



Field Training Services Newsletter

"Improving the bottom line through production training."

Tip of the Month

One of the things I am hearing a lot these days is the frustration that Owners and Production Managers are having with their employees. It seems to focus around the managers not getting what they ask for from the employees. It could be quality work, it could be keeping the schedule, or staying on budget. So I have been snooping around and I think I know the problem. Here is the solution

Nothing is talked about without a pad of paper and pen/pencil in the employees hands. What I see happening is managers giving instructions to an employee and the person simply saying "ok" or some form of that without writing down what the manager says. How long does that memory last? Not long! When a manager is giving instruction or doing a walk through, the employee should always be making a list.

Ask for the employee to tell you the list in their own words. Again most managers are talking and then saying something like "have a great day" and leaving. How do you know they know what you want? You don't, you assume!

Set deadlines for completion of each item. This can be done with the employees input so it is not just you telling them what to do but the two of you working it out. This little step helps eliminate the problem of the employee having a different set of ideas on how important something is. Can a little defect in the siding wait or should it be done right away? Most employee think it is not a big deal. A manager wants it done right away so the client does not see it.

Set a follow up time. Simply put, set a check in to be sure everything is going according to plan. This helps with motivation as well as helps the manager be at ease.

Follow up. It sounds so simple but this is one things managers do not do. They arrive on sight and start into a new list! What about the old list. Have the employee bring it out to do a check off so that you know everything got done.

Repetition is important. If you follow this recipe over and over and over and over they will eventually start producing the pad, giving you the feedback, checking things off etc. on their own and the job of managing will become easier.



Personal News

Well, I have bad news then good news. My mother died on July 2nd. Part of the reason there was no July newsletter. As most moms do she had a profound effect on my life! She died peacefully in her sleep from Alzheimer and congestive heart failure. I have one more memorial to go on August 21 when we gather on Monhegan Island to say goodbye with all her friends there. She loved that island and passed that on to us.

Now the good news that starts with bad news. On July 3, right before Mom's funeral and then our

vacation to Maine, I had to go to check lobster traps. I went out and could only find 2 but was still able to bring in 5 lobsters bring the total to 43! I am almost to twice 2014 levels at this point. We went on vacation and came home and because of weather and such could not get out and check the traps again till July 31. I found the two traps and brought in 2 more critters making the total now 45. On that trip I took an extra trap so that if I did not find the others I could toss it in and at least have 3 traps in the water. I did not find the others and gave up. 3 traps till the end of my season.

So just for fun I decided to go out real early on Monday, July 3, just 3 nights later. I had two things going for me, a very low tide and calm seas. I was able to watch the sun rise as I went down the river and simply enjoy a good boat ride. I got out to where the traps were, I took a quick look around and saw 3 traps. Disappointed I pulled those three and was able to keep 6 lobsters. As I started to clean up and get ready to go I glanced at the traps I had just so I could confirm location. As I did I saw a couple of buoys out in deeper water that had surfaced due to the tide going down a little more. Sure enough they were mine and I pulled them and was able to bag 3 more lobsters and a large Tautog. (A delicious baking fish!) The traps were full of sand, mud, rocks from tumbling around in heavy seas and some lobster parts from those that could not last 4 weeks in a trap. I moved those traps to a different location and then did my little survey again and saw another buoy had surfaced! This one in the similar location as the last two but a little further out. Wow! I found all three of the lost traps and ended up with 10 lobsters to bring home! Several of them (at least one) are in the 2 lbs range. And since I am only allowed 5 traps in the water I had to bring one in.

So the lobster total is now 55, twice last year and climbing!

I have not been fishing much. Only to feed the lobster traps. I was able to spend a great day on Lake Anna in Virginia with Rich Lensis last weekend. A beautiful day, 7 stripe bass and some sun. A good time!

Product Information

On Site Consulting Opportunities.

For those do not know I offer consulting at your office on production systems and helping the company be more efficient. This involves a two day visit. On the first day I do interviews of employees and the owners to see where the problems are. The afternoon of the first day is spent with the decision makers to discuss what I found and what can be done to correct any issues. The second day is spent doing training for everyone based on the findings of the first day.

Very Exciting News

I will have DVDs available in the summer! The CD set has been a big hit and has a focus on the Lead Carpenter. The new DVDs will focus on the production management system and some business practices that will help any company. Stay tuned for more details.

Upcoming Speaking Events

Kansas City NARI Sept 1, 2015

Remodelers Advantage Community Meetings

Oct 26-30, 2015

Dallas, TX

Remodeling Show

Sept 30 - Oct 2, 2015

Chicago, IL

JLCLive in Portland, OR

Dec 3-4, 21015

Remember, investing in the people that spend the money, may be the best investment you ever make!

Sincerely,

Timothy Faller

Field Training Services

401-348-9698

www.leadcarpenter.com