

MERIT™

COLLEGE of
CONSTRUCTION



SUPERVISOR TRAINING

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Supervisor Training Program

Designed for foremen or other supervisory staff in the construction industry, the Supervisor Training Program teaches valuable skills such as time management, communication skills and how to maintain productivity. The general supervisory principles acquired here can be applied in any setting where one is overseeing or directing the activity of others. The program consists of in-class instruction and on-the-job assignments.

Learning Objectives

| Module Name | Objectives |
|---|---|
| Effective Communication | <ul style="list-style-type: none"> • Understand the importance of communication skills • Recognize the characteristics of an effective communicator • Design clear and concise messages • Understand and develop strategies to resolve typical communication problems • Understand how your behavior affects communications with your crew • Use strategies for modifying negative behavior • Use Strategies for modifying negative behavior • Use strategies for dealing with rumors, discipline and counseling issues |
| Occupational Health & Safety | <ul style="list-style-type: none"> • Understand new changes to legislation (Bill 30) • New changes compared to the old legislation • Understand the OH&S handbook (Handy-guide) • Understand the OH&S act, regulations and code. • Understand the schedules • Navigate where to find the Acts, Regulations, Codes and schedules • Fines and punishments |
| Workplace Respect | <ul style="list-style-type: none"> • Awareness of the legal responsibilities associated with respect in the workplace. • Knowledge of how a respectful workplace is defined. • Understanding of your personal accountability as an employee for building and maintaining a respectful workplace. • Identifying the signs and understanding consequences of 'disrespectful behaviour'. • Clarity of what to do if you have experienced, witnessed or become aware of unacceptable behaviour. |
| Managing Time & Priorities | <ul style="list-style-type: none"> • Understand the importance and benefits of effective time management. • Identify the skills involved in effective time management • Identify strategies to balance work and personal responsibilities. • Establish effective work related short and long-term goals. • Apply time management principles to set priorities and allocate work. |

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| Managing Day to Day Performance | <ul style="list-style-type: none"> • Establish objective, observable and measurable performance standards. • Communicate clear and specific performance expectations. • Identify factors in determining frequency and methods for monitoring employee performance. • Assess gaps in performance. • Select appropriate actions to address performance gaps. • Prepare for and conduct timely performance discussions. |
| Coaching & Mentoring | <ul style="list-style-type: none"> • Define coaching and identify the coaching process and skills required • Describe different approaches to coaching • Plan and deliver ABC coaching conversation • Define the role and purpose of a mentor • Apply the WISE model in the mentoring process |
| Productivity | <ul style="list-style-type: none"> • Apply the Productivity Equation • Use tools and techniques in assessing and measuring productivity • Identify key factors that influence productivity • Communicate productivity expectations • Identify the relationships between productivity & quality practices |
| Quality Control | <ul style="list-style-type: none"> • Identify ways to balance Quality and Productivity • Identify and apply quality control measures • Identify and communicate quality measures to your crew • Identify how quality issues are identify and resolved • Use strategies to recognize and reward quality effort |
| Scheduling | <ul style="list-style-type: none"> • Understand project scheduling and scheduling tools. • Prepare a bar chart/Gantt schedule. • Schedule manpower equipment and material requirements. • Maintain a job journal. |
| HR Management | <ul style="list-style-type: none"> • Understand the Employee Family Assistance Program (EFAP) • Understand the Supervisor's role in referring employees to EFAP • Understand relevant sections of the Employment Standards Code and Regulation • Identify specific actions for correcting performance issues • Understand the Supervisor's role and responsibilities in disciplinary action • Apply proper steps in conducting a disciplinary discussion |
| Negotiating Successfully | <ul style="list-style-type: none"> • Understand the strategies and principles of negotiation • Use steps in planning a negotiation process • Apply working skills in negotiating |

Certification: This course is worth 5 Gold Seal credits, and 33 Blue Seal hours, as well as AAIT approved training for the ICCS designation.

Contact Information: email training@meritalberta.com or call 780.455.5999