

Harold Hammerman “Spirit of Education” Award Nominee: Tim Faller

Tim Faller's journey in the remodeling industry has been a dynamic and transformative one. After graduating from Ohio State University with a degree in Agriculture in 1979, Faller's career took an unexpected turn when he ventured into youth ministry before finding his true calling in remodeling. This submission will trace the significant milestones in Faller's career, detailing how he evolved from a carpenter in Thomasville, GA, to a renowned educator and influencer in the remodeling world.



Tim Faller presenting “Managing a Project by the Numbers” at the 2023 Remodelers Summit

Over the last 40 years, as the remodeling industry has grown from mom-and-pop operations to fully defined businesses, Tim Faller has been influential in creating professionalism in the production ranks of the business. His influence is felt across most of the 50 states as well as Canada and Australia. This has been accomplished by his personal consulting, trade show presentations, books, articles in trade magazines, and his popular Podcast. He has been able to develop systems for companies that enable them to accurately predict the outcomes of their work, including client interaction, job cost management, job site management, and pre-job prep.

Early Life

Tim Faller grew up in the New England and Eastern Mid-coast areas of the United States, then graduated from Ohio State University in 1979 with degrees in Agriculture while pursuing classes that focused on communication skills. After graduation, he worked for three years as a youth minister before beginning his remodeling career. As with most remodelers, his initial efforts began by remodeling his own home, which has continued in each home he has lived in since that time.



In 1983, Tim moved to Thomasville, Georgia, where his professional remodeling career began. Tim mainly renovated small homes and built new ones in the area. He worked with an experienced crew that remodeled homes for rental space. During this time, Tim learned additional carpentry skills and began to see the need for a strong business approach to remodeling. He hired employees as his company grew through building and remodeling homes with an “I can do this” attitude.

First Production Job and Involvement with Associations

Tim's career began to evolve when he moved to the Washington, DC, area in 1988. He welcomed his daughter into the world during that year. Tim also started work as a lead carpenter for Hopkins and Porter Construction. During his initial year, he completed two projects which were substantially under budget. Because of his experience and success, he was promoted to production manager, a position he held until 2000. While working as a production manager, he oversaw crews of 7-10 Lead Carpenters and many support staff. Tim had previously managed projects, but this was his first-time managing people.

During this work experience, Tim was introduced to the Lead Carpenter System and fully embraced its potential for job site management. He was “voluntold” by one of the owners of Hopkins and Porter Construction to be a presenter for the first Remodeling Show in Pittsburgh, Pennsylvania, which then led him to help plan education for several of the early Remodeling Shows with Bryan Patchan of the National Association of Home Builders. Later, he was also

recommended to be part of developing a training program for Lead Carpenters through a local trade association. Despite others dropping out of this opportunity, Tim's typical "I can do this" attitude drove him to develop the program independently. Tim had also begun contributing to JLC Live. His article in 1999 looked at four companies and their use of a lead carpenter. He criticized some of them while he praised others. Overall, Tim was beginning to cement himself as an Industry leader.

The next several years brought several opportunities in Tim's way. He worked directly with Linda Case and Victoria Downing at Remodelers Advantage to develop some of the only training available at that time for Lead Carpenters and Production Managers in their "Power Meeting" programs. Then, taking the Lead Carpenter concepts started by Walt Stoppelworth and others prominent in the Remodeling world, Tim developed them further into a system that could be applied throughout the remodeling industry. Through his book, "The Lead Carpenter System," Tim "gave legs" to the System for full-line companies.



Tim's Shift to Education and Work with Associations

In 2000, Tim left Hopkins and Porter to begin Field Training Services, focusing on education and training for builders and remodelers. Through this company, he primarily consulted with companies wanting to understand and implement the Lead Carpenter System. Qualified Remodeler Magazine, July 2005, chose Tim as one of the top 15 innovators in the industry over the last 30 years for his work advancing the Lead Carpenter System. Here is a short section from the article:



Tim sporting his Field Training Services shirt.

“Although his lead-carpenter training and other programs are well received, Faller sees more opportunities. “We need a program so carpenters can prove their proficiency in the field,” he says. He has created a basic job description for lead carpenters, including evaluations, interview questions, and an on-site field sign-off. He hopes to extend this to a Boy Scout-like system where carpenters can demonstrate their skills and have a reviewer attest to that competency. “My dream is for there to someday be a universal standard that can transfer between companies and states, so a lead carpenter can go to a new company and, based on his credentials, the owner knows that he meets certain standards. Right now, they have to guess. It may be pie in the sky since this industry is so independent-minded. In general, there’s still a tremendous need for more training and a set of standards” - Shutt, C. (2005) Remodeling Innovators.

Tim was beginning to build his reputation within the remodeling industry. This reputation landed him across the world in Canberra, Australia, the first remodeling-specific conference in Australia. He was one of 4 presenters at the first Remodeling Conference, held by the Master Builders Association of Australia in July 2007. This conference was initiated by a remodeler in Canberra, active in Australian HBA, who had made numerous trips to the US for The Remodeling Show, taking NAHB Classes to receive his credentials with NAHB, and wanted to

have similar programs in Australia. Here is a snippet from a Remodeling Magazine article recapping the event from July 2007:

"The big thing was education," adds presenter Tim Faller, founder of Field Training Services, ... Most Australian labor is subcontracted, making it somewhat more difficult to create a culture of service and culture, Faller notes. Thayer, L. (2007).

The following year brought the 2008 recession, which hit the entire US economy hard. As the economy and industry preferences developed, remodeling companies started to move to a project manager model compared to the lead carpenter model. Tim included the Project Manager model in his work as the times evolved. He didn't altogether ditch the lead carpenter curriculum out of his teaching, but he continued reinforcing it even through the aftermath of the 2008 recession.

During this time, Tim supplemented his Field Training Services work by starting Falcon Remodeling, allowing him to work on remodeling kitchens, baths, decks, and more once again. Also, Tim would take another international tour and head north, specifically to Toronto, Canada. Tim was invited to speak at the Canadian Home Builder Association at the Renovators Forum.

In 2017, Tim joined Remodelers Advantage, further solidifying his commitment to industry education. At Remodelers Advantage, Tim has been to over 150 companies for consulting. Tim is also a highlight feature of the Annual Remodelers Summit. At Remodelers Advantage, Tim has accomplished even more by being able to reach more remodelers and their teams.



Pictured here is Tim at the 2023 Remodelers Summit during his presentation titled Managing a Project by the Numbers.

Speaking for a Remodelers 20 group in Portland, Oregon, stands out among the many programs he has done at Remodelers Advantage. He researched and created a picture of what it takes to hire and train Project Managers. This led to a 6-hour presentation on Hiring and Training Project Managers. This idea is still alive with Tim's introduction of the Project Manager Intensive. Tim's dedication to the remodeling industry is evident through his consistent efforts to improve it. To date, he has organized 13 Project Manager Intensives, many of which have been held at Remodelers Advantage offices. Additionally, these intensives have taken Tim to some of his favorite destinations. For instance, in February 2023, he brought PMI to Seattle, Washington, where he worked with more than 35 Project Managers to improve their processes and help them become superstars.

With the help of Remodelers Advantage, Tim started a peer group dedicated solely to Production Managers named Production Manager Roundtables, or PMRT for short. These groups will meet twice a year for two days. The groups collect performance metrics, specifically targeting those metrics that track production performance and discuss how they can improve. In between meetings, Tim hosts a 90-minute conference call or webinar to help your Production Managers continue to improve their management skills. Since its launch in the spring of 2012 with the Poseidon group, the Production Manager Roundtables has expanded to nine groups with over 80 production managers. To date, Tim has assisted more than 300 production managers since its creation.



Pegasus Group



Perseus Group



Phoenix Group



Pluto Group



Polaris Group



Poseidon Group



Prometheus Group



Pulsar Group



Pythagoras

Pictured here are all the current Production Manager Roundtables Groups run by Tim Faller (Groups Left to Right: Pegasus, Perseus, Phoenix, Pluto, Polaris, Poseidon, Prometheus, Pulsar, and the newest addition Pythagoras)

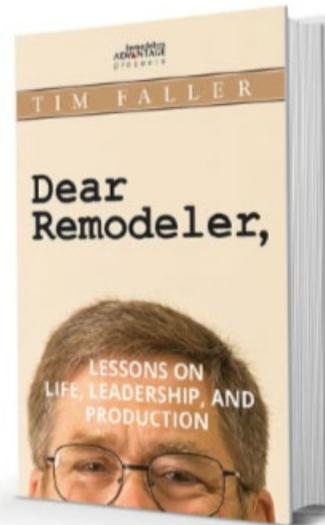
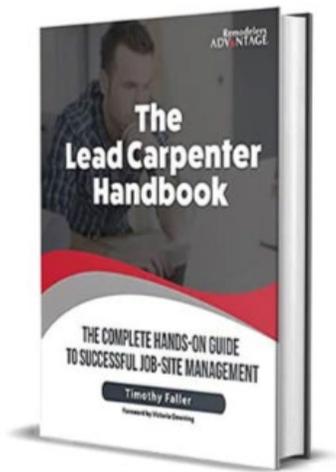
It is hard to count because of the years involved, but it is estimated that he has provided individual consulting to over 150 companies, many of whom are NAHB members.



Tim's consulting takes him across the country in his annual Tim Tour, which started in 2018 and is still ongoing!

Despite claiming to “not be a writer,” and with the help of excellent editors, he has contributed to Remodeling Magazine and has been referenced over 149 times. Tim was on the cover for Remodeling Magazine’s November 2014 edition for his “Train To Gain: Tim Faller Offers Advice for Teaching and Mentoring a Successful Team” article.

He has been published in The Journal of Light Construction numerous times and has two books to his credit. The Lead Carpenter Handbook is the primary source for companies on how to run a Lead Carpenter System. The compilation of his newsletter essays, Dear Remodeler, has become a gift item for many folks from their bosses to help them understand some basics of managing jobs in simple terms.



*Tim's two books, *The Lead Carpenter Handbook* and *Dear Remodeler**



Tim also writes a monthly newsletter about a burning production problem and graces the readers with his fishing adventures and the other happenings at the Faller residence.

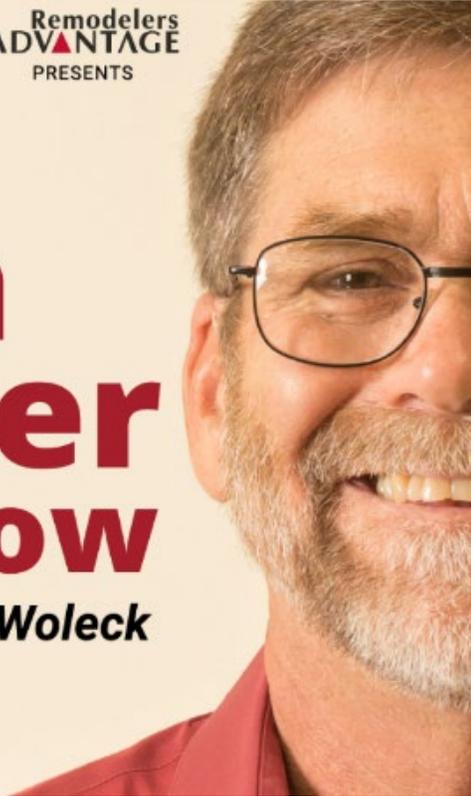
His travels have taken him over 650,000 air miles while training or consulting in over 40 states, the District of Columbia, Australia, and Canada.

Tim Faller provides ongoing inspiration and education through “The Tim Faller Show,” an innovative podcast focusing on production-related topics. With over 200 episodes produced, he includes discussions about diversity in the field by interviewing women and individuals with Latino and African American heritages who are active in the field or are working in a way that helps diversify the industry. Some of the highlight episodes are listed below with a brief description.

Remodelers
ADVANTAGE
PRESENTS

The Tim Faller Show

 with **Greg Woleck**



Ep.174 – Women in Construction with Jessica Bishop-Smyser

In this episode, guest Jessica Bishop-Smyser talks about her role and journey in an otherwise male-dominated field, hoping to inspire others. Jessica is Silent Rivers Design + Build's operations manager in Des Moines and Clive, Iowa.



Ep.183 – The Importance of Gender Inclusion with Emma Kraft

In this episode, we welcome guest Emma Kraft to the show to learn about the struggles of bridging the gap in a male-dominated field as both a woman and a daughter. Emma Kraft is the Business Operations Manager (now Owner) at Kraft Custom Construction, Inc., located in Salem, Oregon.



Ep.187 – The House that She Built with Mollie Elkman

Guest Mollie Elkman is with us today to discuss her book that promotes the idea to young girls that women are capable of anything they set their minds to. She also helps us understand how we may be able to reach out to women, but maybe more importantly to girls during the formative years of their lives.



Ep.191 – Chatting with a Carpentress with Nancy Meyer

Guest Nancy Meyer talks about breaking through barriers and gender stereotypes in a male-dominated field and the tips and tricks to succeed. After joining Hudson Valley Preservation in 2018 as an office assistant, Nancy has added carpenter to the many hats she currently wears.



Ep.194 – Encouraging Diversity with Nicole Warren

Join Tim and Steve as they talk to Nicole Warren about embracing and increasing diversity in the trades, and in this case, with women. Nicole, along with her father, is a carpenter for Crossroads Contracting in Londonderry, NH.



S4 E16 – The Client Experience (parts 1+2) with Camille Jenkins

Camille Jenkins joins the show to discuss the importance of the client experience and how it differs from satisfaction. Camille Jenkins is a results-oriented customer experience consultant, keynote speaker, and realtor.



S5 E3 – An Espanol Track at JLC Live with Paola Enriquez

Tim and Steve have a special guest, Paola Enriquez, who talks about a new track at JLC Live. Starting in March 2024, Spanish-speaking workers and owners can access education in their native language at the En Espanol track. This will be presented in Spanish rather than interpreted. Paola explains how the idea of this track was realized and what to expect during the track. Paola Enriquez is the conference education manager at JLC LIVE.



S4 E 19 – Contracts for Contractors with Nisreen Hasib

Today on the Tim Faller Show, Nisreen Hasib joins the show to discuss contracts for contractors. Nisreen Hasib is the founder and CEO of Basil.

S5 E2 – Hiring a PM That’s Never Swung a Hammer with Alison McLennan and Marsha Hanna The Tim Faller Show live from Summit!

Alison McLennan and Marsha Hanna joined Tim and Steve on stage for a discussion. Alison talked about how McLennan Contracting hired Marsha as a Project Manager, who didn’t have any carpentry experience. However, Marsha’s non-construction skills made her an excellent choice for the role.



Pictured here is Tim Faller, along with Co-Host Steve Wheeler, during the live taping of this podcast at the Remodelers Summit.

Tim has contributed to educational events for several Remodelers Councils, such as the famous Bull Roast event hosted by the Home Builders Association of Maryland in 2010. Also, speaking at events for the Rhode Island Home Builders, Remodelers Council of Southern California, and other councils.

Tim is active in promoting the industry to a new generation by working with the Southeastern Connecticut HBA to put on two Career Days for students in Connecticut. Here is a feature article with Tim Faller in Remodeling Magazine from January 3, 2007:

The Connecticut event wasn't new, but previous years emphasized commercial construction and heavy equipment. "A lot of the counselors and teachers got exposure to home building and remodeling for the first time," Faller says. "That's one of the biggest challenges — getting adults on board."

Spearheaded by the Connecticut Home Builders' Association and held in a high-school parking lot, the two-day event emphasized hands-on learning, with fun activities including building a shed, making a cutting board, and participating in a nail-driving

contest. About 30 HBA members volunteered their time and solicited donations of lumber and tools, as well as T-shirts for the students to keep.

“Tim Faller Career days was a blast,” Tim Faller says. Several schools have since invited speakers to discuss construction careers.

“It was a blast,” Faller says. His point is that “if you try, you can find a venue and make an impact on high school kids,” he says. “We need to get out of this mode of thinking ‘nobody wants to do this work.’ We have to get involved.” - Thayer, L. (2007) Field Notes, Remodeling Magazine.

As mentioned above, he has worked with the Remodeling show, while it was owned and managed by NAHB, on the Advisory Board to create content for the production side of a business. He has also worked with the conference coordinators for JLC Live to improve content. He holds the distinction of being the only person who has been to every JLC Live that has been done and spoken at all but one. In addition to this record, he has been asked to speak at all but 3 Remodeling Shows. He consistently receives high survey marks attesting to the impact his thoughts and programs have on the industry. In some cases, people have said, “I brought my guys just to hear you speak”, revealing some of the impact that business owners feel from his presentations. Tim has had some stellar reviews from the presentations and the production manager groups.



- *“Tim is full of useful information regarding Production Management in the construction industry. I just wish the training was a little longer.” - Kai Jensen, Harrell Remodeling*
- *“Tim Faller was the highlight of the class. Really enjoyed how smooth, precise, and knowledgeable he is.” - Justin Favazza, Wolfe Design Build*
- *“Well-run training seminar. The content of the class was great and spot on, with a PM's effect on their company's bottom line and the daily tasks performed.” - Scott Fridrych, Liv Companies*
- *“Tim is very approachable & knowledgeable, providing great insight & training in our defined roles as Project Managers.” - Tim Marchant, Anthony Slabaugh Remodeling*
- *“Eye-opening experience. Tim is a great facilitator.” - Mark Lindsey, Redstart Construction, Inc.*
- *“Tim is amazing! What a great addition to the RA team.” - Anthony Biba, Creative Spaces Remodeling*

- *“Yes, Tim is incredible and always has great feedback and runs great meetings.” - Johnny Hawkes, Crossroads Contracting*
- *“Tim keeps us engaged on track and respectful of each other at all times.” - Ben, Kawartha Lakes Construction*
- *“Yes, Tim is great since he is not set in just one way of doing things.... he listens and adapts his advice for the individual company.” - Brad Hogan, HDC Build*
- *“Tim is exceptional in what he does. He keeps us on track, encourages input from all, and provides neutral feedback.” - Ben Reynolds, Kawartha Lakes Construction*
- *“Tim was GREAT! He moves things along. He calls people to the table when needed. He keeps it interesting, fun, and respectful.” - Michael Livingston, Black Dog Builders*
- *“Tim always gets the roundtables back on track and focused on the topic. He also has great input.” - Chris Martindale, Jackson Remodeling*
- *“Yes, Tim was fantastic at setting up and letting the group run the focus time. He also was able to interject some information he had collected from facilitating other groups. He did that in a way that was a natural part of the focus time. He felt like another member there to help support the group.” - Brian Hulsman, Louisville Handyman and Remodeling*
- *“Tim did a great job of keeping us on schedule, redirecting when someone would get sidetracked, and ensuring questions were answered in informative ways. He also helped add clarity at appropriate moments and to keep the group on track.” - Rich Wright, Creative Contracting*

At the International Business Show held in Las Vegas, Tim was acknowledged and awarded for his exceptional contributions to the remodeling industry. His dedication, hard work, and commitment to the industry have been recognized by many, and his induction into the Remodeling Hall of Fame is a testament to his legacy as one of the top influencers in the industry.



Tim's success and influence in the industry have been significant, and his retirement in September 2024 will not diminish his contributions. Tim's knowledge and expertise in the field have been invaluable to many, and he has played an integral role in shaping the industry. His passion and dedication have inspired many remodelers, and his legacy will continue to inspire future generations.