2018-2019

LUMBERTECH
Training & Education for the Retail Lumber & Building Materials Industry

CLASSES STARTING THIS FALL

Choose from individual classes or NLA's certificate/diploma programs.

- Operations
- Sales
- Administrative/Management

SUPPLIERS - Check out the Lunch 'n Learn Sponsorship Opportunity on Page 18.

Northwestern Lumber Association 888.544.6822 www.nlassn.org

Updated 2019-Mar/11
Northwestern Lumber Association’s LumberTech program strives to be the most comprehensive lumber dealer employee training program in the Upper Midwest. Courses can be taken individually or as three certificate offerings consisting of 3-5 classes per certificate. Anyone completing all three certificate programs within a three-year time period will earn a LumberTech diploma.

- **LumberTech classes will help employers ensure that their staff is professionally trained and have the knowledge and skills required to make the best decisions for their business.**

- **LumberTech certification will help individuals demonstrate their expertise, secure promotions and enhance their standing within the LBM industry.**

- **LumberTech is a great recruiting tool. Employers can provide new hires with on-the-job career training.**

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Questions: Contact NLA Director of Professional Development, Connie Johnson  
 p. 763.595.4045  e. cjohnson@nlassn.org
Welcome to LumberTech

Since the launch of NLA’s new LumberTech program last fall, over 300 people have received industry specific training and education through NLA. We are excited that the expansion of our training programs has been well received and supported by our members, and are excited to offer LumberTech in 2018-19.

This booklet will provide you with an overview of the classes and explains the LumberTech certificate/diploma program in greater detail. Additional details, the latest class schedule, along with registration information can be found on the NLA website at www.nlasn.org/page/PD.

Our LumberTech classes are designed to provide the knowledge and skills needed by new and current employees, yard personnel, sales staff, and estimators, as well as for owners, managers and admin personnel in the retail lumber industry. After listening to your feedback, we have made a few adjustments to the 2018-2019 LumberTech classes. This season:

• Yard Safety & OSHA and Fleet Management & DOT will go more in-depth on current OSHA/DOT requirements, recordkeeping and reporting.
• Business Management 1 & 2 have been renamed Introduction to Financial Management and Advanced Financial Management. These classes will focus on establishing a base for understanding company financials and advanced financial management procedures for LBM retailers.
• Customer Relations & Practical Selling will now be known as Sales 101. This course is perfect for those who are new to the industry or for employees moving into a customer service or sales role.

Additionally, when possible, we have adjusted the start/end times of classes to allow attendees more time to commute to/from the class.

The next season of LumberTech training classes begin in October 2018. Members are encouraged to sign up early as space is limited!

Regards,
Connie Johnson
Director of Professional Development
p. 763.595.4045  e. cjohnson@nlasn.org

Thank you! To Our 2017-2018 Class Hosts & Sponsors

Learn more about hosting or sponsoring a LumberTech Class on page 18.
## 2018-2019 Professional Development Schedule

The class schedule and locations are subject to change. Check the NLA website for the most current information.

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LumberTech Diploma & Certificate Programs

NLA’s certificate programs are designed specifically for retail lumberyard employees to provide the tools, techniques, and strategies for outstanding job performance.

Each certificate is comprised of three to five courses which are one to two days each. Upon completion of the required courses and learning assessments, participants will receive a Certificate of Completion from NLA which will be recognized in the region as a credential that verifies knowledge, skills, and abilities in retail lumberyard operations, sales and/or an administrative profession. All courses required for a certificate must be completed within two years of enrollment.

Operations Certificate
This program is for any employee who needs to understand yard & driver safety, proper building of loads, and best practices for delivery service. Additionally, participants will learn the fundamentals of inventory management and material handling. Discover how preemptive management of your fleet and equipment, along with an understanding of OSHA & DOT regulations, will keep everyone safe and protect your company. Required courses include:

- Yard & Delivery Workshop
- Yard Safety & OSHA
- Fleet Management & DOT
- Yard Safety & OSHA

Sales Certificate
Designed for both inside and contractor sales associates to develop practical selling skills and effective customer service techniques that gain customers and close the sale. Learn proper handling of special orders and project management skills that create customer confidence in your company. Required courses include:

- Estimating 1-2-3
- Contractor Sales
- Sales 101
- Project Management

Administrative & Management Certificate
For staff that will be working in business administration and management. Develop an understanding of financial reports, margin management, budgeting, OSHA, DOT, and HR regulations. Participants will also learn the importance of lien laws and contract review. Required courses include:

- Introduction to Financial Management
- Advanced Financial Management
- Fleet Management & DOT
- Yard Safety & OSHA
- HR - Legal & Lien Law

LumberTech Diploma
Anyone completing all three LumberTech certificate programs within three years will receive a LumberTech Diploma.
Individual Class Registration

Fax/Email/Mail Registration Process:
Use the general registration form on page 17 or download individual registration forms from the NLA website www.nlassn.org/page/PD by clicking the PDF symbol next to the class.

- Via phone dial 888.544.6822
- Via Fax dial 763.595.4060
- Via Mail - 701 Decatur Ave N. Suite 105 Golden Valley, MN 55427
- On-line Registration - www.nlassn.org

See instructions below.

Online Registration Process:
2. Click on the Professional Development Tab.
3. Click on the class you wish to register for. This will bring up the class information
4. Click the REGISTER BUTTON.
5. Using your login user name and password, log into the YM system. Fill in the required fields.
6. Pay via credit card on line using the payment link on the invoice screen or print an invoice and mail the payment to 701 Decatur Ave N. Suite 105, Golden Valley, MN 55427.

Certificate/Diploma Applicants - When registering for classes on-line, be sure to use the promo code - TECH on the payment page to receive the discounted certificate/diploma price.

If you need assistance with on-line registration or to obtain your login information, contact the NLA at 763-544-6822.

Certificate - Diploma Registration

Certificate/Diploma programs are for NLA members only.

To sign up for a certificate or diploma program:

2. Return the completed application along with your application fee to the NLA office.

Upon receipt of the application and fee, NLA will send the participant:
- Instructions on how to start registering for classes.
- A LumberTech binder for class materials.

Previously taken courses:
If you have taken one of the following classes within the previous three years, you can test out of the class. There will be a $40 test fee per class. You must list on your application which classes you wish to test out of.

- Blueprint Reading & Material Take-off (instructor Casey Voorhees)
- Estimating 1-2-3 (instructor Casey Voorhees)
- Contractor Sales (instructor Bill Sharp)
- Yard & Delivery Managers Workshop (instructor Emily Overson or Ken Wilbanks)

Classes taught by other instructors or associations do not qualify for the “test out” option.

QUESTIONS?
Contact NLA Director of Professional Development, Connie Johnson at 763-595-4045 or email - cjohnson@nlassn.org.

Class Cancellation Policy - Substitutions are accepted at any time for individual classes. (no substitutions allowed for certificate/diploma registrations) To receive a full refund, cancellation must be received by NLA 14 days prior to the class. Cancellation requests received between 4 and 13 days before the class will be subject to a 50% administration fee. No refunds will be given for cancellations received 3 business days or less prior to the class or for “no shows”.

Hotel Rooms - Hotel rooms are not included in the registration fee. A hotel room block will be set up for two and three day classes. Information on the hotel blocks can be found on the NLA website registration page and will be emailed to all registered students along with their class confirmation. Single day classes will not have a hotel room block but attendees can contact the NLA office if hotel information is needed.
### Registration Fees

Fees for all classes are listed below. The full registration fee must be paid prior to the first day of class.

**LumberTech Certificate - Diploma Enrollees:**
Students participating in a certificate/diploma program must pay their application fee before registering for individual classes in order to receive the discounted class fee. To receive the discounted class fee, use promo code "TECH" when registering for classes on-line.

### Class Prices - Per Person

3 or more pricing applies to 3 attendees in a single class.

| Class Description                                                | NLA member | NLA member 3 or more | Regular/Non-member | LumberTech Certificate - Diploma Enrollees *Member Only*
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<td>$325</td>
<td>$525</td>
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<tr>
<td>Advanced Financial Management</td>
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<tr>
<td>Contractor Sales</td>
<td>$250</td>
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<td>$375</td>
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<td>$470</td>
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<td>$670</td>
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<td>$655</td>
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<td>Fleet Management &amp; DOT</td>
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<td>HR – Legal &amp; Lien Law</td>
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<td>Project Management with a Focus on Special Orders and Inventory Management</td>
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<td>Sales 101</td>
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<tr>
<td>Yard Safety &amp; OSHA</td>
<td>$250</td>
<td>$225</td>
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### Class Registration Fees Include:

Course handouts and lunch are included in your registration fee. **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 online at [www.nlassn.org/page/PD](http://www.nlassn.org/page/PD).

### Estimating 1-2-3 Classes:

Your registration fee for this course includes: the course manual, set of blueprints, architectural scale and joist/truss layout scale. Lunch is also included in your fee. **Hotel accommodations are not included.** Information on discount hotel room blocks are listed on individual class registration forms found on-line at [www.nlassn.org/page/PD](http://www.nlassn.org/page/PD). Attendees are required to bring a calculator and pencils.

**Please note:** Registration fees, seminar schedule and locations are subject to change. Check the NLA website for the most current information.
Yard & Delivery Workshop
Instructor: Emily Overson
2-day class
Class 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.

This program’s agenda includes:
• Setting the pace using the Operational Excellence Methodology;
• Materials handling;
• Inventory shrinkage;
• Proper receiving best practices;
• Maximizing your customer’s experience;
• Cost of lost/damaged inventory;
• Best practices for high performance delivery service; and
• 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 and we will “open our eyes” and talk about proper responses when we get back home. Students will be asked to perform a Yard & Delivery Workshop Challenge for their company.

Class Dates/Locations
December 11-12 - Allenton, Wisconsin
January 9-10 - Shakopee, Minnesota
April 2-3 - Lincoln, Nebraska

Who Should Attend
• Key yard and delivery team members that need to understand the importance and benefit of an organized yard and delivery system
• Foreman/Managers are encouraged to attend to learn new skills and/or refresh their current skill set
• Dispatchers

“Great workshop. Helped to verify things we do well and showed us opportunities for improvement”
... 2017 LumberTech participant
Fleet Management & DOT
Instructor: Emily Overson
1-day class
Class hours: 9am - 4pm

Your fleet is crucial to your business operations not to mention a significant investment. This one-day course will provide an introduction to DOT regulations, record-keeping requirements and resources that all businesses need to consider when it comes to their fleet. Attendees receive samples of inspection lists that can be used to ensure your fleet is being checked and maintained.

The agenda includes:
• Protecting your company’s investment;
• The importance of vehicle maintenance and proper equipment selection;
• Forklift inspection requirements;
• Best Practices for hiring drivers to ensure you are not putting your company at risk;
• DOT requirements and regulations; and
• Employee training and proper recordkeeping requirements.

Upon course completion students will understand the common issues and prevention strategies associated with lumberyard fleets. Students will also understand crucial DOT rules & regulations and how to implement a culture of fleet safety.

Yard Safety & OSHA
Instructor: Emily Overson
1-day class
Class hours: 9am - 4pm

Protecting employees, along with the company’s equipment and products, is not only morally sound, but essential for businesses to succeed. When it comes to safety – more is always best!

This one-day course will provide an introduction to Occupational Safety and Health Administration (OSHA) regulations and recordkeeping requirements that all businesses need to be aware of. Attendees receive a safety assessment checklist to perform a proactive safety audit.

The agenda includes:
• Who OSHA is and how they can impact your businesses;
• How to avoid the top 10 most common OSHA violations;
• What to do when OSHA shows up for an inspection;
• Tips on how to implement a safety program; and
• Employee training requirements and the basics for proper recordkeeping.

Upon course completion students will have an awareness of the common hazards and will learn prevention strategies commonly used by lumberyards.

Class Dates/Locations

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<td>March 6</td>
<td>Twin Cities, Minnesota</td>
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<td>March 21</td>
<td>Fargo, North Dakota</td>
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<td>April 16</td>
<td>Ames, Iowa</td>
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Who Should Attend

• Yard and Delivery Foreman/Managers
• Dispatchers
• Maintenance Employees
• Safety/Training Personnel
• Human Resource Professionals
• Drivers that need to understand pre-trip inspections and DOT requirements

Who Should Attend

• Owners
• Yard and Delivery Foreman / Managers
• Safety/Training Personnel
• Human Resource Professional
• Any yard personal that need to understand the importance of safety procedures & compliances
NLA Roundtables

Set aside two or three days each year to concentrate just on your business growth. Discover the gold nuggets of impactful revelations to improve your business through in-depth conversations on the operations, challenges and future plans of the business.

Inquire today about joining an NLA Roundtable

**Heritage Roundtable**
Multi-location retailers with sales volume of $25 million +
July 2019

**Classic Roundtable**
Retail yards with one-two locations with sales volume of $5 - $10 million
February 11-13, 2019
Apple Valley, Minnesota

**Legacy Roundtable**
Single retail yard location with sales volume of $1 - $5 million
November 27-29, 2018
Owatonna, Minnesota

**Sales Roundtable**
Open to Sales Managers and sales staff of companies participating in any of the NLA owner/manager roundtables
January 29 & 30, 2019
St. Cloud, Minnesota

Group participants for the owners/managers roundtables are carefully selected so there are no competitors in the room. If you are interested in joining a roundtable, contact the NLA office at 888.544.6822

701 Decatur Avenue North Suite 105, Golden Valley, MN 55427 ▲ 888.544.6822 ▲ www.nlassn.org
Students choose between day 1 & 2; day 2 & 3 or all three days. (North Dakota & South Dakota classes will be a two-day Estimating 1 & 2 class only.)

**Estimating 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; and
- Estimating decks and railing.

**Who Should Attend?** Any sales personnel working with contractors and DIY’ers will benefit, as well as those needing core level training to attend the Residential Material Take-Off workshop.

**Estimating 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 working 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 system; and
- Siding & exterior trim.

**Who Should Attend?** Contractor sales personnel, inside sales support and others required to understand the fundamentals of residential construction and calculating quantities.

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**Estimating 3 - Advance 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;
- Stick-framed roofs including hip, valley and jack rafters;
- Multi-pitched roofs;
- Vaulted walls and ceilings, rake framing; and
- Additional time will be included for doors, windows and millwork.

**Who Should Attend?** Contractor sales personnel, inside sales support and others required to understand more difficult residential construction and calculating quantities of doors, millwork, & windows.

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**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.**

**IMPORTANT—Register Early.** Because of the individual attention required for the workshop, class size will be limited. Reservations will be accepted on a first come, first served basis.
Contractor Sales
Instructor: Bill Sharp
1-day class.
Class hours: 8:30am - 4:30pm

SALES PEOPLE MUST BE AT THE TOP OF THEIR GAME.
With the fierce competition in the industry, it’s tough
to sell at decent margins. Many sales people simply
have not been taught how to find new accounts, sell
quality over price, cross-sell additional products, and/or
how to handle the tough situations they’re facing.

Participants will leave this program with proven,
ready-to-use ideas to increase sales and profits.

This program’s agenda includes:

- Can you really afford this call? Take a serious
  look at territory management. Learn how to
grow your volume and profits by managing
your time and call priorities;

- Cold call selling. How to get prospects to see
  you instead of saying “We’re happy with the
  people we buy from now” or “If we need
  anything, we’ll give you a call”;

- How to protect margins by selling service over
  price. You know how to sell products, do you
know how to sell service;

- Easy to remember skills to overcome the four
toughest objections, including “Your price is
too high”; and

- Don’t leave money on the table. How to ask
for an order and get it.

“You don’t close
a sale; you open
a relationship
if you want to
build a long-
term, successful
enterprise.”
— PatriciA FriPP

Class Date/Location
January 8 - Eagan, Minnesota

Who Should Attend

• Inside and/or Outside Sales Personnel
  - Specifically new team members and/or
    those transitioning from other roles

Sales & Customer Service Classes
Sales & Customer Service Classes

Project Management with a Focus on Special Orders & Inventory Management
Instructor: Emily Overson
1-day class
Class hours: 9am - 4pm

This course is for all employees that work directly with customer projects and handling of special order inventory. It is essential to employees in sales who are responsible for the flow of material (both stock and special order) to the job site.

During this class, participants will discuss the fundamentals of special order and project management, the necessity of good vendor relationships and develop a clear understanding of the importance of properly handling projects.

This program’s agenda includes:

Special Order Focus:
- What is a special order;
- Why is it important to track each item;
- How to properly price items;
- The difference between margin vs mark-up; and
- Accuracy of orders and the high cost of mistakes.

Project Management Focus:
- How to guide your customer smoothly through their project;
- The importance of understanding your customer/contractor and their preferences and needs; and
- Why you need to know the project time line and who is involved in the project (General Contractor - Sub contractors - etc).

Who Should Attend
- Inside and/or Outside Sales - This class is especially helpful for new team members and/or those transitioning from other roles
- Purchasing Personnel
- Project Managers
- Anyone setting prices who needs to understand margin vs mark-up

Sales 101
Instructor: Emily Overson
1-day class
Class hours: 9am - 4pm

Participants will gain a clear understanding of the impact their customer interactions have on their company’s success.

This course is critical for all employees that work directly with customers in a sales capacity and will benefit all employees in your organization.

This program’s agenda includes:

- Ensuring great customer service. Discuss the importance of our appearances, understanding body language and personality types;
- Selling starts with a fact-finding mission. Learn how to really listen to your customers, ask follow-up questions and discover what the customers wants are;
- Product Knowledge. Discuss the importance of knowing not only your product features but also your competitor’s. Learn how our senses play into selecting products and how powerful displays and demonstrations are;
- You can’t sell on price alone. Making sales requires creativity and a willingness to out-work your competition. Learn the importance of selling value rather than price; and
- The 6 steps to handling customer objections.

Who Should Attend
- Staff that is new to Customer Service, Counter Sales and/or Inside Sales
- New Outside Sales Personnel
- This program can also benefit Delivery Drivers by providing customer service techniques

Class Dates/Locations
December 13 - West Bend, Wisconsin
March 7 - Twin Cities, Minnesota
May 2 - South Dakota

Class Dates/Locations
April 4 - Lincoln, Nebraska
April 18 - Lakeville, Minnesota
Introduction to Financial Management
Instructor: Emily Overson
Class is 1.5 days
Class hours: day 1 - 9am - 5pm
day 2 - 9am - Noon

This course will focus on establishing a base of key accounting, bookkeeping and financial terminology and practices to provide a better understanding of what a company’s financials truly mean. Key financial ratios and industry specific examples will assist attendees in breaking down a company’s financial data to show how finances work and flow within a lumber business.

This program’s agenda includes:

• Review of key financial terms;
• Accounting basics, including:
  - Cash Accounting vs. Accrual Accounting;
  - Debits vs. Credits;
  - Assets vs. Liabilities;
  - Income vs. Expenses;
  - Accounts Receivables & Accounts Payable;
• Understanding financial statements;
• Review of common financial ratios used in the business;
• Key metrics such as:
  - Inventory turns;
  - A/R days;
  - Benchmarking;
• Industry trends.

Advanced Financial Management
Instructor: Emily Overson
Class is 1.5 days
Class hours: day 1 - 9am - 5pm
day 2 - 9am - Noon

It is recommended that participants without an accounting background take Introduction to Financial Management prior to taking Advanced Financial Management.

This course will build on concepts and terminology offered in Introduction to Financial Management. This session will focus on advanced financial management practices including understanding the real cost of doing business, understanding cash flow, the importance of budgeting, and managing capital expenditures. Attendees will learn to create and manage a budget focusing on a business’s plan for growth.

This program’s agenda includes:

• Financial Terms -advanced terminology & concepts;
• Determining your REAL cost of doing business;
• Cash Flow - Understanding positive cash flow;
• Budgeting
  - Importance of budgeting – Why should you budget;
  - What should you consider when budgeting;
  - Capital expenditure planning; and
• Managing Growth – Financial statement analysis.

Who Should Attend
• Owners
• Managers
• Bookkeepers

Class Date/Location
October 17-18 - St. Paul, Minnesota
HR - Legal - Lien Law
Instructor: Emily Overson
1-day class
Class hours: 9am - 4pm

This session introduces attendees to common human resource, legal and lien law issues that impact a lumber business. You will learn best practices for effective and proper human resource management.

Additionally, this session will review the importance of lien laws as well as provide a base for reviewing contracts with both vendors/service providers and current customers.

This program’s agenda includes:

- Human Resources - best practices for hiring;
- Exempt vs Non-Exempt employees;
- Wage & Hour issues;
- Common workplace issues;
- Family & Medical Leave Act (FMLA);
- Termination best practices;
- Lien laws; and
- Contract review & negotiation.

Who Should Attend
- Owners
- Managers
- Human Resource Professionals

Instructors

Emily Overson is an accounting professional who has spent the last 18 years focused on the LBM industry. Emily’s career with retail LBM dealers covered Accounting, Human Resources, IT, Purchasing, Inventory Management, Sales Initiatives, Training Programs and overall Business Management. She is aware of the challenges facing independent retailers and is passionate about the industry and sharing her knowledge to strengthen it.

Casey Voorhees is the Executive Director for the Western Building Materials Association. He has taught his Blueprint Reading and Estimating 1-2-3 programs across the country for many LBM associations. With over 20 years experience leading the program, Casey understands the skills needed to provide your customers with an accurate take-off and good customer service.

Bill Sharp is well known to lumber and building material dealers. He is endorsed by the National Lumber and Building Material Dealers Association and the North American Building Material Distributors Association. Bill’s workshops are known for their fast pace, humor and easy to remember skills. Bill was formerly a salesman, manager and sales trainer for three Fortune 500 companies and has been on the faculty at the University of Missouri, Park University and William Jewell College.

Class Dates/Locations
March 5 - Wisconsin
May 1 - Eagan, Minnesota
Future Lumber Leader events are fun as well as educational. During the one-day workshops group members develop:

**Business Tools** - Discover “outside of the box” ideas from guest speakers and your fellow FLL group members.

**Networking** - Build relationships and gain valuable contacts with others in the industry through group discussions, social events and industry tours.

**Industry Mentors** - Leaders from the industry share their experiences and challenge participants to share ideas for greater efficiency and effectiveness.

From Josh M.

“Future Lumber Leaders has been a nice introduction to the lumber industry as a whole. We’ve had many great speakers and I’ve made lifelong connections with the other participants. Anyone that plans on staying in this industry should start with Future Lumber Leaders.”

**Questions** - Contact NLA Director of Professional Development - Connie Johnson

Phone: (763) 595-4045  E-mail: cjohnson@nlassn.org
Class Registration Form

Company Contact Information

- **CONTACT NAME:**
- **COMPANY NAME:**
- **MAILING ADDRESS:**
- **CITY:**
- **STATE:**
- **ZIP CODE:**
- **E-MAIL:**
- **PHONE #:**

Class Registration:

<table>
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<tr>
<th>Attendee Name</th>
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<th>Class Dates</th>
<th>Enrolled in Certificate/Diploma Program (Yes/No)</th>
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**TOTAL $**

Questions? Contact Connie Johnson, Director of Professional Development (763) 595-4045 or cjohnson@nlassn.org.

## Payment Information

**Payment Options**
- Credit Card
  - Mastercard
  - Visa
  - AmEx
- Check

**Credit Card Information**

- Name on Card: ____________________________
- Card #: ____________________________ Expiration Date ______ CSV-CODE
- Signature: ____________________________ Date ______

**If you do not receive an email confirming your registration, please contact the NLA office.**

Cancellation Policy: Substitutions are accepted at any time for individual classes. (no substitutions allowed for certificate/diploma registrations) To receive a full refund, cancellation must be received by NLA 14 days prior to the class. Cancellation requests received between 4 and 13 days before the class will be subject to a 50% administration fee. No refunds will be given for cancellations received 3 business days or less prior to the class or for "no shows".

701 Decatur Avenue North #105, Golden Valley, MN 55427  888.544.6822 Fax 763.595.4060  cjohnson@nlassn.org
Host a lunch ‘n learn at one of NLA’s professional development classes and highlight what your company has to offer in products or services.

**For a $200 sponsorship, you can promote your company to current and potential new customers.**

Sponsorship Benefits include:
- Opportunity to give 15-20 minute presentation during lunch;
- Your company logo on our registration form;
- Your company logo and website link on our Professional Development web page;
- Opportunity to provide product/service handouts; and
- Option to distribute promotional giveaways at each place setting.

To learn more about the lunch ‘n learn dates and locations, contact
Connie Johnson 763.595.4045
cjohnson@nlassn.org.
2018-2019 Application
LUMBERTECH CERTIFICATE OR DIPLOMA PROGRAM

CONTACT INFORMATION

STUDENT NAME: ____________________________
STUDENT E-MAIL: ____________________________
COMPANY NAME: ____________________________
COMPANY CONTACT: ____________________________
COMPANY E-MAIL: ____________________________
MAILING ADDRESS: ____________________________
CITY: ____________________________ STATE: ____________________________ ZIP CODE: ____________________________

TODAY’S DATE: ____________________________

PROGRAM APPLYING FOR

There is a $50 application fee for each certificate. LumberTech diploma application fee is $150.

Check the program you are enrolling in:

OPERATIONS CERTIFICATE: □
SALES CERTIFICATE: □
ADMINISTRATIVE CERTIFICATE: □
LUMBERTECH DIPLOMA □

Previously completed NLA Courses:

Students may test out of previously completed NLA classes for a $40 test fee per class.
*see list of classes that qualify on page 6.

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Application Fee Payment Information

Payment Options

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Name on Card ____________________________
Card #: ____________________________ Expiration Date _____ CSV-CODE _____
Signature ____________________________ Date ____________________________

If you do not receive an email confirming your registration, please contact the NLA office.

Cancellation Policy: Application fees are non-refundable. Individual class cancellations will abide by the Professional Development Cancellation policy listed on our website and on individual class registration forms.
Networking
Learn from your peers and energize yourself with new ideas and insights that will inspire you to act on opportunities to improve margins, build your customer base and increase your profitability.
- Participating in Roundtables;
- Attending NLA’s Annual Trade Shows (EXPO, Iowa, Nebraska); and
- Attending Special Events (Golf Outings, Clay Shoots, Fishing, Wine Tour).

Professional Development
Inspire your staff and management teams to be highly productive professionals through classroom and online training programs and business resources such as:
- LumberTech Training Courses;
- Roundtable Groups;
- Webinars, Convention Seminar Programs; and
- Timely Industry Specific Surveys.

Member Only Programs, Services & Information
- Take advantage of money and time saving resources that will improve your bottom line. BankCard Processing, 401K Program, Life Insurance, Forklift Training & Discounts and much more are all available to you as members; and
- Monthly Scene Newsletter and Bi-Monthly CONNECTION magazine sent to all members highlighting the latest association and industry news.

Promoting & Defending the Industry through Government Affairs
Protect your investment in your business from onerous regulatory and legislative acts and promote fair and equitable laws and rules.
- As a member of NLA, you are also a member of the National Lumber & Building Material Dealers Association (NLBMDA). Members receive timely updates on federal regulatory and compliance issues impacting your business.