



Field Training Services Newsletter

"Improving the bottom line through production training."

Tip of the Month

Learning to say no. In early May I was with a group of owners discussing issues with their companies and a consistent theme was the ability to control the expectations of clients. The corollary is the ability to accept rejection when they do not like the answers we give them. This is not just for others. I am experiencing the same thing. In my work with Yellow Dog Builders as a sales person I find it very hard to say "you have to wait". And it not just about sales!



Sales. With the economy heating up we have to start saying early and often the truth about when we can service the needs of our clients. Just last night I was talking with a client about a deck. As we talked it was clear that if can get the price right we get the job. But he did not want to wait till August. I found myself wanting to lay down the iPad and pick up the tools! In other words I would build the deck just so we get the job.

Well everyone knows that as soon as I do that something else suffers. In most of your cases saying yes puts a strain on production, design, and nerves.

Production. No you are not off the hook! When the clients wants something outside the contract we may have to help them understand the situation. Saying "no" in a nice way is critical to the success of the job. Sometimes "no" is said by simply saying it will cost more. Sometimes it is said by helping the client understand the delay it will cause in the process. In any case sometimes we have to be the bad guys and tell the client the bad news.

Solutions. Unfortunately I do not have a sure fire, cure all solution. I do know three facts though about the situations.

Fact 1. The time we "save" by jumping the start date to satisfy a client will almost always be used somewhere in the project to catch up. The lack of planning and prep leads to mistakes and delays that bring the project to completion late, which of course leads to unhappy clients.

Fact 2. Most of the time making a client happy by giving in hurts us more than it helps them. They usually do not appreciate the trouble it causes and still hold us to their expectations.

Fact 3. Giving in to a client's desires almost always leads to frustration on somebodys part. Usually it is the whole team.

So along with me we are all going to have to start saying "no".

Personal News

Well, lobster season got started with a bang. I set traps on May 16th thinking that I was getting a jump on the season. My daughter and I loaded up the boat and headed out. It was a great day to be on the water. A little chilly still but so nice. We arrived at the spot I like to set in and someone had beat me there. No problem it is a big ocean.



We set the traps and then decided to pull them on the following Thursday. My daughter has taken a liking to the boat and so we set things up for her to go. Thursday arrived and after taking care of several obligations related to work we set out. The first bit of good news is we found all the traps. Not a big deal early in the season but I always feel a little victorious if I can pull all 5. Second bit of good news is they were full! 21 total lobsters in the traps and 9 were keepers! There was a significant number of "shorts" or as we say in New England "shawts". Too small to keep but represents an increase in population, good for everyone. Also we pulled a good number of "egggers". Females with eggs attached to their tails. They go back so the population will increase. Good for everyone. After celebrating all the way in for a great haul we feasted that night!

The second trip out yielded 3 keepers. The third trip yielded 9 keepers! The most I have ever caught in May.

So for everyone keeping track the lobster count is now 21. To see a video of me pulling traps check out



<https://youtu.be/c44ncYk2GtY>



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

Remodelers Advantage Community Meetings

Oct 26-30, 2015

Dallas, TX

Remodeling Show

Oct 1-2, 2015

Chicago, IL

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

Sincerely,

Timothy Faller

Field Training Services

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