working with tallies and non-standard lumber sizes.
Greg Brooks, BSCi, (21 min)

PURCHASING & INVENTORY MANAGEMENT

Action Plan for Higher Gross Margins. Learn how to optimize your company's profitability by mastering gross margin control. This course shares proven best practices used by top-performing supply companies, including managing special orders, minimizing shrinkage, negotiating with vendors, pricing for profitability, and training employees to think in gross margin terms. Ideal for anyone responsible for sales, purchasing, or operational profitability.
Bill Lee, Lee Resources, Inc., (10 min)

How Turns Can Undermine Inventory Control. Inventory turns alone are only half the equation in sound inventory management. The best strategy balances turns against the need to prevent out-of-stocks. How Turns Can Undermine Inventory Control challenges the conventional reliance on inventory turns as the sole metric for inventory performance. This course exposes the risks of overemphasizing turns—such as stock-outs of high-demand items and excess inventory of slow movers—and presents practical strategies for improving inventory control. Participants will learn to involve the whole team, apply balanced metrics, and avoid decisions that compromise customer satisfaction or tie up working capital.
Jim Enter, American Association of Roundtables, (10 min)

The Cost of Dead Inventory. Holding onto obsolete inventory is costing your business far more than you think. This course breaks down the true financial impact of damaged and obsolete goods (DOGs) and offers a practical plan for converting dead stock into cash. Learn how to calculate the hidden costs, run a DOG sale, and reinvest in inventory that drives revenue instead of draining it.
Bill Lee, Lee Resources, Inc., (10 min)

Tips for Better Inventory Control. Effective inventory control takes both discipline and accountability. Tips for Better Inventory Control equips inventory managers and operations personnel with best practices for minimizing shrinkage and maintaining accurate stock levels. From daily cycle counting to proper documentation of manufacturing pulls and substitutions, this course teaches actionable techniques to improve inventory visibility and accountability across the supply chain. Learn how system integrity and team discipline can dramatically reduce financial leakage and increase operational efficiency.
Bill Lee, Lee Resources, Inc., (10 min)

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SCORM Courses for Your LMS

SALES & CUSTOMER SERVICE

10 Ways to Earn Customer Loyalty. Loyal customers don't happen by accident—they're earned through consistent, thoughtful service. In this course, industry sales trainer Bill Lee shares ten practical, proven strategies to build lasting customer relationships. From proactive communication and personalized service to educational outreach and sincere follow-through, you'll learn how to become the kind of salesperson clients want to stick with for the long haul. Bill Lee, Lee Resources, Inc., (10 min)

7 Ways to Close Sales. Sometimes you have to sweeten the pot a little bit to make things happen, but that doesn't mean you need to give away the farm. Here are seven field-tested alternatives from a seasoned industry veteran. Reed Kneale, O.C. Cluss Lumber, (10 min)

Analyzing Builders' Needs Before Quoting. Strong relationships are essential—but not enough to win the bid. This course teaches sales reps how to dig deeper before quoting, using needs analysis and field research to uncover problems their competitors missed. Learn how to evaluate builder preferences, investigate job sites, engage subcontractors, and craft solutions that go beyond price. Mastering this process will help you quote with confidence—and win more accounts. Frank Chambers & Ken Kuehn, (10 min)

Be Stingy With Discounts. Handing out too many discounts to your customers can mean the difference between working hard for profit and just working hard. Here are some strategies to keep your bottom line above rock-bottom. Bill Lee, Lee Resources, Inc., (12 min)

Becoming a Primary Supplier. One of the most delicate dances in sales is convincing a customer who uses you only for fill-ins to make you his or her primary supplier. Here's a first-hand account. Jim Miller & Greg Brooks, (12 min)

Common Sense Customer Service Techniques. There are a zillion customer service training programs out there and they all say good service is an attitude. That's true, but in construction supply, there's a lot of technique involved, too. This course is for inside salespeople, yard workers, and non-sales employees. Greg Brooks, BSCi, (25 min)

Common Sense Selling 1: Introduction. Everyone's been there: You save your builder thousands of dollars on the last project, then lose the next one over a measly \$350. The reality is that you can prove the value of your service in hard dollars and cents, and that's the ammo you need to defend your pricing. Greg Brooks, BSCi, (19 min)

Common Sense Selling 2: Researching Prospects. By a margin of three to one, top-performing salespeople say the one thing that differentiates them from peddlers is the research they do before they make first contact with a prospect. That's why everyone thinks they're so confident and comfortable with prospects: They've got facts to back them up. Greg Brooks, BSCi, (24 min)

Common Sense Selling 3: How Builders Make Money. You already know top-notch service saves money for your builders. Here's how to figure out how much money you put on their bottom line. Greg Brooks, BSCi, (28 min)

Common Sense Selling 4: Prospecting 1. In part one of this two-part series, Mike McDole discusses strategies and principles for salespeople to improve their performance and grow their business. He highlights the necessity of proactive prospecting despite its challenges, including leveraging existing relationships for referrals, engaging with subcontractors, and participating in local associations. Mike McDole, Firing-Line LBM Advisors, (24 min)

Common Sense Selling 5: Prospecting 2. In part two of this two-part series, Mike McDole continues outlining the three-pronged approach to improving sales and customer acquisition, emphasizing proactive engagement, relationship building, and strategic prospecting. Delving into cold calling and the significance of preparation, persistence, and adaptability. Including the challenges and rejection inherent in cold calling. Mike McDole, Firing-Line LBM Advisors, (23 min)

Conquering Cold Calls. Cold calls are the toughest part of the job for most salespeople. Here's how one top-producing outside sales rep cracked the market in a new and unfamiliar territory. Jim Miller & Greg Brooks, BSCi, (15 min)

Construction Management for LBM Salespeople. The only lasting value proposition is the ability to put money on a builder's bottom line. To do that, you have to understand how builders make money: cycle time, schedules, how changes affect the budget, how to minimize returns, and how quality and safety affect profits. Greg Brooks, BSCi, (23 min)

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Negotiating Skills and Gross Margins. Sales skills determine whether you close the sale. Negotiating skills determine what gross margins you earn. Negotiating Skills and Gross Margins is a results-driven course designed to equip sales professionals with the tools to protect profitability during the sales process. Participants will learn how negotiation directly impacts gross margins, how to confidently defend pricing, and how to counter pressure from assertive buyers. Through role-play scenarios and strategic questioning techniques, salespeople will develop the confidence and language needed to maintain value, avoid unnecessary concessions, and negotiate from a position of strength.

Greg Brooks, BSCi, (22 min)

Pricing Special Orders. Selling special orders is about more than just markup—it's about knowing your true cost. This course teaches you how to calculate all hidden costs tied to special orders, including time, delivery, processing, and follow-up. You'll learn the difference between markup and margin and how to price for profit using the downloadable Special Order Profit Calculator.

Greg Brooks, BSCi, (15 min)

Prospecting vs. Growing Your Customer's Business. Everyone knows it's easier to sell to your existing clients than to find new ones. That doesn't just mean selling more—it means helping them grow their business. Here are six tactics from a top-performing outside salesman.

Jim Miller & Greg Brooks, (15 min)

Selling Special Orders. Winning a special order bid isn't about being the cheapest—it's about showing value. This course explores how to position yourself as a trusted expert, justify your pricing, and manage risk. Learn to build confidence with contractors, minimize returns, set proper expectations, and use premiums strategically to maintain profitability on high-effort orders.

Greg Brooks, BSCi, (15 min)

Take Charge on the Sales Counter. This course empowers inside sales professionals in the building supply industry to take control of their sales performance and commission potential. Drawing from real-world experience, it presents five practical and proven strategies for growing sales from the sales counter. Learners will discover how to identify profitable product niches, proactively seek out new prospects, build and maintain a valuable customer email list, communicate regularly with their audience, and promote their customers to build loyalty and referrals. Through these methods, participants will learn to think like business owners and create lasting customer relationships that fuel long-term success. Whether you're new to inside sales or looking to elevate your results, this course will help you stop waiting for business to walk through the door—and start bringing it in yourself.

Rick Wedding, (15 min)

Time Management For Outside Salespeople. Feeling buried by your to-do list? This course offers real-world strategies to help outside sales reps take back control of their time. Learn to balance tasks, prioritize high-value clients, reduce time-wasters, and build a weekly schedule that actually works. Whether you're left-brained or right-brained, you'll discover tools to boost productivity and reduce stress on the job.

Greg Brooks, BSCi, (22 min)

SUPERVISORY SKILLS

12 Ways to Make Sales Meetings More Effective. Sales meetings shouldn't just be routine reviews of past performance—they should be energizing, educational, and results-driven. This course presents twelve practical strategies to help sales leaders and managers transform their sales meetings into high-impact sessions that engage, motivate, and sharpen the skills of their teams. Participants will explore techniques for handling pricing objections, prospecting effectively, analyzing competitors, managing time, improving customer care, and enhancing communication through better listening and questioning. The course also covers tactical topics such as presenting new products, upgrading sales, optimizing special order pricing, and using assigned reading to drive professional growth. Designed specifically for the building supply industry, this course offers actionable insights to get more value out of every sales meeting.

Bill Lee, Lee Resources, Inc., (15 min)

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Attendance Deficit Disorder. Chronic tardiness and absenteeism can undermine team morale and disrupt daily operations—but these issues are preventable with clear expectations and consistent enforcement. This course helps supervisors and managers in the building supply industry understand how to develop, communicate, and uphold an effective attendance policy. Participants will learn the importance of setting one standard for all employees, documenting violations thoroughly, and equipping leaders with the skills and authority to follow through. With practical steps and real-world insights, the course empowers frontline leaders to counsel offenders, protect the company legally, and keep their teams running smoothly. A well-enforced attendance policy not only supports company performance—it reinforces fairness and accountability throughout the workforce.

Tom Fife, (10 min)

Cash Flow Analysis Made Simple. Profitability is important, but it's equally important to make sure you're generating the cash flow you need to fund inventory, A/R, and capital spending increases. Cash Flow Analysis Made Simple equips business leaders with practical tools to evaluate and manage cash flow in growing companies. Participants will learn how to calculate the cash needed to support increased inventory, receivables, and capital expenditures tied to projected growth. The course explores how operational metrics like inventory turnover and collection periods influence cash demands, and provides strategies for profit planning and balance sheet optimization to ensure financial sustainability.

Bill Lee, Lee Resources, Inc., (10 min)

Communicating Effectively. Clear communication is essential in any fast-paced work environment, and this course helps managers and team members refine how they deliver and receive information. Using real-world examples, participants will explore the risks of assumptions, the cost of unclear messaging, and how to avoid common pitfalls. Techniques such as paraphrasing, asking clarifying questions, and avoiding jargon are emphasized as practical tools for improving day-to-day communication with coworkers, customers, and subordinates.

Bill Lee, Lee Resources, Inc., (10 min)

Cross-Training in the Yard. Slow seasons are an ideal time to strengthen your workforce. This course promotes the value of cross-training yard, shop, and support staff to create flexibility, improve coverage, and prepare for future growth. Participants will learn how to identify good cross-training candidates, develop a skill-building plan, and reduce reliance on single-task employees. The result is a more resilient team that can adapt quickly when operations get busy.

Tom Fife, (15 min)

Designing Incentive Compensation. When it comes to incentive compensation, your plan not only has to be objective and unbiased, it also has to be perceived that way. Designing Incentive Compensation provides leaders with actionable strategies to build fair, transparent, and performance-driven compensation systems. The course highlights the risks of discretionary bonus models, introduces the Double-Up/Double-Down Incentive Plan, and guides the transition to structured, goal-based incentives. Participants will learn how to align compensation with measurable performance outcomes across roles, creating systems that foster motivation and equity.

Bill Lee, Lee Resources, Inc., (18 min)

Developing Salespeople From Within the Company. Some managers look outside when they need salespeople, but there are multiple benefits to promoting from within, too. Developing Salespeople From Within the Company makes the case for promoting internal talent over hiring external sales reps. This course explores the cultural, performance, and loyalty advantages of “growing your own” sales team. Participants will learn how to identify internal candidates with sales potential, build a structured development pipeline, and reduce turnover by investing in existing employees. Emphasis is placed on long-term planning, mentorship, and aligning employee development with company values.

Frank Chambers and Ken Kuehn, (11 min)

Hire People Who Are Better Than You. Successful companies thrive when leaders are confident enough to surround themselves with top talent. This course challenges hiring managers to prioritize skill, attitude, and potential over personal ego. Participants will learn why hiring “up” in both sales and management roles drives profitability, improves team performance, and positions businesses to stay competitive. With a focus on the building supply industry, the course provides guidance on identifying high performers, valuing adaptability over industry experience, and cultivating a leadership mindset that embraces innovation over comfort.

Bill Lee, Lee Resources, Inc., (10 min)

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Incentives and Productivity. It's a great idea to give employees incentives to go for the pot of gold at the end of the rainbow. But if you do it's equally important to give them a road map to show them how to get there. *Incentives and Productivity* explores how well-designed incentive programs, when paired with strong management practices, can drive meaningful gains in employee performance. This course emphasizes the importance of defining measurable job expectations, coaching employees, and maintaining management involvement throughout the incentive process. Participants will learn how to create position specifications, avoid common pitfalls, and foster a culture of continuous improvement through feedback and collaborative problem-solving.

Bill Lee, Lee Resources, Inc., (10 min)

Managing Outside Salespeople. For better or worse, there are no shortcuts, say two 40-year industry veterans. Discipline is the key. *Managing Outside Salespeople* is a practical training program designed for sales leaders seeking to align their sales force with strategic business objectives. This course emphasizes disciplined sales management practices, helping participants critically assess sales performance, enhance rep productivity, and implement flexible, results-driven sales systems. Through strategic planning, daily goal tracking, and proactive team development, sales managers will learn how to optimize their team's output and ensure long-term growth in competitive markets.

Frank Chambers and Ken Kuehn, (14 min)

Managing the Sales-Credit Partnership. This course explores the often-strained relationship between credit managers and salespeople, offering a collaborative model for improving teamwork between these two critical roles. By focusing on communication, shared goals, and mutual understanding, participants will learn how to build a credit policy that supports both cash flow and customer service. Strategies include proactive customer outreach, expectation setting, and maintaining rapport even when payment issues arise.

Tom Fife, (10 min)

Prevent Theft: Secure Your Keys. In the lumber and building material industry, vehicle and equipment theft can lead to costly disruptions and safety hazards. This course, *Prevent Theft: Secure Your Keys*, empowers employees at all levels to recognize the importance of key security and the role it plays in preventing theft and unauthorized use of company assets. Through real-world scenarios and best practices, participants will learn how to implement effective key control measures, respond to potential security breaches, and foster a culture of accountability. By the end of this course, employees will understand how safeguarding keys directly protects company property, reduces liability, and maintains operational integrity.

Tom Fife, (12 min)

Reducing Friction Between Sales and Operations. Too often in the heat of battle, no good deed goes unpunished. *Reducing Friction Between Sales and Operations* provides practical strategies to minimize internal conflict and miscommunication between these two essential departments. Through real-world scenarios and structured analysis, this course helps participants understand the root causes of friction, evaluate the effects of repeated special requests, and implement systems that build mutual understanding, loyalty, and consistency in procedures.

Tom Fife, (11 min)

Teaching Your Yard Crew About Profit. Frontline employees in the yard have a major impact on profitability—but many don't realize it. This course teaches managers how to educate yard staff about true costs, waste, and the financial realities of the business. Through relatable examples and interactive methods, participants learn how to engage their teams in discussions about margins, material handling, and damage prevention, fostering a culture of accountability and ownership.

Tom Fife, (10 min)

YARD & WAREHOUSE

Bad Weather Ideas for the Yard. Weather delays don't have to mean wasted time. This course shows yard managers and operations staff how to turn foul weather into productive planning and preparation. From early deliveries to preventive maintenance, communication strategies, and project lists, participants will learn to use downtime to gain a competitive edge. The goal is to emerge from the next weather delay more prepared—not more behind.

Tom Fife, (12 min)

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Delivery Driver Responsibilities. Delivery drivers are the frontline representatives of your company, and their professionalism has a lasting impact on customer satisfaction. This course outlines the essential responsibilities of delivery drivers, including pre-trip inspections, proper loading, on-site safety, customer communication, handling returns, and post-accident protocols. Drivers will gain the skills and awareness to uphold safety, efficiency, and professionalism on every route.

Greg Brooks, BSCi, (28 min)

Improving Delivery Driver Turnaround Time. Reducing delivery turnaround time is one of the most effective ways to boost efficiency and profitability in yard operations. This course uses the metaphor of a racing pit stop to teach load builders, drivers, and dispatchers how to plan and execute fast, accurate turnarounds. From pre-call procedures to staging loads and tracking performance, participants will learn practical methods to minimize downtime and maximize daily deliveries.

Tom Fife, (15 min)

Load-Building: Deck Packages. This course teaches yard and warehouse staff how to properly build and organize deck packages for delivery. Topics include selecting and handling pressure-treated lumber, redwood, cedar, composite, and polymer decking, as well as storing finish materials and planning load sequences based on construction order. The result is a better-protected, jobsite-ready package that saves time and reduces waste.

Greg Brooks, BSCi, (19 min)

Load-Building: Framing Packages. Building framing packages requires precision, planning, and a strong understanding of material behavior and jobsite needs. This course covers best practices for assembling safe, square, and job-ready packages that won't scatter during delivery. Participants will explore the logic behind load stability, material order, lumber grades, and techniques for packaging multiple sizes and lengths.

Greg Brooks, BSCi, (21 min)

Load-Building: Organizing Framing Packages. Going beyond physical load-building, this course teaches how to organize framing packages based on the sequence of construction. Participants will learn how foundation type, framing method, and jobsite conditions influence how materials are grouped and delivered. Ideal for advanced load builders, this course bridges technical knowledge and real-world logistics to improve framing crew efficiency.

Greg Brooks, BSCi, (23 min)

Reducing Backorders. Pulling the plug on backorders requires an orchestrated approach. Reducing Backorders is a practical course designed to help operations, purchasing, and sales professionals eliminate the costly and frustrating cycle of backorders. Through this training, learners will understand the operational and financial impact of backorders, develop coordinated prevention strategies, and implement tracking systems to identify root causes. Participants will leave equipped with the communication tools, inventory practices, and team-based solutions necessary to improve fill rates, customer satisfaction, and internal efficiency.

Tom Fife, (15 min)

Staging Carts and Warehouse Efficiency. Carts are one of the most underrated tools in warehouse operations. This course highlights how effective cart use can reduce product handling, lower injury rates, and speed up order fulfillment. With examples from door shops, trim packages, and staging processes, participants will learn how to maximize both space and labor efficiency using this simple piece of equipment.

Tom Fife, (12 min)

Working Safely in Hot Weather. Hot weather poses serious health risks for yard and delivery staff. This course explains the signs, symptoms, and prevention strategies for heat-related illnesses, including heat exhaustion and heat stroke. Participants will also learn practical safety tips for staying cool, staying hydrated, and staying alert during high-temperature months.

Tom Fife, (12 min)

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