Q & A with Board Member Janelle Bruland, CBSE:

Find out What BSCAI’s Janelle Bruland, CBSE, Believes about Networking and Building Strong Teams

Janelle Bruland, president and CEO of Management Services Northwest, Inc., has been in the building service contracting industry for 16 years. Here she explains what she looks for when hiring team members and why she thinks it’s important to attend the BSCAI Executive Seminar.

What are some current trends in the industry that you think building service contractors should be aware of?

It is important to be aware of the ever increasing role of technology and how it can assist you with improving your efficiency, productivity and quality control. Be on the cutting edge with equipment and computer software advances.

What do you think are some of the challenges?

The recession has forced us to reduce our margins in order to remain competitive, and this causes challenges in retaining quality staff and the high level of service required to retain our customers.

In retaining quality staff, what qualities do you look for?

Every company should have a good understanding of its culture and the core values under which it best operates, and then hire individuals who fit them. One of the critical qualities we have found to be important is good judgment. Someone can interview beautifully and have all the skills and experience the position requires, but if they lack judgment and common sense, they typically fail on the job.

The biggest goal of the BSCAI Executive Seminar is to encourage team building and growth within staff members. Why do you think it is important to attend?

As the chair of this year’s BSCAI Executive Seminar, I have personally assisted in bringing in two high-caliber speakers who specialize in leadership training and team development. In the challenging new business environment we are working in, it is imperative to continue to strengthen your leadership abilities, as well as have a strong and collaborative team at your side, and BSCAI is providing the education to assist [attendees].

What will attendees get out of the seminar?

[They] will learn best practices in leadership and team development that can be implemented into their companies immediately upon their return. It is also an excellent opportunity to spend quality time with your team, as well as meet and network with your colleagues in the industry.

What are you looking forward to the most?

I have read the book “The Five Dysfunctions of Team” [by Patrick Lencioni] and found it a compelling read with great insight into the problems teams can face and solutions to improve the effectiveness of a team. I am very excited to attend Pat’s workshop derived from this book to learn how to utilize the tools to be a more cohesive and successful team.

How would you advise BSCAI members to become successful within the association?

Plan to set aside the time each year to attend the various educational programs hosted by BSCAI and take the opportunity to network and build relationships with your fellow building service contractors.

What do you think is the biggest opportunity for BSCAI in the future?

BSCAI is the leader in education for the building service contracting industry and will continue to be the very best source for a building service contractor for learning and growth in order to stay up-to-date on the newest trends and be successful in running his or her company.