

*"Compared with other training I've seen, BSCi is like graduate school vs. grade school."*

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## OUR MATERIALS

Building supply employees don't *need* training. If you leave them alone, most of them will eventually pick it up on their own.

But that process can take a year or longer—and the lessons they learn the hard way will be learned at *your* expense.

We get rookies up to speed quickly and help veterans fill gaps in their knowledge. Our library of over 120 industry-specific topics is written by industry pros with decades of field experience, and designed around two core principles: 1) teach real-world skills and 2) don't waste employees' time.

Nothing revolutionary. Just what we wish we'd had when we were on the sales counter.

*"After 16 years in the business, I thought BSCi would be just a refresher. I learned something new from every course I took."*

*"Your courses are the best we've ever used."*

## WHO WE ARE



Greg Brooks is an instructional designer with nearly 20 years of field experience in construction supply. He has designed training programs for clients that include Huttig Building Products, LMC, Builders FirstSource, NHPA, and Louisiana Pacific.

[Greg@LBMEExec.com](mailto:Greg@LBMEExec.com) | 303.845.4880



Mike McDole is a consultant and sales trainer with over 40 years of field experience in construction supply. He is the former Senior Vice President at National Lumber in New England and a columnist for *Lumber Co-Operator*.

[Mike@LBMEExec.com](mailto:Mike@LBMEExec.com) | 774.372.1367



Robert Brooks is a software engineer with more than 20 years' experience designing, developing, and managing learning management system (LMS) applications.

[Robert@BSCiLMS.com](mailto:Robert@BSCiLMS.com) | 502.376.0405



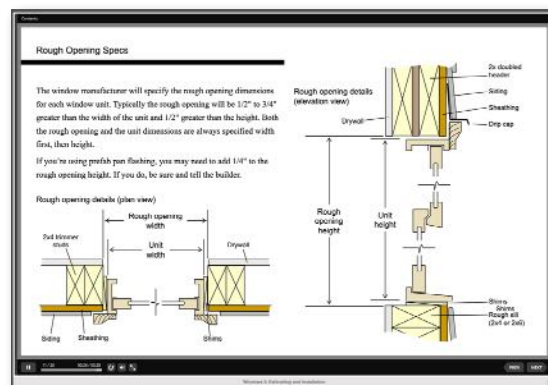
### 44 CORE SKILLS COURSES

Nearly 18 hours of training for salespeople, yard workers, front-line supervisors.

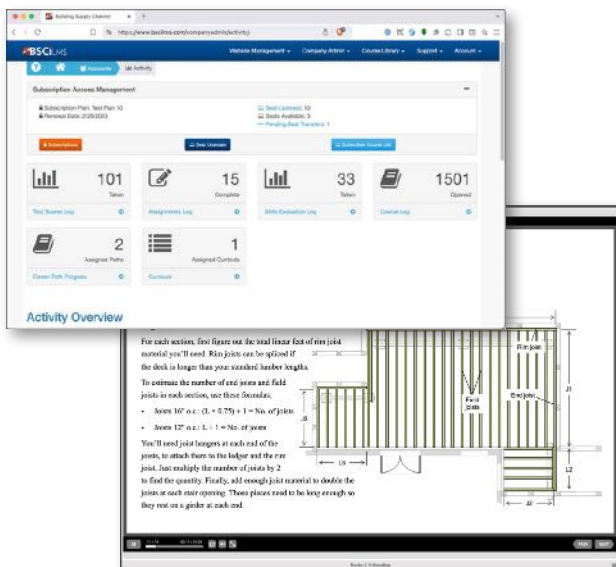
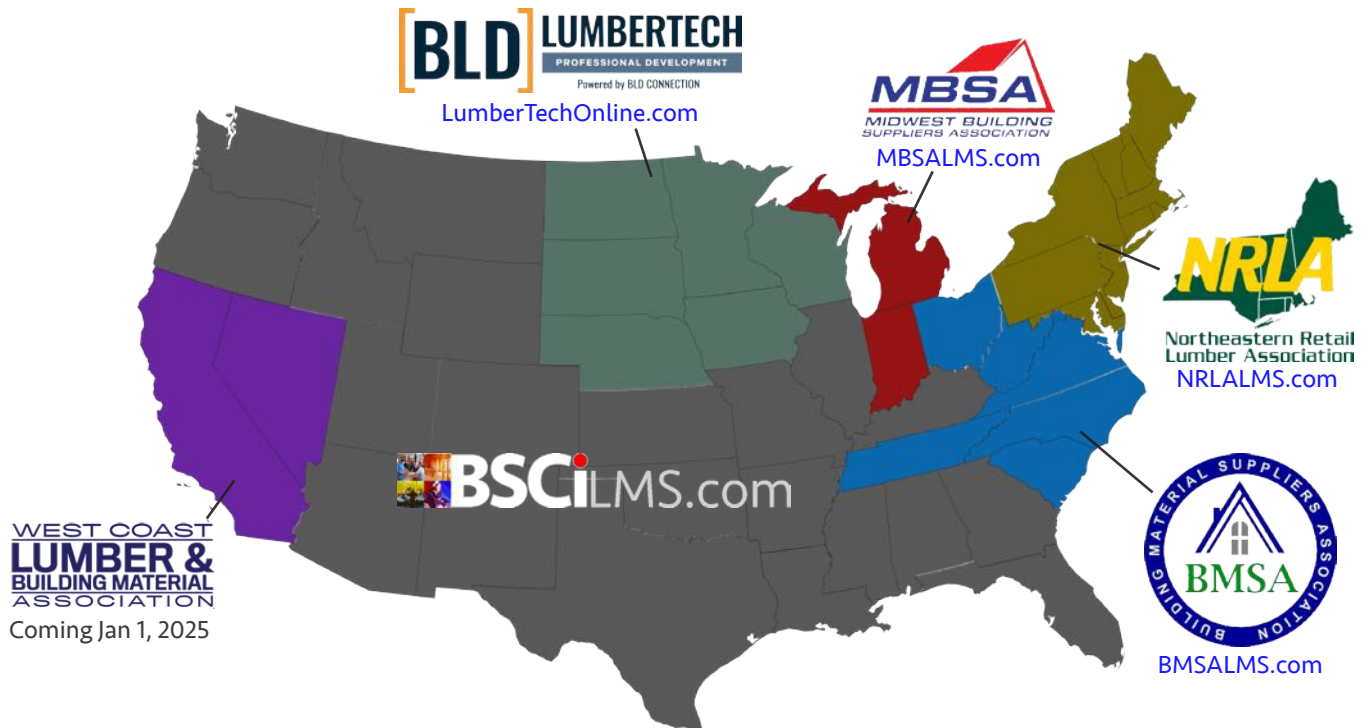






### 80+ SOFT SKILLS COURSES

Tips, tricks, and best practices from industry veterans.



## OPTION 1: MONTHLY SUBSCRIPTIONS



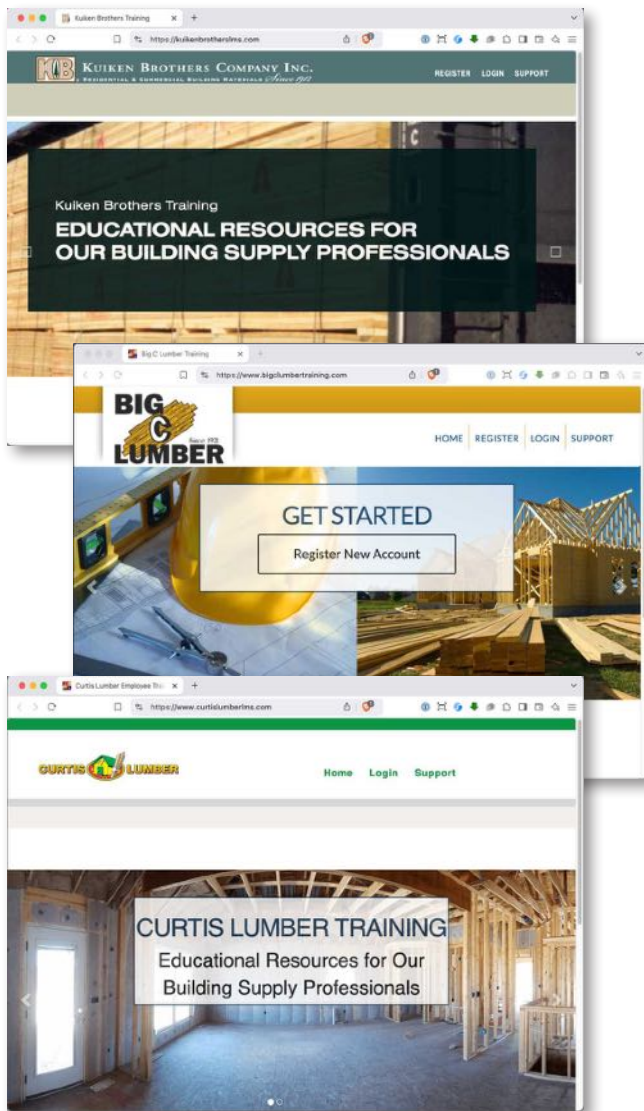
-  **FREE skills evaluation tests** identify needs, then our system suggests courses based on test results. You can also assign courses to individuals as needed.
-  **Unlimited access.** Each seat license provides unlimited access to our complete course library.
-  **Automatic tracking,** reporting, and notifications help you manage training in just minutes each month.
-  **Cancel or transfer seat licenses anytime.** Cancel seat licenses or transfer them between employees at the end of any monthly billing period.

**ONLY \$69** per seat license per month

**Mike McDole, 774.372.1367 or Robert Brooks, 502.376.0405**



## OPTION 2: A PRIVATE LMS CUSTOMIZED TO YOUR NEEDS



Need internal company training or third-party courses? The ongoing cost of a private LMS from BSCi is typically under \$7,500 per year for up to 300 employees. You get...

- ✓ **An LMS website** of your own built to your specs.
- ✓ **BSCi's complete course library included:** over 130 industry-specific topics for salespeople, yard workers, and front-line supervisors.
- ✓ **Your own curriculum.** Add internal company training programs, vendor training, or third-party materials.
- ✓ **A turnkey solution.** We manage hosting, maintenance, backups, domains, SSL, and tech support.
- ✓ **Automatic tracking.** Test scores, assignments, courses completed, and courses opened.
- ✓ **Multilevel administration.** Manage training activity at the company or branch level.

### CUSTOMIZE YOUR LMS WITH ADD-ONS

- ✓ **Curriculum builder.** Mix and match courses to create a custom curriculum for any job position.
- ✓ **On-site seminar tracking.** Track attendance so you have a complete record of all the training you do.
- ✓ **Home center training.** If you're an NHPA member, deliver 100- and 200- level employee training in your LMS.
- ✓ **Certification management.** Create and manage your own company certification program.



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## OPTION 3: DELIVER BSCi COURSES IN YOUR LMS

If you already have an LMS, our SCORM-conformant courses are compatible with all major LMS platforms.

We currently offer 60 topics: 21.0 hours of industry-specific content. You choose which topics to offer in your LMS (any or

all), then buy enrollments to access them. Pricing starts at \$29 per enrollment, discounts available based on volume.

Enrollments are valid for one year after purchase and there is no obligation—just buy them as you need them.

### CONSTRUCTION & ESTIMATING (27 courses, 12.2 hours)

Blueprint Takeoff Tips  
Decks 1: Material Types, Features, and Uses  
Decks 2: Estimating  
Decks 3: Construction  
Entry Doors: Components & Materials  
Estimating Math Essentials  
Framing 1: Foundations & Floors  
Framing 2: Walls  
Framing 3: Roofs  
Framing 4: Takeoff Tips & Formulas  
Gross Margin & Markup  
How a House Works: Exterior Shell  
Insulation 1: Principles & Materials  
Insulation 2: Estimating & Installation  
Interior Trim Walkthrough  
Lumber 101  
Moisture Control Fundamentals  
Prehung Doors: Estimating & Installation  
Structural Design Principles  
Vinyl Siding Systems  
Vinyl Siding: Estimating & Installation  
Windows 1: Components and Frame Materials

Windows 2: Glazing and Energy Efficiency  
Windows 3: Estimating and Installation  
Wood & Fiber Cement Siding 1: Materials  
Wood & Fiber Cement Siding 2: Estimating & Installation  
Working With Board Footage

### YARD & WAREHOUSE (8 courses, 2.4 hours)

Bad Weather Ideas for the Yard  
Delivery Driver Responsibilities  
Improving Delivery Driver Turnaround Time  
Load-Building: Deck Packages  
Load-Building: Framing Packages  
Load-Building: Organizing Framing Packages  
Staging Carts and Warehouse Efficiency  
Working Safely in Hot Weather

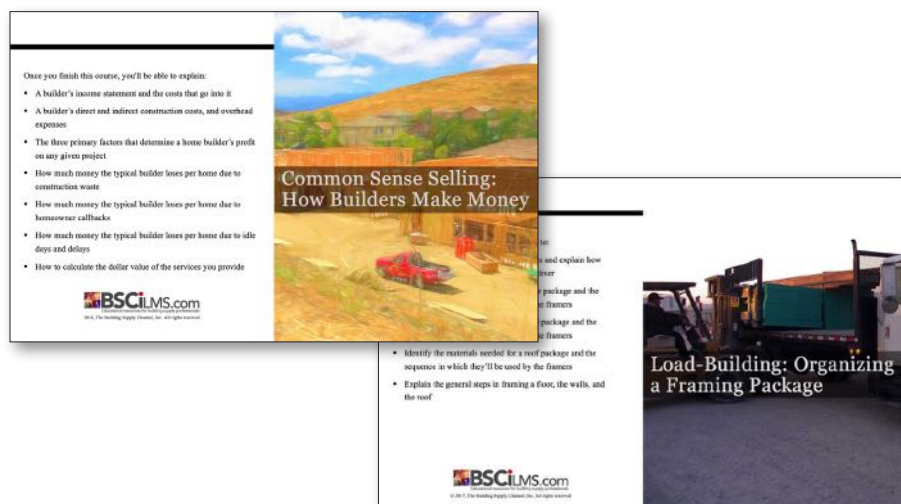
### SALES & CUSTOMER SERVICE (16 courses, 4.6 hours)

10 Ways to Earn Customer Loyalty  
7 Ways to Close Sales  
Analyzing Builders' Needs Before Quoting  
Be Stingy With Discounts  
Becoming a Primary Supplier

Common Sense Customer Service Techniques  
Common Sense Selling 1: Introduction  
Common Sense Selling 2: Researching Prospects  
Common Sense Selling 3: How Builders Make Money  
Conquering Cold Calls  
Construction Management for LBM Salespeople  
Pricing Special Orders  
Prospecting vs. Growing Your Customer's Business  
Selling Special Orders  
Take Charge on the Sales Counter  
Time Management For Outside Salespeople

### SUPERVISORY SKILLS (9 courses, 1.75 hours)

12 Ways to Make Sales Meetings More Effective  
Action Plan for Higher Gross Margins  
Attendance Deficit Disorder  
Communicating Effectively  
Cross-Training in the Yard  
Hire People Who Are Better Than You  
Managing the Sales-Credit Partnership  
Teaching Your Yard Crew About Profit  
The Cost of Dead Inventory



*"Even my old-timers are saying things like, 'I really learned something' and 'This isn't so bad, after all.' That's music to my trainer's ears."*

**Mike McDole, 774.372.1367 or Robert Brooks, 502.376.0405**

## CORE SKILLS

### Construction & Estimating

Decks 1: Material Types, Features, and Uses  
 Decks 2: Estimating  
 Decks 3: Construction  
 Entry Doors: Components & Materials  
 Estimating Math Essentials  
 Framing 1: Foundations & Floors  
 Framing 2: Walls  
 Framing 3: Roofs  
 Framing 4: Takeoff Tips & Formulas  
 How a House Works: Exterior Shell  
 Insulation 1: Principles & Materials  
 Insulation 2: Estimating & Installation  
 Interior Trim Walkthrough  
 Lumber 101  
 Moisture Control Fundamentals  
 Prehung Doors: Estimating & Installation  
 Structural Design Principles  
 Vinyl Siding Systems  
 Vinyl Siding: Estimating & Installation  
 Windows 1: Components and Frame Materials  
 Windows 2: Glazing and Energy Efficiency  
 Windows 3: Estimating and Installation  
 Wood & Fiber Cement Siding 1: Materials  
 Wood & Fiber Cement Siding 2: Estimating & Installation  
 Working With Board Footage

### Sales & Customer Service

Becoming a Primary Supplier  
 Common Sense Customer Service Techniques  
 Common Sense Selling 1: Introduction  
 Common Sense Selling 2: Researching Prospects  
 Common Sense Selling 3: How Builders Make Money  
 Conquering Cold Calls  
 Construction Management for LBM Salespeople  
 Gross Margin & Markup  
 Growing Your Customer's Business  
 Pricing Special Orders  
 Selling Special Orders  
 Take Charge on the Sales Counter  
 Time Management For Outside Salespeople

### Yard & Warehouse

Delivery Driver Responsibilities  
 Load-Building: Deck Packages  
 Load-Building: Framing Packages  
 Load-Building: Organizing Framing Packages

## BEST PRACTICES

### Construction & Estimating

Advanced Framing Overview  
 Builder's Guide to Continuous Insulation  
 Decoding Building Codes  
 Design of Wood Connections 1: Connection Design Theory  
 Design of Wood Connections 2: Fastener Types  
 Design of Wood Connections 3: Connection Techniques

Design of Wood Connections 4: Connection Design Examples  
 Do You Lay Decking Bark-Side Up or Bark-Side Down?  
 Engineered Wood 1: Understanding Engineered Wood Products  
 Engineered Wood 2: Selling Engineered Wood  
 Engineered Wood 3: Structural Wood Panel Grades and Applications  
 Engineered Wood 4: Glulam Basics  
 Engineered Wood 5: APA Performance Rated I-Joist Basics  
 Kitchens 2: Layout Steps  
 Kitchens 3: Installing Cabinets  
 Takeoff Tips: Five Pitfalls to Avoid  
 Takeoff Tips: Six Rules to a Perfect Takeoff  
 Understanding Loads and Using Span Tables  
 Using Metal Connectors

### Sales & Customer Service

10 Ways to Earn Customer Loyalty  
 7 Ways to Close Sales  
 Analyzing Builders' Needs Before Quoting  
 Be Stingy With Discounts  
 Communicating Effectively  
 Cultivating Referrals  
 Defining Added Value  
 Multiply Your Sales Efficiency  
 Negotiating Skills and Gross Margins  
 Reducing Back Orders  
 Reducing Windshield Time  
 Turning Jobsite Waste into a Sales Opportunity  
 Using Category Quotas to Improve Gross Margins

### Yard & Warehouse

Attendance Deficit Disorder  
 Bad Weather Ideas for the Yard  
 Benefits of an On-Site Refueling Program  
 Cross-Training in the Yard  
 Have Fun and Build Morale  
 Improving Delivery Driver Turnaround Time  
 Prevent Theft: Secure Your Keys  
 Proper Storage and Handling of I-Joists and LVL  
 Staging Carts and Warehouse Efficiency  
 Teaching Your Yard Crew About Profit  
 Working Safely in Hot Weather

### Purchasing & Inventory Management

Commodity Buying: Lumber Characteristics  
 Commodity Buying: Lumber Packaging  
 Commodity Buying: Payment Terms  
 Commodity Buying: Rail Transportation Basics  
 How Turns Can Undermine Inventory Control  
 The Cost of Dead Inventory  
 Tips for Better Inventory Control

### Supervisory Skills

12 Ways to Make Sales Meetings More Effective  
 A Field Guide to Sales Management 1: First Steps  
 A Field Guide to Sales Management 2: Assessing Your Staff

A Field Guide to Sales Management 3: Preparing Your Game Plan  
 A Field Guide to Sales Management 4: Compensation Issues  
 Action Plan for Higher Gross Margins  
 Are You a Boss or a Leader?  
 Bill Lee's 20 Best Hiring Tips  
 Build Loyalty With a Customer Advisory Board  
 Cash Flow Analysis Made Simple  
 Characteristics of Successful Managers  
 Common Traits of Effective Managers  
 Cultivating Employee Commitment  
 Designing Incentive Compensation  
 Developing a Sound Marketing Plan  
 Developing Salespeople From Within the Company  
 Evaluating Your Operation Through Your Customers' Eyes  
 Go Outside for Profit Improvement Ideas  
 Hire People Who Are Better Than You  
 Incentives and Productivity  
 Linking Morale and Productivity  
 Management By Walking Around  
 Managing Outside Salespeople  
 Managing Proactively  
 Managing the Sales-Credit Partnership  
 Marketing to Retain Pro Customers 1: Be Easy to Do Business With  
 Marketing to Retain Pro Customers 2: Let Complaints Set Your Agenda  
 Measuring Business Performance  
 Open-Ended Interview Questions  
 Performance Reviews and Raises  
 Reducing Friction Between Sales and Operations  
 Tips to Boost Employee Morale  
 Who's Training Your People?  
 Year-End Team Reviews

## CHEAT SHEETS & WORKSHEETS

ABC Account Analysis spreadsheet  
 ABC Account Analysis worksheet (PDF)  
 Accident Report Form  
 Board Siding Estimating Worksheets  
 Deck Estimating Worksheet  
 Gross Margin & Markup Calculator  
 Insulation Estimating Worksheet  
 Interior Trim Walkthrough Worksheet  
 Legal Interview Questions Reference Guide  
 Load-Builder's Framing Package Cheat Sheet  
 Pre-Trip Truck Inspection Worksheet  
 Prehung Doors Estimator's Worksheet  
 Special Order Breakeven Calculator  
 Takeoff Worksheet: Interior Doors  
 Truth Chart Worksheet  
 Windows: Walkout Bay Flanker Sizing Spreadsheet  
 Wood Handbook: Wood as an Engineering Material  
 Worksheet: Exterior Window and Door Takeoffs  
 Worksheet: Window Estimator's Checklist

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