



[BLD] LUMBERTECH

PROFESSIONAL DEVELOPMENT

Powered by BLD CONNECTION

Learning Management System

In the fast-paced world of building supply, knowledge gaps cost time, money, and opportunity. Our courses help your team hit the ground running by building confidence and practical skills from day one.

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LumberTechOnline.com



“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.”

BSCi MATERIALS

Learning is a career-long process in construction supply, but it all starts with core skills—not just product knowledge, but also construction principles, estimating techniques, and math skills.

Employees will eventually pick most of it up without training. But without help, getting up to speed can take a year or more. And any lessons they learn the hard way will be learned at *your* expense.

We offer over 110 industry-specific topics to keep both rookies and veterans engaged. Our courses are 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 time.

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

- Greg Brooks

WHO WE ARE



Greg Brooks is an instructional designer and a 58-year veteran of the construction supply industry. He has designed programs for clients that include Builders FirstSource, LMC, Huttig Building Products, the North American Hardware & Plumbing Association, and Louisiana Pacific.
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Mike McDole brings 40+ years of hands-on LBM experience, including serving as SVP of a major pro dealer. As principal of Firing Line LBM Advisors, he helps dealers boost efficiency, sales, training, and more. He also writes for multiple LBM association publications.
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Robert Brooks is a software engineer with more than 25 years’ experience designing, developing, and managing learning management system (LMS) applications for the building supply industry. Robert@BSCiLMS.com | 502.376.0405

	Construction & Estimating 34 courses / 15+ hours
	Sales & Customer Service 30 courses / 8 hours
	Supervisory Skills 44 courses / 10 hours
	Purchasing & Inventory Management 10 courses / 2 hours
	Yard & Warehouse 12 courses / 3 hours

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

CORE SKILLS

Construction & Estimating

- 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
- 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

- 7 Ways to Close Sales
- 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
- Common Sense Selling 4: Prospecting 1
- Common Sense Selling 5: Prospecting 2
- 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: Layout Steps
- Kitchens: Installing Cabinets
- Reading Construction Blueprints & Plans
- Understanding Loads and Using Span Tables
- Using Metal Connectors

Sales & Customer Service

- 10 Ways to Earn Customer Loyalty
- 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
- Prospecting vs. Growing Your Customer's Business
- Reducing Backorders
- Reducing Friction Between Sales and Operations
- 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



BEST PRACTICES

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





"I recently attended a full-day seminar, then saw a BSCi course on the topic. It had the same information, I could do it at my own pace, and it only took me half an hour."

OPTION 1: SUBSCRIBE BY THE MONTH

If all you need is spot training to help people fill gaps in their knowledge, buy seat licenses with no long-term obligation.








**OVER
110
TOPICS**



**UNLIMITED ACCESS
SEAT LICENSES
START AT JUST
\$69
PER MONTH**



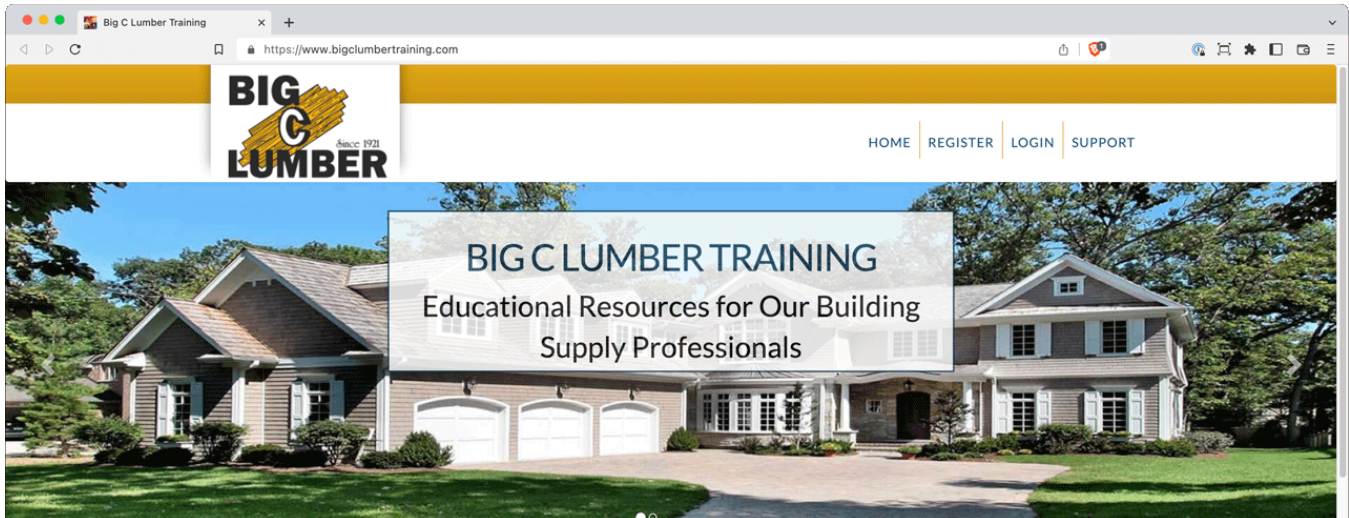
**38+ Hours
of Industry
Specific
Training**

-  **FREE skills evaluation tests** identify needs, then our system suggests courses based on each user's test answers. You can also assign courses to individuals as needed.
-  **Build and assign your own curricula**, assign individual courses, track individual or company wide progress, download reports, get assignment completion notifications, view detailed test results.
-  **Unlimited access.** Each seat license provides unlimited access to our core skills courses and best practices topics for salespeople, yard workers, and front-line supervisors.
-  **Seat licenses** may be transferred between accounts. Simply queue a license for transfer, and at the beginning of your next billing cycle, the system automatically reassigns the license to the next trainee.
- Have a change in your training needs? Seat license subscriptions can be upgraded, downgraded, or canceled at any time.
-  **Automatic tracking**, comprehensive reporting, and notifications let you manage training in just minutes each month.

Visit LumberTechOnline.com
or call Connie Johnson (888) 544-6822



OPTION 2: GET A PRIVATE BSCi LEARNING MANAGEMENT SYSTEM (LMS)



Ideally, learning is a career-long process and an integral part of everyone’s job. But to make it happen, you need to manage it. A private LMS gives you the infrastructure to cultivate a

- ✔ **A turnkey solution.** We’ll build your custom LMS, then handle all hosting, maintenance, backups, domain management, SSL, and tech support.
- ✔ **Our complete course library** is included at no charge: over 110 industry-specific topics (38+ hours) for salespeople, yard workers, and front-line supervisors.
- ✔ **Add your own courses.** Teach internal skills, preserve tribal knowledge, deliver vendor training. We’ll convert your documents to e-learning courses for you.
- ✔ **Automatic tracking:** test scores, assignments, course completion, and courses opened.
- ✔ **Multilevel administration.** Manage training at the company or branch level.

culture that encourages and rewards learning. Best of all, a custom-built private LMS from BSCi is more affordable than you might think.

- ✔ **ADD-ONS**
- ✔ **Curriculum builder.** Mix and match courses to create a custom curriculum for any job position.
- ✔ **On-site seminar tracking.** Track participation at live events to keep a consolidated record of all the training you do.
- ✔ **Home center training.** If you’re an NHPA member, get NHPA’s 100- and 200- level courses in your LMS.
- ✔ **Certification management.** Create and manage your own company certification program.

A PREDICTABLE ANNUAL INVESTMENT
One-time \$4,950 setup fee
 (\$1,000 discount available for BLD CONNECTION members)
then \$5,400 + \$6 per user per year
 (e.g., \$6,000 w/ 100 users)



Robert Brooks, 502.376.0405 | Robert@BSCiLMS.com



OPTION 3: ADD BSCi LMS COURSES TO 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.

Construction & Estimating

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
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 Gross Margin & Markup
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 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
27 courses, 12.25 hours

Yard & Warehouse

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
8 courses, 2.4 hours

We offer over 23 hours of in-depth SCORM-ready content specifically for building supply professionals, across key areas like estimating, sales, supervisory skills, inventory control, and yard operations.

Sales & Customer Service

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
 Common Sense Selling 4: Prospecting 1
 Common Sense Selling 5: Prospecting 2
 Conquering Cold Calls
 Construction Management for LBM Salespeople
 Negotiating Skills and Gross Margins
 Pricing Special Orders
 Prospecting vs. Growing Your Customer's Business
 Reducing Backorders
 Reducing Friction Between Sales and Operations
 Selling Special Orders
 Take Charge on the Sales Counter
 Time Management For Outside Salespeople
21 courses, 5.95 hours

Supervisory Skills

12 Ways to Make Sales Meetings More Effective
 Action Plan for Higher Gross Margins
 Attendance Deficit Disorder
 Cash Flow Analysis Made Simple
 Communicating Effectively
 Cross-Training in the Yard
 Designing Incentive Compensation
 Developing Salespeople From Within the Company
 Hire People Who Are Better Than You
 How Turns Can Undermine Inventory Control
 Incentives and Productivity
 Managing Outside Salespeople
 Managing the Sales-Credit Partnership
 Teaching Your Yard Crew About Profit
 The Cost of Dead Inventory
 Tips for Better Inventory Control
16 courses, 3.13 hours

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