

# CANADIAN CONSTRUCTION INSTITUTE INC. (CCI)

***Largest Construction Management and Supervisory Training Centre in Western Canada***

## **SUPERVISOR & MANAGEMENT SKILLS COURSE**

By far, the biggest problem facing our industry today is the lack of skilled managers and workers for the future! The problem must be addressed both at the site level and in the office. Those responsible to oversee the work of others need to be trained in the skills of leading, delegating, motivating, and managing projects & workers properly. Our success is going to be based on good management. Owners will benefit by this course as well as field personnel. We have added a segment in relation to “**Dealing with poor drawings, specifications, relationships, and reputations**”

### **Leadership**

- Qualities and skills required to be a good leader
- How to deal with mistakes and how to correct
- Solving problems and making right decisions
- Getting higher productivity from workers
- Maintaining respect with employees

### **Motivation and Teamwork**

- How to motivate yourself daily
- How to motivate workers successfully
- Developing and keeping an effective team
- Making decisions as a team

### **Managing work effectively & efficiently**

- Controlling and completing your workload
- Managing clients
- Writing and telephone management
- Coordinating and delegating work properly

### **Hiring & Firing**

- Interviewing potential workers
- Guidelines for hiring and firing
- Employment Standards Act/changes
- Job specifications, duties, and lines of authority
- Where to find the best workers

### **Resolving disputes on site**

- Public relations and the supervisor
- Coaching and counseling workers
- Conflict management and solutions

### **Worker performance**

- Promoting training and sharing worker skills
- Coaching in lieu of managing approach
- Improving worker attitude and performance

### **Negotiation skills**

- How to be the best at negotiations
- Gaining power in negotiations
- Mistakes and traits by both sides
- Preparation, strategy, and success skills

### **Time Management**

- Eliminating time wasters
- Effective time management
- Making the best use of yours' and worker's time

### **Stress Management**

- Understanding stress/stress signals
- Working efficiently under stress
- Minimizing and eliminating stress at work

Students will be required to provide researched responses to case studies and scenarios common to the workplace. An examination is provided.