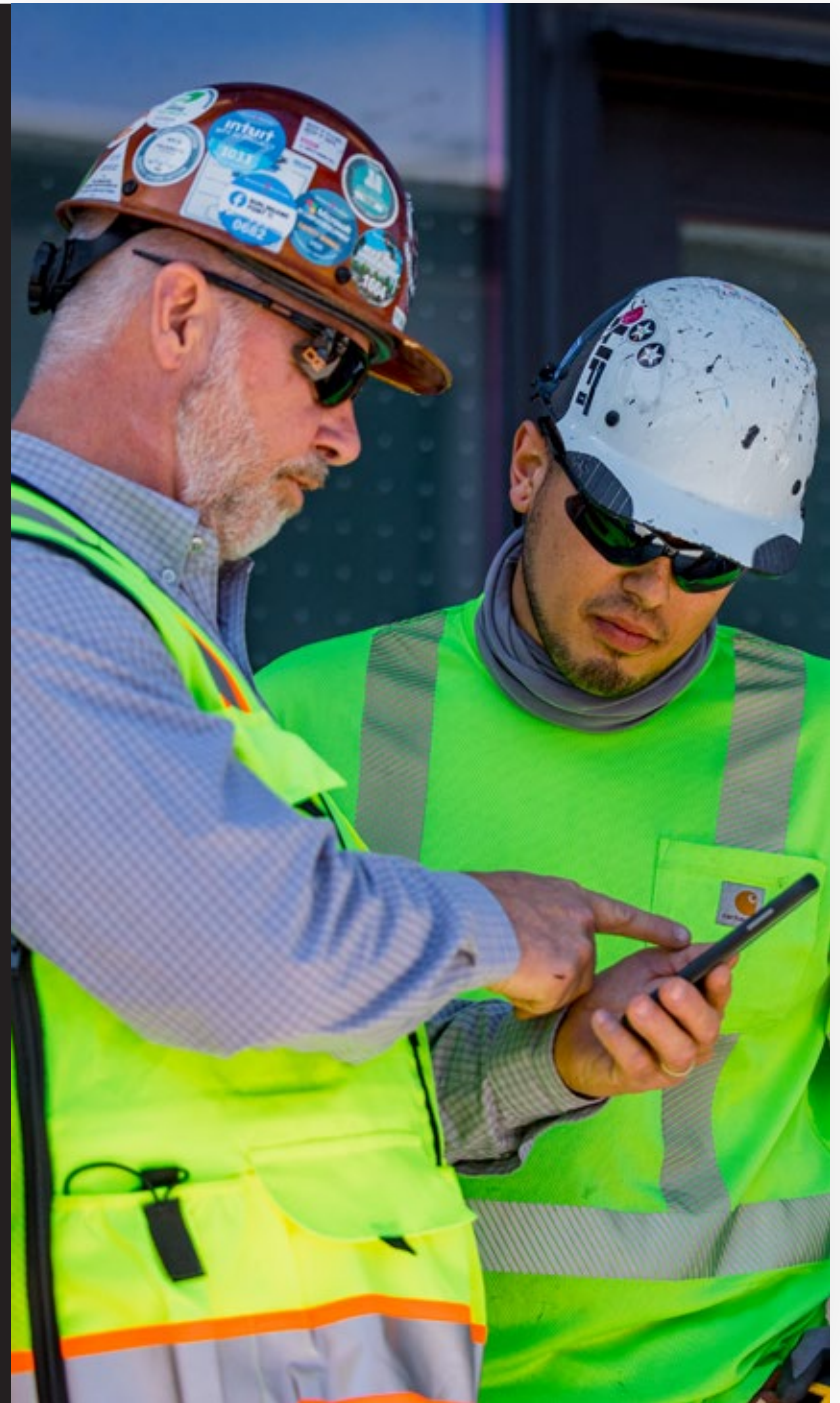


# The Workforce Management Guide for **Specialty Contractors**

How subcontractors can increase productivity, performance, and profitability with WFM.

**PROCORE**



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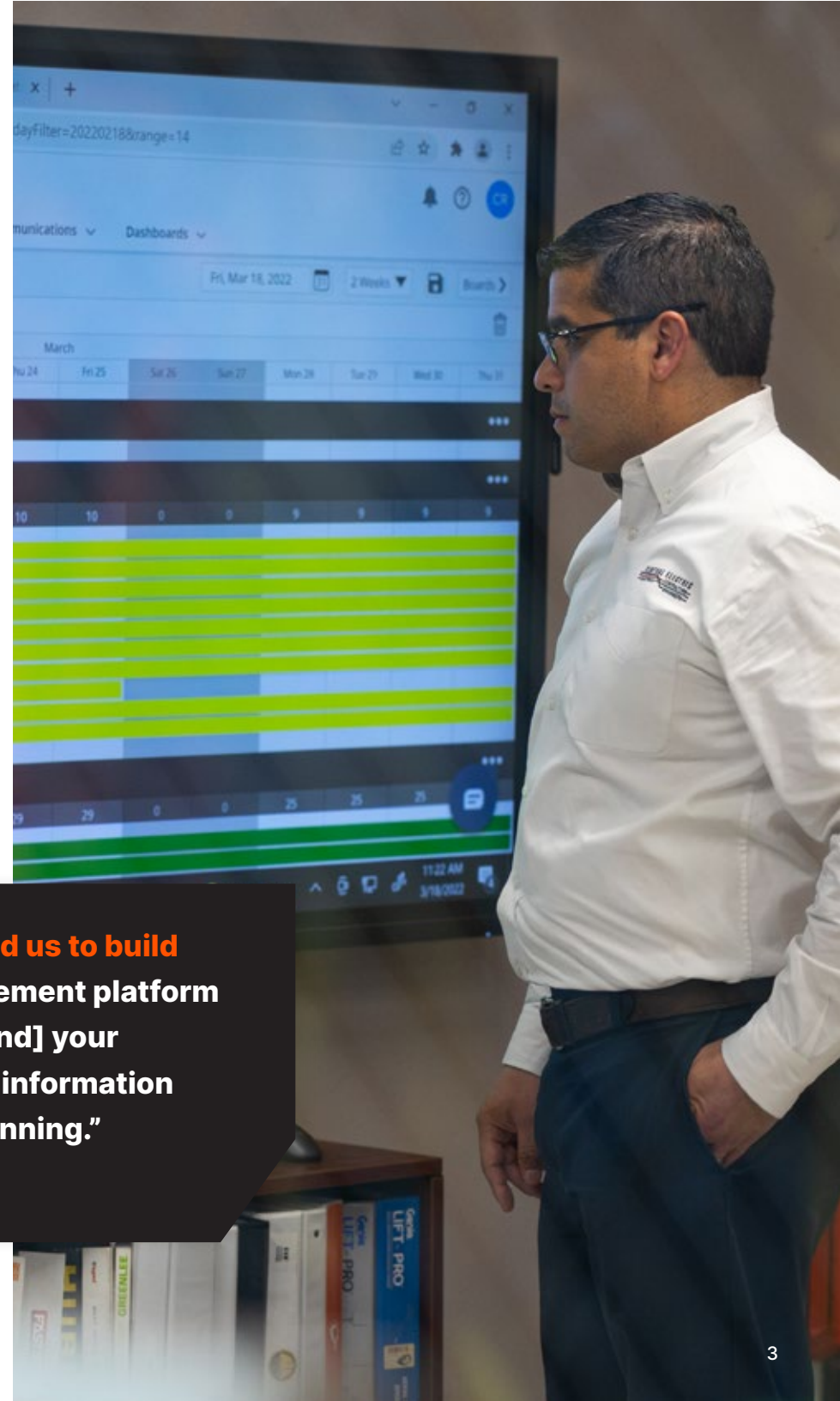
# 03 Introduction

Workforce Management (WFM) is an organizational approach used to optimize the efficiency and effectiveness of employees. Across a variety of industries, this practice strategically optimizes productivity.

In construction, WFM gets the right person in the right place at the right time, creating the right plan. Specialty contractors across the world practice WFM, but most are doing so unknowingly and unequipped. When done successfully, WFM helps specialty contractors schedule productive teams, track performance and skills, and stay on budget to increase profits.

**“There are so many pressures in the world and around us to build faster [and] respond quicker. This workforce management platform is a vehicle to do that, removing your whiteboards [and] your spreadsheets. It’s giving you a real-time database of information that anybody can pull at any time with Workforce Planning.”**

Electrical Contractor, San Antonio, Texas



The foundation of WFM is a framework known as People, Process, Technology (PPT). This business model was created in 1964 by Dr. Harold Leavitt, an American psychologist of management.



Leavitt's model is also referred to as a "three legged stool," and continues to be an important framework of effective organizational management to this day. Each leg of this stool works together to support successful WFM:

**+ PEOPLE: Who should be involved**

People are centric to business and construction operations. Without people, nothing gets accomplished.

**+ PROCESS: How it should be done**

Standardized processes create predictability and efficiency. Progress is obstructed without processes.

**+ TECHNOLOGY: Enable people, support process**

The tool must fit the task. Technology should simplify processes and amplify effectiveness.

When properly in place, these three legs of PPT support effective construction WFM to increase productivity, performance, and profitability for specialty contractors. Read on to learn how.



# 05

## Productivity

### How specialty contractors get the right person on the right job, every time.

You're an expert in your specialty. We're experts in helping you stay connected with the field.

Take a look at how this specialty contractor tried to manage labor scheduling before WFM:

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#### ► Concrete & Carpentry Contractor

The general superintendent spent all day Wednesday and Thursday planning next week's labor allocations, often taking Friday and Saturday to finish phone calls, note taking, and crossing their fingers before finally posting on the whiteboard. Then they found Workforce Planning.



Sound like a typical week for your field scheduling team? Communication around labor schedules can be a challenge, wasting time for both managers and employees. Construction WFM is here to support labor scheduling and communication to increase jobsite productivity and get the job done.

### Workforce management makes your life easier:



Drag and drop scheduling with insight into labor availability.



Birds-eye view of each employee, their skills, and their assignments.



Text, in app notifications, or automated emails send out field alerts.



Saves time usually spent on unanswered phone calls and emails.



Minimizes the need for labor meetings and siloed scheduling data.

**“ Communication and follow-through was a problem. We didn’t really have a grasp on how many workers we were going to need. Workforce Management gives us the opportunity to look at our manpower needs holistically as opposed to just a per project basis.”**

Mechanical Contractor, Salt Lake City

# 07 Performance

## How specialty contractors track certifications and skills anytime, anywhere.

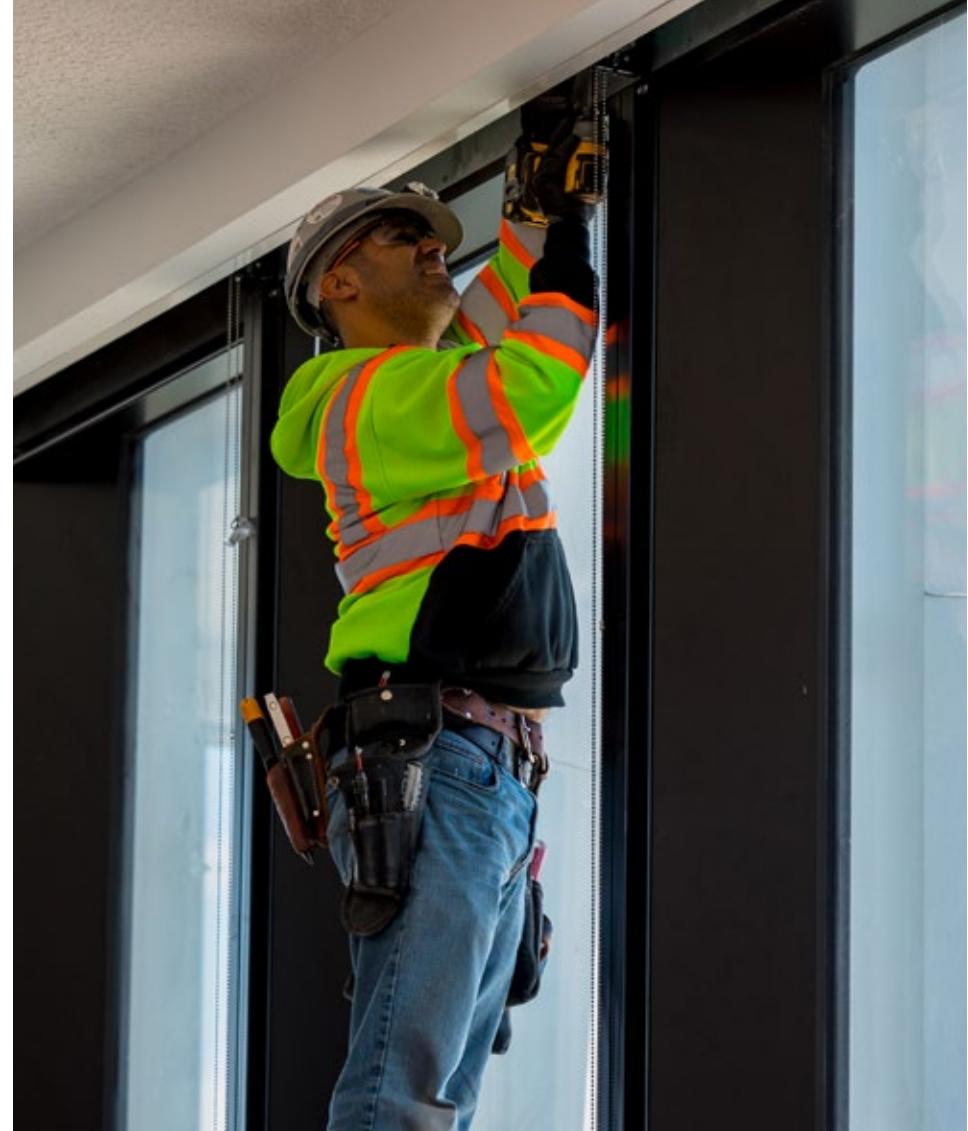
You have a lot of certifications to keep an eye on. We've got the platform to manage them.

People management, also called rostering, is key to keeping track of performance, but it's a struggle for specialty contractors:

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### ▶ Walls & Ceilings Contractor

Labor information and certifications were siloed and housed in digital files, drives, or even on paper, making it difficult to sift through this scattered data when it was required. With no single source of truth to manage their people, AIR struggled to know who was available and certified to be on the job. Workforce Planning filled the gap.



Keeping track of the right skilled individuals for the job is a constant hassle for most specialty contractors. With so many specific qualifications, it's hard to know who's up to date on their certifications. Digital WFM alerts labor and their managers when a certification is about to expire so everyone stays safe.

## Workforce management helps you keep your roster aligned:



Track current and expiring certifications for every employee.



Get insight into skill sets and personnel information.



"Baseball card" view puts a face with a name.



Easily view who needs to be trained or developed.



Assess performance to provide accurate feedback.

**"It's important to have the right people at the right jobs.**

**Being able to tag a person in Workforce Planning who has a certain certification, being able to see the person available and move them to a job — you know you're covered with that specific job. "**

Mechanical Contractor, Denver


Put a **face** with a name.

Know **who's** who.

Get notified when **recertification** is needed.

INFO

Edit



NAME: Marty McKay

JOB TITLE: Journeyman

EMAIL: marty@construction.com

EMPLOYEE ID: 1234567

TYPE: Assignable Resource

RECEIVE NOTIFICATIONS: Yes

GROUPS: Concrete City

STATUS: Active

ADDRESS: 241 Hardhat St

CITY: Concrete City

STATE: MO

POSTAL CODE: 64055

COUNTRY: United States

HOURLY WAGE: \$40/hr

TAGS

Done New

SCISS Scissor Lift

FRKL Fork Lift

BCKG Background Check

CPR CPR

AIR Airport

OSHA10 OSHA 10

OSHA30 OSHA 10

SCAFF Scaffolding

ST1 Steel 1

CARP Carpenter

37 Local 37

AIR Airport

Choose the **right person** for the job.

Track **current, expiring** and **expired** certifications.



# Profitability

## How specialty contractors stay on time and on budget.

You want every dollar to have an impact. We make your labor budget work for you.

### ▶ Full Mechanical Contractor

The mechanical contractor wanted to uncover a smooth manpower curve to see where their margin fade would be. Missing a north star to guide their forecasting operations, they sought out technology that would help them get and stay ahead — and discovered Workforce Planning.



With such a specialized team, forecasting is critical to accurately plan for the future so each skilled worker can make an impact. Without detailed forecasting, it's difficult to budget correctly and remain profitable. Cloud-based WFM houses past, present, and future labor data so you can strategize the best team to keep you on budget and on time.

**Workforce management makes it easy to make the right plan:**



Daily burn visibility for each employee.



Insight into project backlog and future labor needs.



Proactively hire weeks and months ahead.



Train and retain talent to fight the labor shortage.



Use historical data to avoid past financial mistakes.

**“ Workforce Planning is phenomenal. The job forecasting is really what’s helped us out. It helps us when we want to go after prospective jobs or know what our workforce is looking into the future — three months, six months — so we don’t overbook or we go more aggressive on other jobs. ”**

Electrical Contractor, Sioux City, South Dakota



# Conclusion

*Ready to improve your productivity, performance,  
and profitability?*

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**Get a demo of the Workforce Planning platform today.**

**PROCORE**

**Produced by**  
PROCORE TECHNOLOGIES, INC.

Procore manages your projects, resources and financials from project planning to closeout. Our platform connects every project contributor to solutions we've built specifically for this industry—for the owner, for the GC, and for the specialty contractor. Our App Marketplace has over 150 partner solutions that integrate seamlessly with our platform, giving you the freedom to connect with what works best for you, even if we don't build it. The ability to easily communicate across disparate teams makes it easier to work together by eliminating silos and establishing a single source of truth. It's how Procore gives your team access to everything they need to know to get their job done.

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If you have any questions,  
give us a call at 866 477 6267  
Or email us:  
[sales@procore.com](mailto:sales@procore.com)

**Talk with an Expert**

**PROCORE**



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