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NRLA

Northeastern Retail Lumber Association

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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NRLALMS.com

Powered by:  **BSCiLMS**





"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 55-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.

Greg@LBMEExec.com | 303.845.4880



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.

Mike@LBMEExec.com | 774.372.1367



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."



"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.



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



**OVER
110
TOPICS**



**38+ Hours
of Industry
Specific
Training**

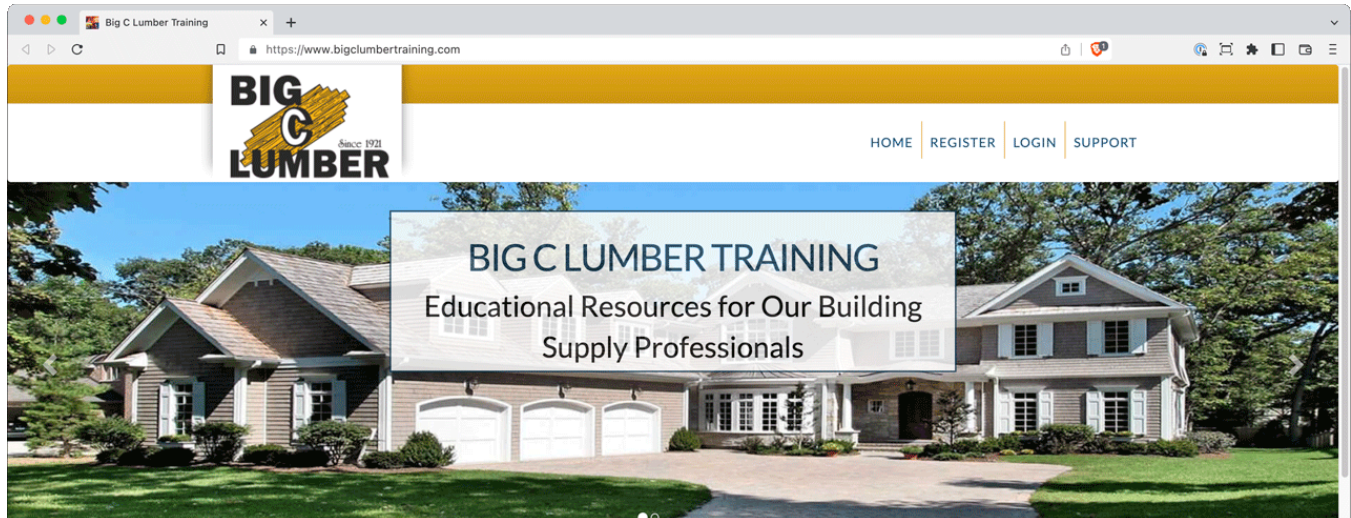
- ✓ **FREE skills evaluation tests** identify needs, then our system suggests courses based on each user's test answers. You can also assign courses to individuals as needed.
- ✓ **Build and assign your own curricula**, assign individual courses, track individual or company wide progress, download reports, 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 NRLALMS.com



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 \$3,950 setup fee (w/association discount), **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
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
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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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)

