



Indiana PHCC Contractor Roundtables 2018

Building a safety culture. Driving the importance of working safely – Brian Lebo Facilitator

- Required attendance to weekly or monthly safety meetings
- Showing videos or sharing case studies in safety meetings.
- Having “tool box” talks with employees in the shop and in the field.
- Offering employees OSHA Ten Hour Training
- Offering field leaders OSHA 30 Hour Training
- Perform incident reviews after a safety incident
- Have an injured employee talk with the group about his injury and how it can be prevented
- Incorporate safety training info into new hire orientation
- Have new hires sign off on an understanding of safety policies and willingness to comply with them
- Drug test employees at time of hire and after each incident
- Leaders should lead by example in order to advance a safety culture
- Allow employees the freedom to stop work if situation is unsafe
- Provide safety tools for the employees
- Provide safety equipment, PPE, for employees
- Conduct prehire and annual MVR report on employees
- Be consistent in requiring safety compliance
- Have routine inspection of safety equipment
- Conduct job site visits to verify compliance
- Provide positive reinforcements for compliant employees
- Keep it fun. Use humor to drive a safety culture
- Make safety training mandatory. Have “make up” sessions for employees who missed the training
- Use GPS devices on your company fleet
- Have a disaster preparedness program
- Talks about the benefits to the employee and the company when we all work safely
- Have a ‘safe driving’ pledge that your employees agree to

How to Develop Key People – John Bain, Facilitator

- 6-7 Person groups – assign team leader (1st to get trained); first call before manager

- Mentoring program; informal
- Champion system – go to person on a product or tech competency. Must do a formal presentation to leadership
- Service excellence – tech
- Allow strong/key people to facilitate training; recognition
- Cross training – having installer involved in estimating
- Assign projects/improvement opportunities
- Send them to leadership training
- Give them responsibility & let them fail; learn from failure
- Availability but not micromanage
- Ride alongs – review #s
- Benefits – life insurance, structured for employee – variation of key man
- Investment into seminars
- Online training – leverage insurance; manufacturers
- Ensuing clarity of role – utilize job descriptions
- Key people – monthly meeting to review performance
- Have them attend events; seminars
- Interview – understanding career goals
- Written training program; consistency
- Assigning responsibilities – key strengths
- Personality assessments

Tools & Inventory Control – Randy Lynch Facilitator

- Having enough tools
- Milwaukee Tick Tool Locator (Justin Dorsey Plumbing uses)
- Calibrate lock to change every day
- Share info to cost or repair/replace and cost of being out of service
- Bar code and warehouse employee for inventory

Key Employee Retention – Tyler Frame Facilitator

- Discounts to employees on products that company sells
- Look at company culture
- Flexibility with employees
- Reviews and open communication with employee
- Key employee insurance
- Bonuses for finishing large jobs efficiently
- More feedback with younger generation

- Staff meetings on a weekly basis
- More incentives for working overtime
- Growing your own employees from the ground up
- Follow up on communications
- Slow to hire; quick to fire
- Get rid of bad apples that hurt your culture
- Truly care about employee
- Follow up after meetings with employee
- Flexible
- Adapt to schedules; different start times
- Having employees last job further from house so they have time to decompress on way home
- Make work a little more fun
- Offering more training if employee messes up
- One reprimand to five compliments
- Gift cards sent to spouse when employee works long hours
- Bulletin board with family photos/sports schedules
- Incentives linked to pay
- Profit sharing with key employees
- 401K
- Stock in company

How Technology Can Impact Your Business – Jason Richards

- House Call Pro – easier to take payments
- GPS
- Tool Inventory – Milwaukee Ticks
- Service Titan
- Quikbooks online integration with credit card transaction
- GPS is compared to tickets
- Fiber optic phones; cost effective
- App to track customer and history
- Training through videos
- Streamline processes
- Safety distraction
- Leak detection methods
- HVAC efficiency
- HVAC troubleshooting using phone system
- Problem with field software having exactly what contractor wants to have
- Custom apps to customize what they needed

Managing the company grape vine – Adam Meny

- Managing gossip, maintaining professionalism, keeping on task
- Finding people that work well together
- Having a sensitivity contract after a meeting or training on the subject
- Forms and training available from Federated Insurance
- Embrace the freedom of the workspace as long as it is clean and being productive
- John Bain's talk on hiring character over skills
- Be flexible when dealing with situations, ever one is different
- Has open communication about the problem
- Employ people with a good set of core values
- Set example as the leader
- Reminder in every meeting
- On construction sites have random check in
- Matching crews and their personalities
- Learn to agree to disagree
- Instilling the employees with pride in the company
- Recognizing young and old generation gaps from both sides
- Keep an open ear to what is going on in the company
- Use DISK profiles so managers know how to deal with employees
- Fire people that need to be fired regardless
- Make people feel invested in to instill pride in company
- Build comradery in the team
- Recognizing strengths and weaknesses in employees to put them where they fit
- Fix it now don't let it fester
- Above all hit it head on swiftly once it becomes a problem