

Management Support & Staff Training

TRAINING AND MANAGEMENT CONSULTING

Investing in your people and organizational infrastructure is good management. It is the best investment you can make to ensure your organizational success – and make life easier. We can help provide your team with additional skills, develop their managerial capability, and improve your organizational structure, systems, policies and procedures.

OUR TEAM OF EXPERTS

Steve Pinnell, P.E., President

Steve is a nationally recognized expert in scheduling and dispute resolution and has taught over 300 seminars, workshops and university courses.

John Lang, P.E., Senior Consultant

John has a master's degree in Engineering Management, teaching it and managing public works agencies for more than 30 years.

Vic Maloof, FAIA, FCMAA, RIBA, Senior Consultant

Vic has lectured at colleges, universities, major corporations, government agencies, and trade associations around the world for 40+ years.

Blake Marchand, Senior PM

Blake teaches project controls, scheduling, and cost estimating and is our leading expert in scheduling software.

Gale Powell, Senior PM

Gale has 34 years experience in project controls, construction claim analysis, and critical path scheduling.

Jeanne Nyquist, Senior Consultant

Jeanne has 35 years experience as a public works manager and organizational development consultant.

TRAINING

Project Management Training

We have conducted over 600 seminars, workshops and university courses since 1975, and can tailor training to your specific needs and budget. Beginning with a brief needs assessment, we will customize a seminar or entire training curriculum, then present it and assess progress.

Specific skills taught include: planning and scheduling, estimating, cost accounting and control, partnering and teambuilding, value engineering, constructability reviews, contracts and contract administration, change management and claims, leadership and mentoring skills.

Training in Organizational Planning and Development

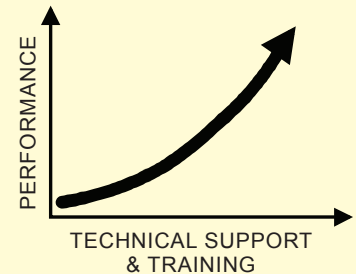
Contractors, public works agencies, and facility managers can improve their organizational structure, work flow, management systems, policies and procedures with this training program.

Specific skills taught include capital improvement program management, financial management information systems, public works management, maintenance management, asset management, strategic planning, public outreach, and working with elected officials.

Customized Curriculum for Project Management and Public Works Management

Our extensive library of standard workshops and seminars can be customized to create a comprehensive curriculum with multiple courses, workshops, and on-the-job training that achieves organizational goals. Courses available include:

- 1. Change Order Control for a Contractor's or Owner's Field Staff**
A series of 2-4 hour or all-day workshops for field personnel followed by technical support and hands-on application of the skills learned: basics of contract law, record keeping, documenting extra work, preparing or reviewing change order requests or claims, and maintaining schedules.
- 2. Schedule Training and Support for Contractors or Project Owners**
This intensive, one-day workshop on construction scheduling will review the basics and demonstrate practical methods of scheduling.
- 3. Project and Program Management for Public Works and Facilities**
This series of workshops was initially developed for the Washington Dept. of Transportation and included project management, critical path scheduling, design management, construction field office management, and claims defense. Expanded versions were developed for the University of WA Facilities, King County Public Works, and other agencies.



PINNELL ♦ BUSCH

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4. **Public Works Administration** – Pinnell/Busch, in conjunction with John Lang and Jeanne Nyquist, provides training in public works management. Courses include: Staff Development and Supervision, Working with Elected Officials and the Public, and CIP Development and Skills for Management including strategic planning, organizational planning, benchmarking, asset management and employee motivation.
5. **Contractors Business and Jobsite Management**
This two-year Construction Management Skills Training Program was designed for contractors working on City of Portland projects through its M/W/ESB Supportive Services Division. The program was expanded for AGC, ABC, NECA, and other contractor associations, to a 20-course curriculum of business and construction management training for emerging or experienced contractors with seminars, workshops, and one-on-one coaching plus procedures manuals, checklists, and blank forms.
6. **Subcontractor Scheduling and Pass-Through Claims** – A one-day workshop on avoiding delays and getting paid for extra work without claims.

Success Factors

Successful training is ensured by the following:

1. **Focus on the Design and Construction Industry**
We focus on management of projects and capital improvement programs and on organizational planning and development for contractors, architect/engineers, public works agencies, and facility managers.
2. **Customize Training to Fit Specific Needs** – Our extensive library of training programs can be customized to meet your specific needs while saving costs.
3. **Apply Hands-On Experience from Current Work**
Our training is based on years of hands-on, continuing experience in design, construction and management applied to current projects and programs.
4. **Implement State-of-the Art Techniques with Practical Applications** – We support the Project Management Institute's College of Scheduling, the American Association of Cost Engineers International and other associations, and stay abreast of new tools and techniques. These techniques are applied to practical applications and complex concepts are turned into simple, understandable principles and techniques.
5. **Set Measurable Objectives and Track Progress**
Training objectives are clearly described and accomplishments are measured to ensure value.
6. **Use Experienced Trainers** – We use highly skilled trainers with decades of hands-on experience.

MANAGEMENT CONSULTING

In addition to our training, we also consult with facility managers and public works agencies on management issues. Our consulting expertise is based on decades of experience by Steve Pinnell, John Lang, and Jeanne Nyquist as public works consultants and managers.

To be successful in today's world, public agency managers must continually improve by addressing challenging organizational issues, such as:

- ◆ Developing and motivating employees to increase productivity and job satisfaction
- ◆ Working with reduced operating budgets
- ◆ Developing and implementing Capital Improvement Programs
- ◆ Working with elected officials and the public
- ◆ Controlling budgets/schedules of large capital projects

These needs, if not met, can stress available resources and staff skills, affecting employee performance. Improving management structure, process and systems, in conjunction with staff training, can change an organization's culture and achieve a higher level of performance. Implementation of a major new capital improvement program can be a vehicle for such a change, with widespread, favorable impact on morale, staff development, and achievement of program goals.

MANAGEMENT CONSULTING EXAMPLES

- ◆ Survey Division Work Improvement Study, Portland
- ◆ Permits Section Reorganization, Multnomah County
- ◆ Building Management Mission Statement, Tektronix
- ◆ Washington State Department of Corrections \$600 million, 6-year Capital Improvement Plan
- ◆ Public Works Department Management Study, Lane County, Oregon
- ◆ Public Works Department Reorganization and Management System, Alameda County, CA
- ◆ Trojan Nuclear Plant Decommissioning Risk Management/Training, Portland General Electric
- ◆ Project Management System Analysis & Training, Bonneville Power Administration
- ◆ Ash Switching Program, General Consulting, AT&T
- ◆ Alternative Contract Delivery Opportunities, Oak Lodge Sewer District, Salem, OR
- ◆ Managing Capital Improvement Programs, Canby Water and Sewer Utility
- ◆ Public Works Leadership Skills, American Public Works Association, Oregon Chapter
- ◆ 20-year Strategic Plan, City of Keizer Public Works
- ◆ Leadership Development, Portland Water Bureau

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