

Design by Example: Training a Successful Design Culture

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Design By Example – Training a Successful Design Culture

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Summary

- Hiring methods
- Success stories
- Training process
- Training methods
- Training difficulties

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Biography

- Started at 16
- Plate picker
- Truss assembler
- Sawyer
- Truss technician
- Outside salesman
- Commercial sales
- Truss technician manager
- Operations manager



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EBD Hiring Methods

- Newspaper ads
- Word of mouth
- Head hunters



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EBD Hiring Methods

- Local high schools
- Local college
- Internship program
 - CAD, quotes, etc.



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EBD Hiring Methods

- Shop employees



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Hiring From Within

- Creates a career path for all employees
- Gives you a potential untapped resource
- Qualities:
 - Hard worker
 - Multitasker
 - Willing to learn
 - Dependable
 - Loyal (longevity)

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Hiring From Within

- Benefits:
 - Local connections
 - Happy with more opportunities offered to them
 - Understand trusses and have inside knowledge of your facility
- Goal: reward dedicated employees and maintain longtime employees

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EBD Success Stories

- Why was I promoted?
- Qualities
 - Hardworking
 - Multitasking
 - Willing to learn
 - Dependable
 - Leader
 - Lean manufacturing mindset
- Goal: give back to those coming after me. I received a great opportunity, so I don't forget what was given to me.

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Success Stories – Truss Technicians



- Goal: to create a career path for production employees to promote employee and company growth via truss technicians.

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Success Stories – Production Supervisors

- Goal: Develop and promote from within so that our supervisors understand our core values and vision. We can then see them lived out by every EBD employee.

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Success Stories – Truck Drivers

- Goal: Develop truck drivers from within that understand our production flow from the picking of lumber to the final stacking in the yard.
- By hiring drivers from production, they have the ability to jump back into production if deliveries are slow.



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Current Office Staff

- 7 Truss technicians (4 came from shop)
- 1 Inside sales
- 1 Commercial sales
- 5 Outside sales (2 came from shop)
- General manager
- Operations manager
- Office manager
- Logistics coordinator

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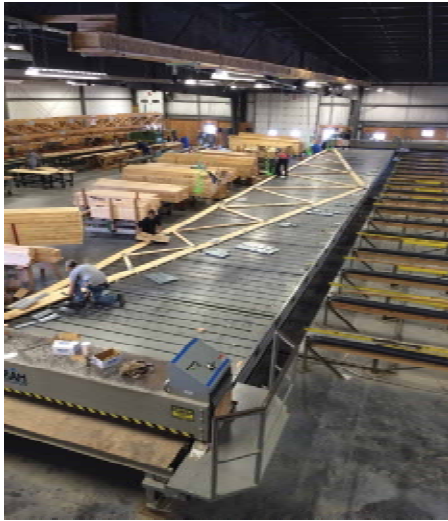
Technician Training Process

- Individualized
- Checklist
- Goal: Create project managers
- We are looking for truss technicians able to take a project and own it from start to finish, with minimal manager input.



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Training Methods: Production Facility



- ▶ 6 months
- ▶ Spend time in each production area
- ▶ Goals:
 - Learn our processes
 - Learn our products
 - Get to know our team members
 - Understand how our core values fit into our production facility

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Training Methods: Sales Ride-Alongs

- ▶ Customer meetings
 - Another side of the business
 - Additional contact within the company
- ▶ Jobsite visits
 - 2-D to 3-D
 - Feedback
 - Framing and setting
- ▶ Lumber yards
 - Materials
- ▶ Helps the whole company



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Training Methods: Software Vendors

- One week of one-on-one training
- Take advantage as often as you can
 - Online tutorials
 - Monthly webinars
 - Archived webinars
 - Annual in-person training
- Goal: Utilize your software vendor to free up valuable time

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Training Methods: Industry Resources

- SBCA
 - Webinars
 - TTT
 - Magazine
 - Emails
- APA
 - Webinars
- Construction Hardware Supplier
 - Webinars
 - Annual training
 - Emails
- Blue Beam PDF
 - Webinars
- Local Community Colleges
 - Math
 - Computer
- YouTube

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Training Methods: Plans & Quotes

Practice Plans

- Multiple plans
- Varied sizes and difficulties
 - Vault
 - Tray
 - Hip vs Gable
 - Multi-story

Quotes

- Real
- Valued by the company
- More at stake
 - Do it wrong, has an impact

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Training Difficulties: Software

- Can do too much for a truss technician:
 - i.e. Auto loading, EWP sizing, hanger sizing
- Can't comprehend reality
- Hard to maintain, can lose it if you don't use it
- Structural failure not only hurts your company, it also has the potential to hurt our industry

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Final Thoughts

- Training never ends
- We should always be learning and so should those we lead

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Questions?

- Zach Shepherd
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SBCA Resources

➤ For more resources on this topic, visit www.sbcindustry.com and search for the below titles:

- [SBCA Truss Technician Training](#)
- [Technical Assessment Test Online \(TATO\)](#)
- [Top 10 Employee Training Tools: Designer Training](#)
- [Thinking Outside the Building Plans to Train Designers](#)
- [Webinar: Loads on Trusses Part 1](#)
- [Webinar: Loads on Trusses Part 2](#)
- [Webinar: Loads on Trusses Part 3](#)
- [Webinar: Loads on Trusses Part 4](#)
- [Webinar: Loads on Trusses Part 5](#)

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Learning Labs

Thursday


- 12 pm – Knowing Your People to Keep Your People
- 1:30 pm – Safety
- 3 pm – Cybersecurity

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Please Fill Out Your Session Evaluation

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