

Communication for Construction Supervisors

Time: 8 hours

Maximum Class Size: 10

Prerequisites: None

Course Description: This 8-hour LIUNA Training & Education course focuses on the skills needed to be a successful supervisor in the construction industry. Skills such as effective listening, listening styles, non-verbal communication, running a successful meeting and effective writing techniques are covered.

Goals/Objectives/Student Learning Outcomes:

- Describe the Listening Process
- Identify poor listening habits and practices
- Describe and demonstrate how to avoid common listening barriers.
- Given a worksite scenario, identify at least three barriers to good listening; identify at least one remedy for each barrier.
- Identify at least two ways that nonverbal communication effects overall communication.
- Explain and demonstrate at least two methods of nonverbal communication.
- Identify, recognize, and use at least three nonverbal techniques to support and reinforce a message.
- Define and apply positive listening behaviors.
- State the purpose of a meeting and prepare an agenda.
- List at least two techniques for keeping a meeting on track.
- Given a task and a set of guidelines for creating effective instructions, formulate a set of instructions for the task per the guidelines.
- Identify and employ at least three techniques for giving effective instructions.
- Given a set of directions to communicate, demonstrate the use of “talk back” to ensure understanding.
- Identify guidelines to apply when giving constructive feedback.
- Given a jobsite scenario, give and receive constructive feedback.
- List the steps for preparing a presentation.
- Deliver a three-minute presentation using best practices identified in Participant Materials.
- Identify and critique components of letters, memos, and reports; differentiating between effective and ineffective information.

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- Compose and critique effective business letters and memos that conform to best practices.
- Demonstrate and describe how to submit reports and requests associated with the job of supervisor.

Classroom Rules and Procedures

- All classes begin at 6:30 am and end at 3:00 pm
- Upon entering classroom, all participants must sign in and be seated by 6:30 am
- Class will consist of a combination of lecture, video, demonstration, coached group exercises, individual exercises and assessment.
- Students are required to report to class ready to work and maintain the provided PPE

Textbooks/Readings/Materials

- Communication for Construction Supervisors IG/PG

Personal Protective Equipment

- 10 pairs of gloves
- 10 pairs of safety glasses
- 20 pairs of earplugs
- 12 hard hats

Course Requirements

To receive credit for the course, participants must:

- Be present for the full eight hours
- Participate in all classroom exercises
- Pass a written exam

Course Policies

- Participants must be on-time and ready to work.
- Participants must return from breaks on-time.
- Participants must participate in each exercise and assignment

Assessment and Grading

Participants will be assessed on the following:

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- All written exams must be passed with a score of 80% or above.
- All hands-on exercises are graded on performance and participation. They are pass/fail and must be passed with a score of 80% or above.

Safety

Failure to maintain and use PPE may result in dismissal from the course.