



## Commodore Builders

Newton, MA

**The Challenge:** Commodore Builders was experiencing conflict and inconsistent profitability due to employee-to-employee, employee-to-manager and employee-to-client communication challenges that stemmed from change orders made during projects. Furthermore, lack of consistent negotiating skills among front-facing staff and struggles to manage expectations over the course of projects contributed to lower than projected revenue.

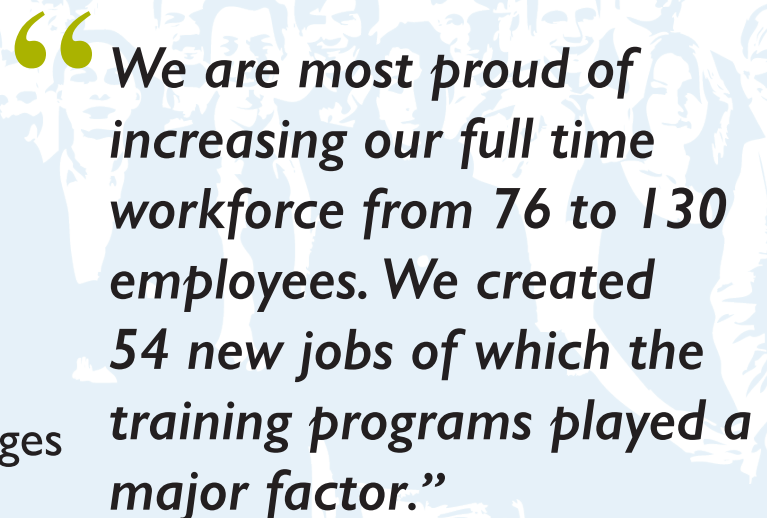
**The Solution:** With WTFP funding, Commodore Builders enrolled managers, front-facing customer service staff, and on-site construction staff in two training courses designed to mitigate conflict and empower staff to successfully negotiate contracts and projects. Advanced Conflict Management Training focused on identifying and accommodating various listening styles and developing skills for managing emotional discussions. Impact Advanced Negotiation Training focused on developing questioning techniques and identifying phases of negotiation in order to standardize negotiation practices among customer facing staff.

### BUSINESS IMPACT

- 43% reduction in project time
- 15% improvement in profitability

### WORKFORCE IMPACT

- 76 employees received increased wages
- 54 net NEW jobs created



**“We are most proud of increasing our full time workforce from 76 to 130 employees. We created 54 new jobs of which the training programs played a major factor.”**

**-Commodore Builders**