

BSCiLMS.com
Educational resources for building supply professionals

“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 | 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 | 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 | 502.376.0405



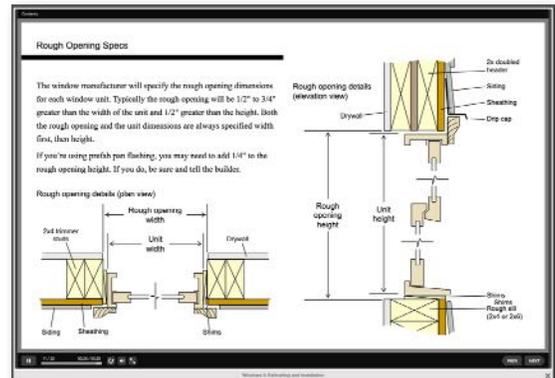
44 CORE SKILLS COURSES

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

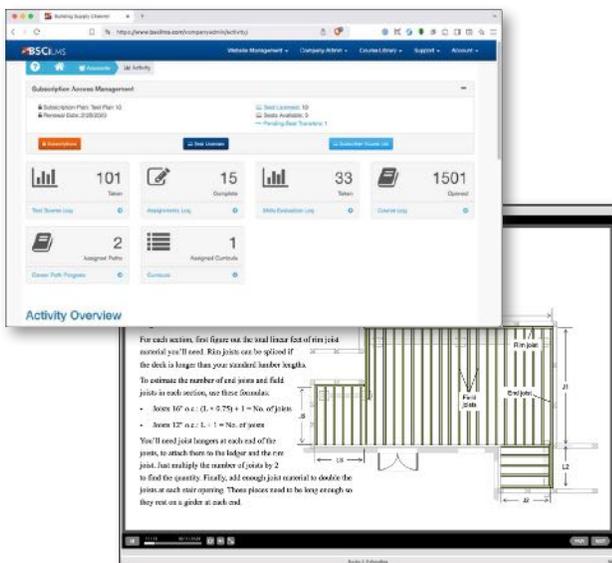
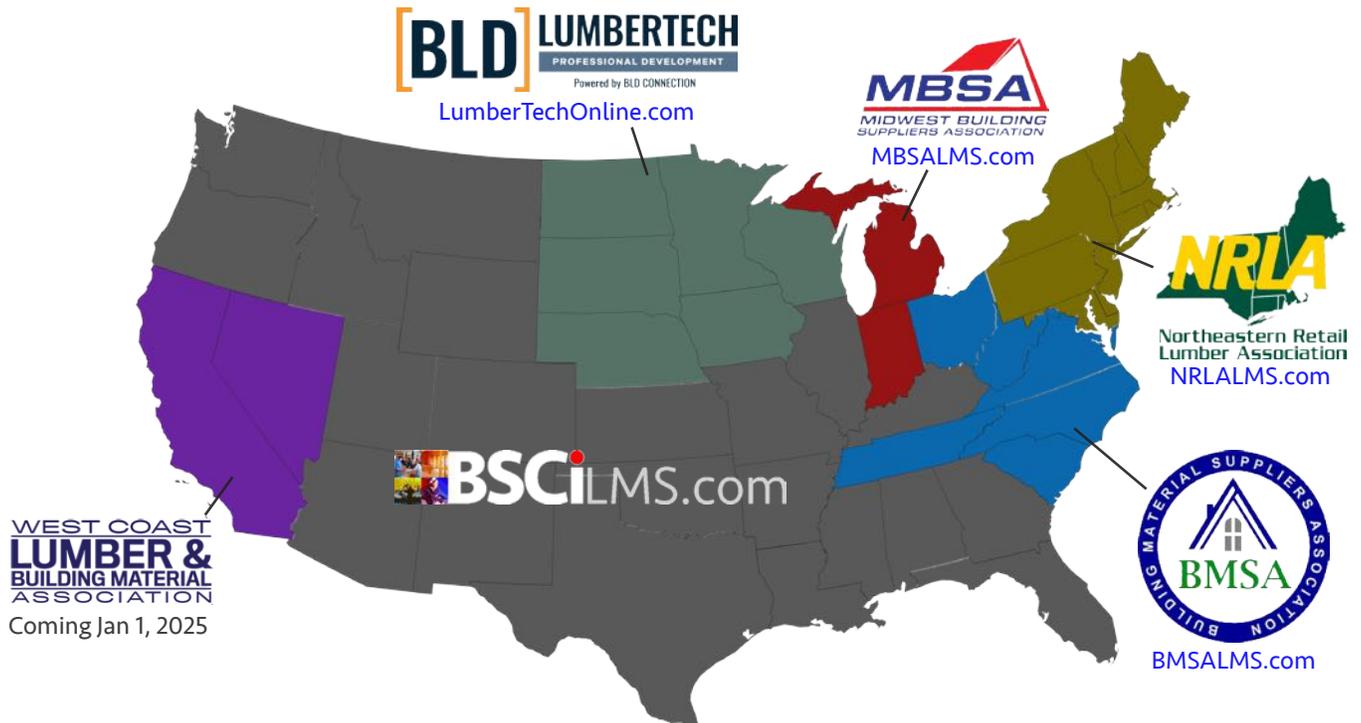


80+ SOFT SKILLS COURSES

Tips, tricks, and best practices from industry veterans.



OPTION 1: MONTHLY SUBSCRIPTIONS

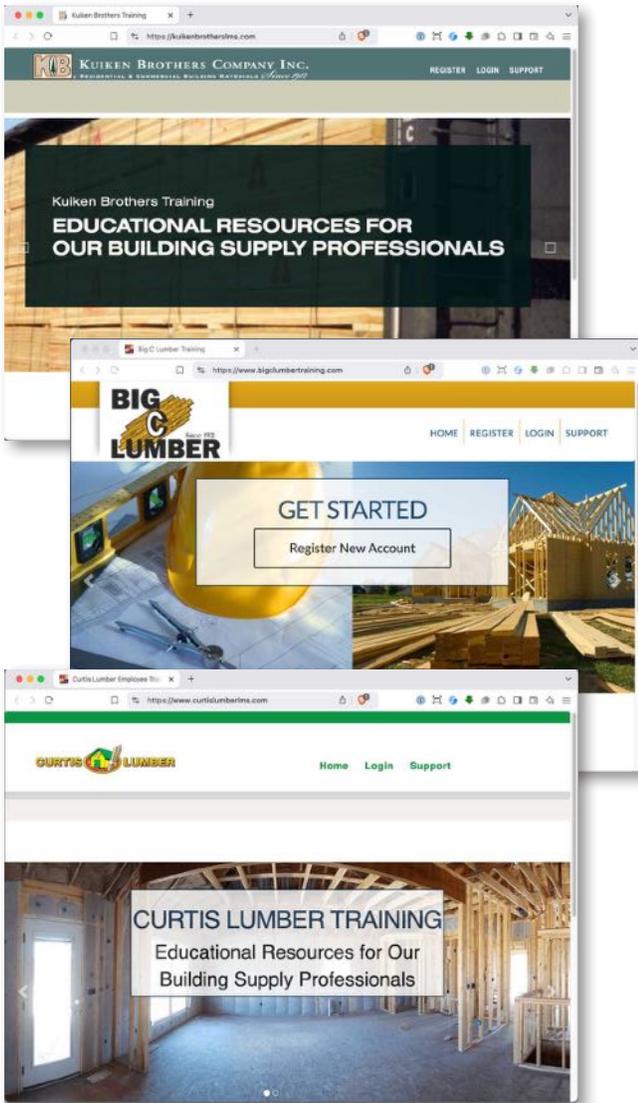


-  **FREE skills evaluation tests** identify needs, then our system suggests courses based on test results. You can also assign courses to individuals as needed.
-  **Unlimited access.** Each seat license provides unlimited access to our complete course library.
-  **Automatic tracking,** reporting, 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.

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

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

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

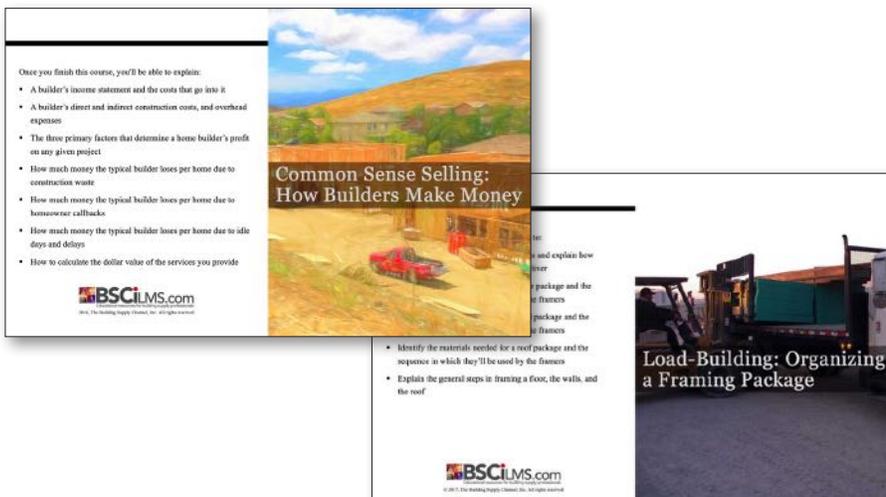
SALES & CUSTOMER SERVICE (16 courses, 4.6 hours)

- 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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