



MINUTES

Kingdom Builders Construction Industry Forum

6 September 2023



ATTACHMENTS

- 1) Briefing Charts
- 2) Devotion Message (enclosed below)
- 3) Gallup Questions (enclosed below)

MEETING VIDEO

https://us02web.zoom.us/rec/share/8oD6b9SIhPJhDlbUkqnonbyTNZFH_vq20gSsO6RH_0fGtHeU1bBFdtsHqVKkROcf.ev_TUYtWTeu72uaD?startTime=1694012472000

Passcode: f7n+=ECX

ATTENDANCE 23

WELCOME & PRAYER

Bob welcomed everyone and opened the meeting with prayer at 11:02 am.

DEVOTION "Our Greatest Asset" (See Attachment 2 enclosed)

"Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves, not looking to your own interests but each of you to the interests of the others. In your relationships with one another, have the same mindset as Christ Jesus." (Philippians 2:3-5)

What happens when our "greatest assets" become all too "human"? "I took an ad out in a newspaper looking for workers but people showed up instead." (Henry Ford). When people become things, we have a problem. We are supposed to love people and use things. Not vice versa. Put yourself in the shoes of people and try to understand what they are going through and then, respond as Jesus would. Do your employees feel that they are your greatest asset? How do you know?

MEMBER PROFILE #1 About Floors n' More | Rick Costner | www.aboutfloorsnmore.com

- About Floors n' More is located in Jacksonville, FL. They supply retail and commercial flooring. Wife Teresa is book-keeper and son Zack is commercial salesman.
- Mission: "We help our neighbors bring to life their dream home while reflecting Christ, who gives life."
- Core Values: Honesty, Integrity, Caring, Diligent, Dignity, and Quality.
- Operations Highlights: In business over 20 years, Rick is the sole owner as of this past year. They use and love EOS.
- Ministry Highlights: Changed mission/vision/values to reflect Christ, added workplace chaplains.

MEMBER PROFILE #2 Dovetail Builders | Patrick Clow | [Instagram@Dovetailbuilders](https://www.instagram.com/Dovetailbuilders)

- Dovetail Builders is located in Nashville, TN. They perform residential construction, Buy/Flip houses, Property Management and Real Estate Investing
- Wife Kristy for 7 years, 3 kids 4 yrs. and under. Kristy handles Property Management, Patrick manages construction.
- Mission: Improving Lives By Improving Homes
- Operational Highlights: Remodel 4 homes per year.
- Ministry Highlights: 1 community construction project per quarter.



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PEER2PEER BREAKOUT SESSION - "The Human Element"

What is most impacting your business today and in the future from a PEOPLE perspective?

Topics could include: Hiring, Retention, Salary, Performance Management, Benefits, Safety, Compliance, Training, Ministry, Entitlement Culture, Hybrid Schedules, CBD at Work.

Question: How do I grow leaders 2-3 layers down from me? They are the heartbeat of the company and the ones getting stuff done, working with the guys doing the work.

Responses:

- What is the inhibitor with you making a connection to them? I see them every day but they aren't responsible to me.
- The worst years of my company (300 people) were when I (owner) did not have a connection to the front-line folks. "What the boss speaks about, the crew cares about."
- As an owner...Serve. That creates a connection.
- Encourage your people to find leadership roles in a local non-profit, charitable organization. This helps them learn how to lead from the heart. Then they can bring those skills back into the workplace. Win-Win.

Question: Taking initiative without having detailed, step-by-step directions. I don't want to micro-manage. How do you get people to step up and go?

Responses:

- Provide context and teach situational awareness. Give clear strong mission statement and core values so they can go in the right direction.
- As Christians, we are fenced in by God's "Shalls and Wills". Do we have the same parameters in place for our people?
- Ask questions like; what would you do here, what do you think the solution should be, and get them to give suggestions and input.

Question: I have a younger generation team and my people don't want written job descriptions that include overlap.

Responses:

- "I didn't see that in my job description." We had to make sure the job description had some open-ended points. Like taking advantage of opportunities, an expectation to help as directed, importance of teamwork, etc.

Question: How do you develop and document processes in a way that gives clarity and direction in order to grow and develop?

Reponses:

- Whatsapp group for sharing videos and GEMBA Docs might be a useful software tool.
- The creation of processes & SOPs has to be intentional. Either specific shared responsibility or it has to be somebody's job.
- Use the 80/20 rule. Focus on the 20% of the processes that impacts 80% of the work.
- Make processes & SOP creation (process guide) a part of your job descriptions and performance reviews.
- On3.ai, short video processes.

Question: Craft training, is anybody doing formal training in-house?



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Responses

- 1:1 training is best but formal class training is useful too. A small class dedicated to training creates a great space for asking questions.
- Any good YouTube channels or videos to refer people to?
- NCCER has some credentials and certifications. <https://www.nccer.org/credentials-certifications/>

Question: Is anyone using training software for PMs and Supers that has a clear and defined path of progression? Is it soft skills and technical training? Procore (<https://learn.procore.com/>) is something they use as canned training. It works but hasn't been great.

Responses:

- Caution against teaching canned info that is vital to the success of your company.

Question: Do your employees know that they are your greatest asset? How?

Responses:

- Caring Team
- Chaplains
- Gallup survey (see attachment 3)
- Greeting Cards on birthdays and special occasions from company to employee family members

WRAP UP & CLOSING PRAYER

Bob shared the features on the Kingdom Builders Construction Industry Forum webpage available at: <https://www.goodworksinc.org/c12kb/>

Next meeting: 6 December 2023.

Annual "Reason for the Season" contest.

Member profiles.

- Lee @ AR Homes.
- Nick @ VPC Builders.

Topic Ideas:

- How do I operate my company by Core Values?

Jason closed the September 2023 Kingdom Builders Construction Industry Forum at 12:30 pm with prayer.

Respectfully Submitted,
Arlan Riehl



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Attachment 2 | September 2023 DEVOTION | Our Greatest Asset

“Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves, not looking to your own interests but each of you to the interests of the others. In your relationships with one another, have the same mindset as Christ Jesus.” Philippians 2:3-5

Our greatest asset is our people! We’ve all heard that slogan. Most business owners think of their employees as a resource, or an asset that enables the company to provide the goods and services that satisfy customer needs and generate wealth for the owner as well as a better standard of living for the employees. Sounds like a win-win-win! The use of the term “resource” means a source of supply, support, or aid, especially one that can be readily drawn upon when needed. The term asset denotes something that is useful or valuable. When you call a person a resource or an asset, it means that they’re available, useful, helpful, or valuable. A person can be an asset to a company, a team, or a community.

But as company leaders, what happens when our resources, or our greatest assets, become all too “human”? Human beings have a knack for creating problems. In fact, as Mark Leary, PhD puts it, “Most problems are people problems.” Everyone struggles with personal problems from time to time, such as stress, anxiety, depression, self-doubt, addiction, and worries about health, finances, and the future. Relationships with partners, children, and other family members are often riddled with conflict, as are relationships with friends, neighbors, bosses, and co-workers. Society heaps on additional concerns in the form of crime, violence, economic problems, prejudice, political discord, and more.” People simply have issues!

Henry Ford said, “I took an ad out in the newspaper looking for workers and people showed up instead.” Dealing with people can certainly be a challenge to running a business. Too often, we can begin to think of our employees as our greatest problem, not our greatest asset. The world is full of factories and offices where people become little more than a means to an end for the business owner...like other “things” in the business.

It’s when people become “things” that we have a problem. Do you know what God wants us to do with people as opposed to things? We are supposed to love people and use material things. Jesus never used anybody to promote Himself; He loved people. He knew that people were far more important than material things. His mission was to save people from the corruption of sin, which had made them value material-things more than people. Jesus shared the burdens of people. He had words of kindness for those who were defeated in life’s battle; words of encouragement for the downtrodden. He never considered a single human being as worthless. In fact, He gave his life for them...all of them. (Romans 5:8)

Each of us was created with an imagination. Before knowing Christ, we probably used our imagination for self-serving motives, likely even for evil thoughts. But as a new creation in Christ, what should we use our



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imagination for? Let me tell you something good that can put your imagination to good use. Use your imagination to put yourself in the situations of other people who are suffering, the ones you know around you. That difficult or unproductive employee. When you see it, when you hear about it, put yourself in their shoes. Use your imagination to think that you are there; living with chronic pain, or with a difficult spouse or having a problem child as if you were the parent. Imagine what it is like to have an addiction or crippling anxiety due to life's circumstances. Put yourself in their shoes and try to understand what they are going through. Then respond as Jesus would. One of the most important prayers you can ever pray is to ask the Lord to help you to see people as He sees them...each fearfully and wonderfully created by Him for a specific purpose that He planned in advance for them to fulfill.

Let's consider this: Do our employees feel that they are our greatest asset?



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Attachment 3 | Gallup Survey Questions

<https://www.gallup.com/home.aspx>

1. I know what is expected of me at work.
2. I have the materials and equipment I need to do my work right.
3. At work, I have the opportunity to do what I do best every day.
4. In the last seven days, I have received recognition or praise for doing good work.
5. My manager, or someone at work, seems to care about me as a person.
6. There is someone at work who encourages my development.
7. At work, my opinions seem to count.
8. The mission or purpose of my company makes me feel my job is important.
9. My coworkers are committed to doing quality work.
10. I have a best friend at work.
11. In the last six months, someone at work has talked to me about my progress.
12. This last year, I have had opportunities at work to learn and grow.

Shared by Nick London