This summer I had the unique experience of learning something new and reinforcing thoughts and practices I believe in. Through Habitat for Humanity I spent two days a week for four months as a volunteer building a straw bale insulated house. Not only were straw bales used for insulation, the interior walls were plastered using a combination of clay, sand, water and finely chopped straw. With full 2 x 6 rough-sawn studs and 14" bales, the exterior walls were 20" thick. There were jobsite tutorials and instructions from master craftsmen to ensure the work was done correctly. I was there at the beginning when we erected the exterior frame. I also performed many aspects of the building process both outside and in. As of this writing the house is not quite finished; when it is, it will be a very economical house to maintain.

Working with people I did not know and coming together as a volunteer team to achieve a worthwhile objective not only allowed me to learn some new skills, it also provided new opportunities to get to know people with different skill sets and goals in life. It was interesting to note that the muscles I use in doing recreational activities like hiking and biking were not what was needed when standing on a ladder installing soffits, using an air gun to nail lath or ripping long lengths of boards on a table saw. For the most part I was learning some new building techniques from people half my age. They were not a part of a problem; they were the solution. Through research and trial and error they were finding new ways to build longer-lasting homes using environmentally friendly materials and processes.

The other experience was totally different. I was asked to participate in an online course designed primarily for Human Resource managers in the medical field that addressed how to create change towards a more healthy workplace. Again, I was participating with people much younger than I was. My role was to share my experiences, comment on new ideas and reinforce old processes that can still work. The platform for the course was Ruzuki, an incredibly easy tool to navigate from the students’ perspective. I was told that it’s easy to set up as an instructor. There were lots of TED talks to listen to and comment on as well as excerpts from books about the subject of the course. Our sharing was through commenting online and periodic one-hour conference calls, each with a specific topic based on where we were in the course. We revisited Maslow’s hierarchy of needs, listened to Parker Palmer from a different perspective, checked out Herzberg’s motivation and hygiene factors in today’s environment and discussed Dr. Deming’s statement, “If you don’t know how to ask the right question, you don’t get the right answer.”

I have worked with people who enjoy building and would not want to be a manager. I have discussed the issues and challenges facing today’s managers and leaders with people who are managers. I have a better perspective of what motivates some of today’s trade workers, aspiring managers and people who are thrust into a leadership role. I have also been exposed to new teaching and learning techniques. As I have said more than once the past few months, I am learning new skills I may never use again. However, I have gained a very good appreciation for the people who will use these skills and their dedication to new ideas and processes whether they are high tech or high industrial.

I hope you pick up a nugget or two from my summer experiences that will get you involved with people who work with their hands. I hope you will engage with people who are
Learning On The Job And In The Online Classroom (cont.)

(Continued from page 1)

younger than you, not to tell them what to do, but to learn from them. One of my volunteer peers on the construction project is a university professor and research scientist; he was also a student this summer.

Ruzuki, Habitat for Humanity or other organizations you name or create will help you explore someone else’s world and share yours. There is much to learn from each other.

Roger Henson
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Welcome New Members

Kari Garcia, Lytx
Three Ways Mobile Capabilities Enable Field Service Technicians

By Laura L. Adams, ServicePower

Source: ServicePower

Whether classified as technicians, caregivers, representatives, installers, or something else, field service workers have the common need to work remotely in the field. With advancements in cloud and mobile computing technology and enterprise software solutions, this need has been met with amazing acuity. Let’s learn how by examining three ways mobile capabilities are enabling field service workers.

Real-time access to work order information

Whatever the work order entails, field service workers now have all the information they need to properly prepare and assess the job before they get there. This includes route information, customer/client information, work order details, care protocols, repair pictures and details, and more.

Through their mobile devices, field service workers can understand and know exactly what each job entails. This works to help them prepare for service calls with the right equipment, tools, supplies, and understanding of exactly what they’ll be facing.

For instance, mobile devices can show pictures of the damage or problem field service technicians will face before they get to the job. This helps alleviate mistakes with appliance models, misdiagnosis, and confusion with customer communication about the problem.

Ability to communicate with dispatchers, co-workers, and managers

Whether working as a third-party contractor or not, field service workers can use their mobile devices to communicate with dispatchers, co-workers, and managers on a deeper and more helpful level than ever before. Not only can they talk with them on the phone, but they can also use real-time video chat and file sharing to resolve any problems that may surface.

(Continued on page 4)
Three Ways Mobile Capabilities Enable Field Service Technicians (cont.)

For instance, caregivers and client managers can collaborate with care protocols and resolve questions about safely transporting their clients with real-time video chat; also, field service technicians can video chat with inventory managers to identify unknown parts; or, insurance agents can ask their managers how to classify damage with a claim, etc.

Real-time communication with file sharing, video chat, text, email, and voice, all further enable field service workers in their daily workflows, especially when they are connected to a common field service management (FSM) software that gives them real-time pricing, inventory levels, scheduling, care protocols, client and work order information, and more.

Smart scheduling improves customer satisfaction and reduces surprises

Field service workers are on the front line when it comes to customer service; not only are they the key to making sure customers are satisfied, they’re also the first to experience the customer’s dissatisfaction when scheduling goes awry. The good news is mobile capabilities for the field service workforce includes smart scheduling, which greatly helps to assure scheduled times are met and customers are on the same page with appointments and expectations.

FSM software not only allows customers to track field service workers on their way to their location, but it also allows them more visibility and accessibility around scheduling altogether. For instance, they can schedule their own appointment with real-time visibility with available times, as well as see who their technician or field service worker will be.

Mobile capabilities help to ensure customer satisfaction by enabling field service workers to use smart-schedule routing technology to optimally arrive on time, as well as being able to directly communicate with customers and dispatchers on the go if any problems arise. Furthermore, FSM software gives field service workers more visibility with real-time scheduling changes and an easy-to-use interface to manage.

Essentially, improving customer satisfaction also improves the morale and attitudes of field service workers as well. Instead of a cycle of frustration and anger, enhanced mobile capabilities will help foster a cycle of satisfaction and contentment, which is an immeasurable benefit of FSM software.

If these benefits sound appealing, please schedule a demo and/or contact Service Power today to learn more about our innovative FSM software solution.
How To Attract Millennials – Driver Recruitment Guide

Source: Lytx

Millennials account for more than one-third of the U.S. employee population and more are entering the workforce every day, making this generation the biggest opportunity for growth in fleets.

Despite their strength in numbers, millennials are dogged by stereotypes—they are entitled, want a trophy for showing up, and spend too much time on Snapchat. This is a bad rap that’s not necessarily true. One recent study found four major ways millennials are driving fundamental change, including an emphasis on self-development and future-proofing strategies.

A successful driver recruitment strategy will attract a new pool of dynamic employees who are wholeheartedly engaged in the company. Here are five ideas on how to recruit millennial drivers:

Five Driver Recruitment Tactics When Targeting Millennials

1. Spend Time Preparing
   An overlooked part of the driver recruitment process is making sure fleets present themselves in an attractive way. The company website should be polished and professional, using friendly language that explains the company’s purpose and positive impact on the industry. Invest in building social channels to showcase what day-to-day operations look like and how employees are engaged in the business and culture.

   Millennials will do their research and want more than “just a job”—they want to find fulfillment in their work. Attract them by marketing your company well.

2. Go Social
   Simply posting a driver job on Indeed or Monster isn’t going to cut it. Millennials

   (Continued on page 6)
do in-depth research when job hunting and are looking on employment review websites, social media channels, news sites, and more. In fact, 62% of millennials visit company social media sites to get job information.

To recruit this generation, reach them in the online spaces where they already spend their time. For example, promote open positions via Facebook and LinkedIn ads. Ask employees to share job listings on their own social channels and post jobs in relevant social groups. Use job- and industry-related hashtags on Twitter.

Adding social to driver recruitment strategies can pay off. A recent LinkedIn and Altimeter Group report found that companies with a social media presence are 58% more likely to attract top talent and employees are 20% more likely to stay.

3. Offer Perks
Millennials aren’t motivated by salary alone—they’re looking for companies that offer flexibility, freedom, and fulfillment. To attract this generation, offer perks that stand out from the competition. This can include flexible hours, generous vacation time, opportunities for outside education such as classes or conferences, and team bonding activities like volunteer days and holiday parties.

Millennials value a work-life balance. A recent FlexJobs survey found that 83% of millennials ranked work-life balance as the most important factor when evaluating a job. Fleets that highlight these perks as part of driver recruitment can increase their odds of attracting and retaining all generations of employees.

4. Use Video
Companies with onboarding and training processes that involve a lot of paperwork and static learning will benefit from an update. Millennials learn best with multimedia formats in interactive environments, and they expect companies to invest in tools and resources that help employees do their jobs.

The best way to modernize onboarding and training—including coaching—is to use video. Employees will be able to clearly see what’s expected of reliable drivers, through both hypothetical re-enactments and actual “in the field” footage. A video-based training or video coaching program also makes it possible to offer remote sessions, versus having to host everything on site within company walls.

5. Create Career Paths
Some ambitious millennials want to shoot straight to the top of the ladder. Creating clear career paths helps to temper that ambition with reality, as well as formalize the skills and experience a person needs to advance in the company. This also shows from the get-go that a fleet offers career growth opportunities if a driver wants to move up or into a management role, for example. Check out ACT’s risk management training program for inspiration.

When forming a driver recruitment strategy for new generations of employees, keep their perspectives in mind. Millennials often want challenges, a sense of purpose, and greater work-life balance, which is increasingly what other generations are asking for, too.

On a roll with this train of thought? Check out our companion article on Creative Strategies For Retaining Drivers.

Free Field Technologies Online Newsletter
2019 Events
Note: Dates and locations are subject to change.

Field Service Asia
November 12-14, 2019
Amara Sanctuary Resort
Sentosa, Singapore
https://fieldserviceasia.wbresearch.com

Field Service Europe
December 10-11, 2019
NH Collection Amsterdam Grand Hotel Krasnapolsky
https://fieldserviceeu.wbresearch.com

NASM 2019 Business / Board Meeting Schedule*:

Business/Board meetings are monthly teleconferences (1-800-630-9030, pass code 4616060#), unless otherwise noted. Typical meeting dates are scheduled for the fourth Tuesday of each month, starting at 10:00 a.m. central.

October 22, 2019 . . . . . . 10:00 a.m. (cdt)
November 26, 2019 . . . . . 10:00 a.m. (cdt)

* With some exceptions, there will be face-to-face meetings that coincide with other NASM events. The face-to-face meetings will have available phone-in to the teleconference for those unable to attend.
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