

Problem Solving for Construction Supervisors

Time: 16 hours

Maximum Class Size: 10

Prerequisites: None

Course Description:

Dealing with conflict in an effective manner is key for construction supervisors. This 16-hour LIUNA Training and Education course provides instruction in how to deal with problems. The topics addressed in this course are: Problem solving, decision making, dealing with conflict, conflict resolution, methods of motivating employees, valuing and respecting diversity and avoiding discrimination.

Goals/Objectives/Student Learning Outcomes:

- List and describe the steps in a formal and systematic decision making and problem solving process.
- Given a scenario of a construction problem, apply the problem-solving process to the problem; develop at least one solution
- Identify at least three attributes that indicate whether a person is being truthful or lying.
- Given a set of statements, differentiate between facts, inferences, and judgments with an accuracy rate of 80% or above.
- Given scenarios needing information to decide, list at least two sources of information that will aid in making the decision for each scenario.
- Given a real-world problem or scenario, demonstrate the use of the Decision Matrix to select among alternatives in deciding.
- Identify at least three typical causes of conflict among workers in the construction trades.
- Describe at least three conflict management styles.
- Assess personal ability to deal with conflict; identify at least two areas for improvement.
- Assess personal style of handling advice and criticism.
- Identify and describe at least three different ways to manage conflict that value self and others.
- Demonstrate the use of “I” messages and reframe criticism so it is constructive by creating effective messages with an accuracy rate of 80% or above.
- List the steps in the model to manage and resolve conflict.
- Given scenarios of worksite conflicts, demonstrate how to manage and/or resolve the conflicts using the guidelines in the model to manage and resolve conflict.
- Explain motivation from the perspective of the manager and the worker by listing at least three similarities and three differences in those perspectives.
- Describe at least five strategies that can be employed to encourage worker motivation at the jobsite.

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- List at least three reasons for using rewards, recognition, reinforcement, and discipline at the worksite.
- Given scenarios of worksite situation involving rewards, differentiate between rewards likely to succeed and those likely to fail and describe the reasons for each with an accuracy rate of 80% or above.
- List and differentiate between the two types of workplace problems.
- Identify at least two typical workplace problems; classify each problem as a performance or conduct problem.
- Identify, describe, and demonstrate at least two procedures for disciplining workers.
- List at least three reasons to embrace diversity in the workplace.
- Describe at least two factors that contribute to the changing face of the construction workforce in North America.
- Explain at least three factors that contribute to stereotyping, prejudice, and discrimination; identify at least three behaviors that can be classified as stereotypic, prejudicial, or discriminatory with an accuracy rate of 80% or above.
- Identify at least two discriminatory behaviors that may have legal implications with an accuracy rate of 80% or above.
- Explain two types of sexual harassment; list the three criteria used to establish sexual harassment.
- Identify at least four of the seven parameters of sexual harassment.
- Identify and explain at least three of the reasons that sexual harassment occurs in construction.
- Given scenarios of construction site activities and working in small groups, list the behaviors that could be classified as sexual harassment.
- Identify at least three precautionary measures an employer can take to prevent sexual harassment.
- Given a scenario of sexual harassment charge at your work site, explain the process you would follow to investigate the charge, document the facts, interact with the victim and accused harasser, and remedy the situation.
- Given construction scenarios, identify at least two preventative and corrective actions for each situation that you should take to ensure workers are valued as individuals and to avoid charges of sexual harassment.

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

- Problem Solving for Construction Supervisors IG/PG

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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 16 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:

- 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.