



LNHBA UNIVERSITY

... giving you the professional edge



Designations
Courses
Schedule

EDUCATION PROGRAMS GUIDE 2009

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COMMITTED To Your SUCCESS

by Brian Robinett, *Region VI Vice President,
North Carolina Home Builders Association*

The Lake Norman HBA University has made an unprecedented commitment to provide educational opportunities to not only its members but to HBA members across the state as well.

The mission of the LNHBA University is to provide our members with continuing education and training to establish better building practices and to increase their industry knowledge.

Members now have access to monthly educational courses for continuing education, NCBI accreditation and NAHB designations such as the Certified Green Professional.

Did you know that builders can now use their contractors license as a marketing and advertising tool? With the passage of a new NC statute, the NC Licensing Board will now emboss the NCBI logo on all NCBI Accredited Builder (AB) and Accredited Master Builder (AMB) graduate licenses. This is a invaluable marketing tool for the custom builder who wants to get ahead and stay ahead of their competition, especially when today's savvy home buyer is looking for the contractor with the most knowledge of today's building practices.

Associate members can also take advantage of the LNHBA University's program to earn continuing education credits and earn the prestigious NCBI Accredited Associate (AA) and Accredited Master Associate (AMA) designations.

I invite you to explore our education offerings designed for both builders and associates and range in topics from Business Management, Technology, Leadership, Green Building, Customer Service and Project Management.

Brought To You By:



836-D Williamson Rd
Mooresville, NC 28117
(704) 664-5622

In Partnership With:



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"The LNHBA University Program has proven to be very beneficial to me. Each class focuses on a specific subject, the study of which is enhanced through student participation and discussions. In these difficult times, sharing experiences with people in similar circumstances is as valuable as the course material itself. I never failed to come away from a course without a number of "nuggets" of knowledge to put to use in my business. In some classes, students are encouraged to think "outside of the box", a strategy that proves to be a necessity today. The content and convenience of the LNHBA University Program is unbeatable in the continuing education of builders, general contractors, and industry associates alike!!"



- Geoff Bowen, EFC Builders
2008 Accredited Master Builder Graduate



DESIGNATIONS

NCBI & NAHB Designations



Accredited Builder (AB) NCBI Certification NC Licensing Board Certification

This certification program offers a comprehensive overview of key areas in the home building industry. Subject areas are designed to appeal to individuals with varying backgrounds and levels of formal education and will cover all major areas necessary for success.



Accredited Master Builder (AMB) NCBI Certification NC Licensing Board Certification

Master courses take you beyond the basics and into advanced instruction by experts who have designed material exclusively for the experienced builder. Topics include negotiation, quality construction, diversification and much more.



Accredited Associate (AA) NCBI Certification

This designation offers associate members valuable knowledge about the home building industry. Associates will want to take advantage of this great networking time to build relationships with potential clients while developing knowledge of new industry trends and techniques.



Accredited Master Associate (AMA) NCBI Certification

In response to overwhelming demand for further training on the master level, NCBI developed the courses not only relevant to the experienced builder, but for the advanced associate as well.



Accredited Residential Superintendent (ARS) NCBI Certification

This designation is designed for the field superintendent or other site personnel looking to excel in their current position. With topics geared toward their specific needs, this program will give you the tools needed to be a success in the home building industry.

NAHB



CERTIFIED
GREEN
PROFESSIONAL™

Certified Green Professional (CGP) NAHB Designation

The National Association of Home Builders' Certified Green Professional™ Designation teaches builders, remodelers and other industry professionals techniques for incorporating green building principles into homes—without driving up the cost of construction.

The one constant in the home building industry is change. New products, changing technology, and evolving legal and building code laws are just a few of the industry's elements that require constant vigilance and training.

By attending NCBI courses you will not only gain valuable information to further your business, but you will also have the opportunity to meet and network with other industry professionals experiencing the same challenges in today's marketplace.

"I've learned critical information from every class I've taken that's been implemented into our day to day operations. What started as a marketing idea has turned into a vast educational learning experience."

- Terry Patoka, Direct Builders
2007 AMB Graduate





DESIGNATIONS

Designation Requirements

NCBI

Accredited Builder (AB) - Students must complete 72 hours of course work in level 100 and/or 200 of the curriculum.

Accredited Master Builder (AMB) - A student must complete the requirements for the AB designation and complete an additional 40 hours of coursework in the 300 level of the NCBI curriculum.

Accredited Associate (AA) - Students must complete 48 hours of course work in level 100 and/or 200 of the curriculum.

Accredited Master Associate (AMA) - A student must complete the requirements for the AA designation and complete an additional 40 hours of coursework in the 300 level of the NCBI curriculum.

Accredited Residential Superintendent (ARS) - A student must complete 24 mandatory hours (specific NCBI courses) and 24 elective hours totaling 48 hours of course work in level 100 and/or 200 of the NCBI curriculum.

Note: The 24 mandatory hours are: PM101 Managing Time, PM201 Completing Your Projects On Time, DS102 Blue Print Reading, PM103 Quality Control Techniques, PM203 Maximizing Your Profits, PM204 Fall Protection. The elective hours can be made up of any combination of the 100 and/or 200 level courses.

To Maintain Your NCBI Designation: Eight (8) hours of course work must be completed per year. Initial certification is valid for one year ending on December 31 of the year following certification. Re-certification is based on proof of completion of 8 hours continuing education, on a topic related to the home building industry. Contact the NCHBA office to request a recertification form.

NAHB

Certified Green Professional (CGP) - A student must complete the NAHB 2 day Green Building for Building Professionals and the 1 day NAHB Business Management for Building Professionals course and submit a \$145 (NAHB member) / \$245 (Non NAHB member) graduation fees to NAHB .

To Maintain Your CGP Designation: Twelve (12) hours of continuing education every 3 years. A minimum of six (6) hours must come from The NAHB University of Housing. A minimum of eight (8) hours is required to come from green building related educational activities.

A NCBI Designation says a lot about you. Professional designations offer excellent opportunities to improve your skills, advance your career, and be recognized for your commitment to professional growth.

LNHBA University 's courses provide you with the tools you will need to stay ahead of the competition. With flexible course hours, up-to-date materials and cutting edge technology, we are here to help you succeed in your business.

Education and training can set the foundation for your success. That's why education is at the very core of the LNHBA.

"The NCBI program and the ability to converse with other builders about business models and ideas is an asset to our company that we can't even put a price on. Missing out on these classes is simply leaving dollars on the table."

-Jarrett Davis, Structures of Integrity
2008 Accredited Master Builder Graduate





2009 CURRICULUM

NCBI Curriculum & Course Summary

Building Technology Track

BT103 – Best Practices

The primary focus of this class is to help builders identify ways to affordably “green: their homes while getting the biggest bang for their buck. The course will give builders the knowledge to build truly high performance homes that are sustainable, durable, safe, healthy, energy efficient and comfortable to live in.

Instructor: TBD

Designation(s): AB, AA, 8 hours

May 13, 2009 * 8:30 a.m. – 5:30 p.m.

BT201 – An Introduction to Green Building

Designed to help NCHBA members interested in “going green”. This course will provide an overview of the NAHB Green Building Guidelines and the National Green Building Standard. Learn how site development, energy efficiency, water and resource conservation, sustainable or recycled products, and indoor air quality are increasingly incorporated into the everyday process of Green home building. The NAHB web-based green home scoring tool that allows builders to design, build and measure green features will be demonstrated.

Instructor: TBD

Designation(s): AB, AA, 4 hours

April 8, 2009 * 8:30 a.m. – 12:30 p.m.

BT202 – Green Building Components

This session takes you inside and outside the house to demonstrate techniques to ensure energy and resource efficiency, better water conservation, improved indoor air quality and environmentally sensitive site design. This session will analyze the house as a system and the results of building green and healthy, as well as identify the components to a high performance home. This informative course provides cost effective construction techniques and sorts out the facts from fiction with regards to green building.

Instructor: TBD

Designation(s): AB, AA, 4 hours

April 8, 2009 * 1:30 p.m. – 5:30 p.m.

Customer Service Track

CS102 – Selling Service Excellence

Topics include the sales office, first impressions, “mental scrapbook”, adjusting expectations, using models, sales documents, Saturday Supers and orientation.

Instructor: Wallace West

Designation(s): AB, AA, 4 hours

October 14, 2009 * 8:30 a.m. – 12:30 p.m.

CS202 – Building Quality: A Foundation for Quality Builders and Remodelers

Topics include quality gurus, quality foundation, zero defects, reducing variation, cost of quality and designing quality.

Instructor: Wallace West

Designation(s): AB, AA, 4 hours

October 14, 2009 * 1:30 p.m. – 5:30 p.m.

Diversification Track

DV302 – Remodeling Can Be Fun

With higher profits, remodeling can offer a diversified approach to your new construction company. This course will focus on how to integrate remodeling as a successful entity within your new home construction company.

Instructor: Greg Isenhour

Designation(s): AMB, 4 hours

March 11, 2009 * 8:30 a.m. – 12:30 p.m.

DV303 – Commercial Construction

Diversifying into different related businesses can sometimes be of benefit to the residential homebuilder. Commercial construction could be a good delivery match for the contractor ready to take their company to the next level. This course will examine how a residential builder might incorporate commercial construction into their existing business. Organization of the company, skills needed, subcontractor base, pricing and marketing of the business are just a few of the details that will be discussed.

Instructor: Greg Isenhour

Designation(s): AMB, 4 hours

March 11, 2009 * 1:30 p.m. – 5:30 p.m.



2009 CURRICULUM

NCBI Curriculum & Course Summary

Leadership Track

LD303 – It's All About Me!

Using personality indicators and survey material, participants will learn their personality types and delve into the background of their actions. Through better understanding of all personality types, participants will gain insight into ways of improving relationships with both business and personal associates.

Instructor: Greg Isenhour

Designation(s): AMB, 8 hours

June 10, 2009 * 8:30 a.m. – 5:30 p.m.

LD 304 – Active Listening, Coaching & Counseling

Everyone wants to be heard. Coaches get the credit for whether a team loses or wins, no matter what the players are like. Counseling is more than giving advice. Participate in this class to hone your skills and discover the secrets of great listeners, coaches, and counselors. Everyone has these skills, but rarely access their inner being to cultivate the necessary behavior. This class will aid the participants in activating what they already possess.

Instructor: Greg Isenhour

Designation(s): AMB, 8 hours

September 2, 2009 * 8:30 a.m. – 5:30 p.m.

LD305 – Ordinary People, Everyday Leaders

All of us are leaders everyday. In our businesses we are faced with leading people where they sometimes want to go, but most of the time where they want to go but don't know it yet. This course will focus on practical applications of sharing your vision with trade contractors, employees, and a host of others, and getting them to follow your lead.

Instructor: Greg Isenhour

Designation(s): AMB, 8 hours

December 2, 2009 * 8:30 a.m. – 5:30 p.m.

Project Management Track

PM101 – Managing Time: Your Key to Success

A course designed to discuss various time management tools and how their use can affect profitability and productivity for you and your company. Group discussions will help you learn what tools other people or companies use and the results they have achieved. Basic project scheduling will also be discussed briefly, time permitting.

Instructor: Greg Isenhour

Designation(s): AB, AA, ARS, 4 hours

November 4, 2009 * 8:30 a.m. – 12:30 p.m.

PM104 – OSHA 10-Hour Construction Industry Safety Course - **PART I**

Since 2000, more than two million people in the construction industry have been trained by OSHA's 10 an 30-hour outreach programs. Step up your safety strategy by learning how to:

- Write and maintain an effective safety program your employees will adopt.
- Understand the relationship between insurance premiums and jobsite safety
- Use Material Safety Data Sheets (MSDS) and hazard communication to properly handle hazardous substances
- Anticipate what to expect from an OSHA inspection, including your rights
- Comply with OSHA standards for hand tools, electrical, personal protective equipment and excavations, thereby avoiding fines

(In order to receive a course completion card from Federal OSHA, you must also complete PM204 within 90 days.)

Instructor: Ron Adams

Designation(s): AB, AA, ARS, 4 hours

January 7, 2009 * 8:30 a.m. – 1:30 p.m.

PM201 – Completing Your Projects On Time

An in depth look at the basics of project scheduling and how to create a schedule by hand. We will also take a brief look at MS Project and discuss how its use can save time and money as compared to conventional methods of scheduling.

Instructor: Greg Isenhour

Designation(s): AB, AA, ARS, 4 hours

November 4, 2009 * 1:30 p.m. – 5:30 p.m.



2009 CURRICULUM

NCBI Curriculum & Course Summary

Project Management Track

PM202 – What Does It Really Cost?

This course will look at different types of estimating and producing systematic, consistent estimates for higher profitability.

Instructor: Greg Isenhour

Designation(s): AB, AA, 4 hours

July 15, 2009 * 8:30 a.m. – 12:30 p.m.

PM 203 – Maximizing Your Profits: Cost Control

Maximizing profits begins in the field. Learn how to implement field management tools to complete projects on time and on budget with zero defects.

Instructor: Greg Isenhour

Designation(s): AB, AA, ARS, 4 hours

July 15, 2009 * 1:30 p.m. – 5:30 p.m.

PM204 – Fall Protection (OSHA) - PART 2

Of all jobsite injuries and fatalities, more than half result from the same type of accident—falls. So why don't contractors pay more attention to fall hazards and the safety programs that can prevent injury or even death? Often, they do not realize they are at risk. By attending, you will learn to:

- Recognize and reduce fall hazards
- Connect fall protection with productivity and profitability
- Effectively use guardrails and harnesses
- Establish safety procedures for ladder and scaffold use
- Comply with OSHA standards to avoid costly fines
- Protect yourself against third party litigation

(In order to receive a course completion card from Federal OSHA, you must also complete PM104 within 90 days.)

Instructor: Ron Adams

Designation(s): AB, AA, ARS, 4 hours

January 8, 2009 * 8:30 a.m. – 1:30 p.m.



"I wish NCBI courses were available 25 years ago - I could have made fewer costly mistakes. This program is terrific!"

- Robert Zarnoch, Legacy Builders of Lake Norman
2008 Accredited Master Builder Graduate



2009 CURRICULUM

NAHB Curriculum & Course Summary

Green Building for Building Professionals

NAHB COURSE



Get Your National CGP Certification!



This designation for building professionals discusses strategies for incorporating green-building principles into homes without driving up the cost of construction. You will learn how green homes provide buyers lower maintenance, better indoor air quality and better long-term value. Techniques are also discussed for competitively differentiating your home products with increased indoor environmental quality as well as energy and resource efficiency.

Cost:

\$375 - LNHBA Green Building Council members

\$395 - NAHB members

\$445 - Non-NAHB members

(Cost includes all course material and boxed lunch)

Designation(s):

NAHB - CGP (co-requisite: NAHB Business Management for Building Professionals)

NCBI - AB, AA, (16 hours)

Instructor: Michael Chandler

Date: February 11 - 12, 2009

Time: 8:00 a.m. – 5:30 p.m.

Location: Mitchell Community College
219 N. Academy St
Mooresville, NC 28115

Business Management for Building Professionals

NAHB COURSE



Learn the management skills that give industry leaders the edge. This course will give you a solid foundation in those best business practices so valuable to smaller businesses: planning, organizing, staffing/directing and controlling. By using case studies and sample forms, your instructors give you practical and applicable tools for management success. As a graduate of this course, you will be able to:

- Discuss common business challenges and learn practical tips and tools to overcome them
- Explain the three basic functional areas within a company
- List the five main tools used to improve a business
- Apply each of the five Ps to the three functional areas of the business
- Identify methods of recruiting, interviewing, training, and retaining quality personnel
- Apply the key measures of business performance to your own business

Cost:

\$195 - NAHB members

\$245 - Non members

(Cost includes all course material and boxed lunch)

Designation(s):

NAHB - CAPS, CGA, CGB, CGR, MCSP, CGP

NCBI - AB, AA, (8 hours)

Instructor: Wallace West

Date: February 13, 2009



REGISTRATION FORM - PART I

1 - Fill in your information. ALL information must be provided.

First Name: _____ Last Name: _____ SS# _____

Company Name: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Tel: _____ Fax: _____ Email: _____

HBA Member: (check one) Yes NoLocal HBA Name: _____

2 - Make your course selection (s) .

Date	Selection	Time	Course	Cost	Hrs	Accreditation
Wed. 1/7/09	<input type="checkbox"/>	8:30 am - 1:30 pm	PM104 - 10 Hr. Construction Industry Safety (OSHA Part 1)		8	
Thurs. 1/8/09	<input type="checkbox"/>	8:30 am - 1:30 pm	PM 204 - Fall Protection (OSHA Part 2)	\$180	4	AB, AA, ARS
Wed. 2/11/09	<input type="checkbox"/>	8:30 am - 5:30 pm	NAHB Green Building for Building Professionals (Part 1)	See	8	CGP, AB,AA
Thurs. 2/12/09	<input type="checkbox"/>	8:30 am - 5:30 pm	NAHB Green Building for Building Professionals (Part 2)	Page	8	CGP, AB,AA
Fri. 2/13/09	<input type="checkbox"/>	8:30 am - 5:30 pm	NAHB Business Management for Building Professionals	6	8	CGP, AB,AA
Wed. 3/11/09	<input type="checkbox"/>	8:30 am - 12:30 pm	DV302 - Remodeling Can Be Fun	\$95	4	AMB
	<input type="checkbox"/>	1:30 pm - 5:30 pm	DV303 - Commercial Construction	\$95	4	AMB
Wed. 4/8/09	<input type="checkbox"/>	8:30 am - 12:30 pm	BT201 - An Introduction to Green Building	\$95	4	AB,AA
	<input type="checkbox"/>	1:30 pm - 5:30 pm	BT202 - Green Building Components	\$95	4	AB, AA
Wed. 5/13/09	<input type="checkbox"/>	8:30 am - 5:30 pm	BT103 - Best Practices	\$180	8	AB,AA
Wed. 6/10/09	<input type="checkbox"/>	8:30 am - 5:30 pm	LD303 - It's All About Me	\$180	8	AMB
Wed. 7/15/09	<input type="checkbox"/>	8:30 am - 12:30 pm	PM202 - What Does It Really Cost?	\$95	4	AB,AA
	<input type="checkbox"/>	1:30 pm - 5:30 pm	PM203 - Maximizing Your Profits: Cost Control	\$95	4	AB, AA, ARS
Wed. 8/12/09	<input type="checkbox"/>	8:30 am - 12:30 pm	MK101 - Developing a Marketing Plan	\$95	4	AB,AA
	<input type="checkbox"/>	1:30 pm - 5:30 pm	MK201 - Making the Sale	\$95	4	AB, AA
Wed. 9/2/09	<input type="checkbox"/>	8:30 am - 5:30 pm	LD304 - Active Listening: Coaching & Counseling	\$180	8	AMB
Wed. 10/14/09	<input type="checkbox"/>	8:30 am - 12:30 pm	CS102 - Selling Service Excellence	\$95	4	AB,AA
	<input type="checkbox"/>	1:30 pm - 5:30 pm	CS202 - Building Quality: A Foundation for Quality Builders	\$95	4	AB, AA
Wed. 11/4/09	<input type="checkbox"/>	8:30 am - 12:30 pm	PM101 - Managing Time—Your Key to Success	\$95	4	AB,AA, ARS
	<input type="checkbox"/>	1:30 pm - 5:30 pm	PM201 - Completing Your Projects On Time	\$95	4	AB, AA, ARS
Wed. 12/2/09	<input type="checkbox"/>	8:30 am - 5:30 pm	LD 305 - Ordinary People, Everyday Leaders	\$180	8	AMB

EDUCATING THE INDUSTRY

Through the LNHBA University, the Lake Norman Home Builders Association's commitment is to provide our members with continuing education and training to establish better building practices and to increase their industry knowledge.



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