Utility Lineworker Education
Train the Trainer
Welcome

- It is exciting to bring the second Utility Lineworker Training.
- This has been a joint effort between industry and education.
- We have worked with NCCER to modify a specific curriculum.
- Alabama Power has helped with planning this workshop and providing the facilities to conduct the workshop.
- Objective: Students will pass the CAST.
Utility Lineworker Education
Train the Trainer
“Tools for Success”

- A Textbook produced by NCCER
- The Utility Lineworker Course will cover five modules
- Module 10 “Resolving Conflict”
- Module 11 “Giving and Receiving Criticism”
- Module 1 “First Impressions: Getting the Job”
- Module 4 “Teamwork: Getting Along with Your Co-Workers”
- Module 13 “Substance Abuse on the Job”
“RESOLVING CONFLICT”

• Causes Of Conflict
• Work habits
• Differences in age
• Attitudes
• Off the job problems
• Personality or appearance
“RESOLVING CONFLICT”

• Ways To Prevent Conflict
• Think and walk away
• Don’t take it personally
• Avoid arguments, yours and others
“RESOLVING CONFLICT”

- Conflict With Supervisors – “Respect Supervisors Decisions”
- Gather thoughts
- Speak calmly
- Respect
- Think and make case clearly
“RESOLVING CONFLICT”

- Coping with Difficult Co-workers - (pg.10.12 - 10.13)
- Activity 3, recommended (Handout)
- Activity 6 (Handout, pg. 10.23-10.24)
“Tools for Success”

• MODULE 11 (2 hrs.)
• “GIVING AND RECEIVING CRITICISM”
“GIVING AND RECEIVING CRITICISM”

- What Is Criticism?
- Destructive – aims to hurt people
- Constructive – aims to correct mistakes, advise, support
“Giving and Receiving Criticism”

- Benefiting From Criticism (pgs. 11.2 - 11.3)
- Correcting mistakes can make the difference of success or failure. It may even determine life or death.
- Activity 7 (Handout, pg. 11.18)
“Tools for Success”

• MODULE 1 (2 hrs.)
• “FIRST IMPRESSIONS: GETTING A JOB”
“Tools for Success”

- MODULE 4 (3 hrs.)
- “TEAMWORK: GETTING ALONG WITH YOUR CO-WORKERS”
“TEAMWORK: GETTING ALONG WITH YOUR CO-WORKERS”

• Becoming A Team Player
• Respect
• Support
• Help
• Committed
• Solutions not problems
“TEAMWORK: GETTING ALONG WITH YOUR CO-WORKERS”

- Do’s and Don'ts (Handout pg. 4.4 - 4.5)
- Discussion
- Activity 1 - How do you see yourself as a co-worker (Handout pg.4.11 - 4.12)
  
  Prepare Action Plan for your problem area
- Activity 2 – Role play exercise (Handout pg. 4.13-4.14)
“Tools for Success”

- MODULE 13 (4 hrs.)
- “SUBSTANCE ABUSE ON THE JOB”
“SUBSTANCE ABUSE ON THE JOB”

• Define Substance Abuse

• Google

• subˈstance aˈbuse

  noun

  overindulgence in or dependence on an addictive substance, especially alcohol or drugs.
“SUBSTANCE ABUSE ON THE JOB”

• The Effects Of Substance Abuse
• Prevents you from getting a job
• Get your fired
• Endangers your safety and safety of others
• Affects your well-being and state of mind
• Jeopardizes your relationships
“SUBSTANCE ABUSE ON THE JOB”

- Prescription Drugs On The Job (Handout pg. 13.4)
- Know your company’s policy
- Inform safety staff and supervisor
- Copy of prescription and only dosage needed
“SUBSTANCE ABUSE ON THE JOB”

• Do You Have A Substance Abuse Problem  (Handout pg. 13.6 - 13.7)
• Discussion of handout
Questions?

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