

VIOLAND



MANAGEMENT  
ASSOCIATES

# Restoration Project Management

*Command The Chaos*

**April 24-29, 2017**



**Canton, OH**

See Back for Details



## Overview

Project Managers face unique situations in the restoration industry and bear the burden from beginning to end. While some thrive on adrenaline and others survive on instinct, the good ones succeed through flawless execution.

Restoration Project Managers must to be able to close deals, plan efficiently, communicate effectively, delegate accordingly, and fully comprehend the roles and responsibilities for which they are responsible. In order to understand how to apply these skills to restoration, Violand Management Associates (VMA) offers Violand’s Restoration Project Management program—the benchmark for restoration project management training in the industry.

This training program focuses on developing the fundamental behaviors necessary to sell, estimate, and manage a restoration project. VMA started with the principles of project management and tailored them to the unique challenges found in today’s restoration business. The end result is advanced level learning meets real work experience. VMA partnered with Kent State University to bring in academic authorities along with experts in the restoration industry who take project management from principle to application. Graduates of this program will understand and display a higher standard of performance in restoration project management. This standard is what drives production, symbolizes professionalism, and weeds out the competition.



## Investment and Return

The typical Project Manager in a restoration company manages approximately \$1-1.5 million in projects annually. VMA estimates that graduates of this program will increase their capacity and profitability by at least 5%, yielding \$50,000 to \$75,000 in improved performance within the first year alone. The return on investment is huge and immediate, especially given the affordable cost of the program. In addition, the successful completion of Violand’s Restoration Project Management program meets the Project Management Institute’s educational requirements to apply for the Project Management Professional (PMP®) certification and counts as a prerequisite for the CR® and WLS® certifications.

## REASONS WHY PROJECTS FAIL

- Failure to Define Objectives
- NO** Quality Control
- Inadequate Control of Resources
- Lack of Communication
- LACK OF PLANNING**
- Peer Management



“The skills I learned from this week will continue to develop and last for my entire career. The professionals are top notch. You can't find this type of training anywhere else.”

Jon Stapel, Operations Manager  
Menold Construction & Restoration

## Items Covered

### Overview of Project Management

- Understand roles
- Define Project Management as a discipline

### Customer Service

- Identify key criteria to gain referrals
- Understand common pitfalls and strategies for effective customer service

### Quality Control

- Identify methods to achieve consistency
- Identify best practices and improvement techniques

### Subcontracting

- Build relationships through communication
- Have better follow-through

### Time Management

- Understand the importance of prioritizing
- Identify the best use of a Project Manager's time

### Project Administration

- Understand job files, proposals, job costing, profit analysis
- Learn proper invoicing and project debriefing

### Legal Issues and Solutions

- Learn contract and tort liability
- Reduce risk proactively to get paid

### Communication

- Identify the different levels of communication
- Understand the frequency to ensure success

### Negotiation

- Learn how to ask the right questions
- Negotiate properly with Adjuster, Customers, and Subcontractors

### Project Management Principles

- Take the project through every phase of its life cycle
- Understand how to manage larger and multiple projects

## Format

Violand's Restoration Project Management program contains over 50 hours of training condensed into three weeks: two weeks of webinars and one week of classroom instruction at Kent State University, concluding with a 200-answer exam. Upon passing the exam, graduates receive a Certificate of Restoration Project Management from Kent State University and Violand Management.

“Violand's Restoration Project Management Program helped me plan my jobs and keep them on schedule. Extremely beneficial!”

Adam Simone  
General Manager  
RestoreCore, Inc

“I can't help but think of all the lost money and headaches not knowing this information has cost me!”

Jeremy Hongslo  
Owner  
TCM Restoration & Cleaning





If a company has an employee quit their job within 365 days of completing a Violand professional training program, Violand Management will extend a free seat to the company for the same class to be attended within the next 365 days.

**Successful completion of this course qualifies for:**

43.25 Contact Hours from RIA  
Meeting educational requirements to apply for PMP® certification

2 CECs from IICRC  
A prerequisite for the WLS® and CR® certifications

**About the Presentors**



**Peter Berman** has over a dozen years of experience in construction, development, and inspection. He is the CEO of The Ruby Group and a founding partner of Inspect Your Home, Inc, which has performed inspections for some of the largest national Real Estate Holding companies and lenders, including Legg Mason, Wells Fargo, and GMAC.



**Mickey Lee, WLS** has nearly 30 years' experience in construction and restoration of residential, commercial, retail and industrial structures. He is involved in RIA, IICRC, ASHRAE and other organizations, most recently leading the development of the IICRC Commercial Drying Specialist (CDS) certification as committee chair.



**Edward H. Cross** is President of Law Offices of Edward H. Cross & Associates, PC and has been litigating business, real estate, and property damage cases since 1995, specifically matters related to water, sewage, and mold. He is a Certified Indoor Air Quality Consultant (CIAQC), a Certified Indoor Air Quality Professional (CIAQP), and Water Damage Restoration (WRT) by the IICRC/ The Clean Trust.



**Steve Toburen** spent over 20 years "down in the trenches" in the cleaning and restoration industries and graduated first in his Certified Restorer class. His cleaning and restoration company grew into a nationally recognized operation based on its high per-capita profits in a smaller market base. Steve serves as the Director of Training for Jon-Don's Strategies for Success (SFS) program and directs the SFS website.



**Bob Jewell, PMP** is the founder and CEO of the OMEGA Leadership Group. He has provided leadership development, project management training, and consulting services to organizations such as Toyota, Federal Express, and Aultman Hospital. Bob teaches the Project Management program for certified project managers at Kent State University's Stark Campus.



**Jack Shanks**, owner of Management Solutions, has more than 30 years of broad-based management experience in private business, government and education. He is an experienced project manager, negotiator, and coalition builder who has created and taught seminars throughout the United States for more than 20 years. Jack also served as a lead negotiator for General Electric.



**Timothy E. Hull, CR** was national disaster-response manager at a leading \$100M disaster restoration company. Tim is a business development advisor specializing in operations for Violand Management Associates and advises restoration companies on best practices and proper procedures.



**Scott Tackett** is a facilitator, business trainer, and adjunct professor at Kent State University who joined VMA as a Business Development Advisor after 32-years in manufacturing, H.R. management and organizational leadership. Scott works with restoration companies to develop effective managers.

*Violand Management Associates, LLC is a consulting firm that works internationally helping entrepreneurial companies achieve sustained profitable growth. For more information, visit our website at [violand.com](http://violand.com) or call +1 800 360 3513.*

