TOOLS FOR SUCCESS
SYLLABUS & TRAINEE OUTLINE (40 HOUR PROGRAM)
Tools for Success: Critical Skills for the Construction Industry

INTRODUCTION (2 hrs.)

- “You’ve Made The Right Choice”
- Upward Mobility
- Career Path, more than a job!
- Knowledge, Skills, Attitudes
- Why Some People Lose Jobs
- Why Some People Succeed

MODULE 2 (6 hrs.)
“PROFFESIONALISM: KEEPING YOUR JOB”

- What Are Employers Looking For?
  Discuss Handout - Handout 2.1-2.2
- Attendance and Punctuality
  - Calling in sick
  - Keep supervisor posted
  - Give yourself time to get to work
  - Breaks and “early outs” same as “late”
  Discuss Handout - Handout 2.3-2.4
- Good Attitude
  - Upbeat
  - Pride
  - Cooperation
  - Open minded
  - Initiative
  - Responsibility
  - Sense of humor
  - Customer centered

Activity 1: Discuss and Complete Form - SIC018

- Workplace Culture
  - Values
  - Goals
  - Climate
  *“May change from job to job”*

- Tips for Success
  - Take notes
  - Look at job as learning experience
  - Positive first impression, but not show-off

Activity 2: Effects of Negative Attitudes
Activity and Discussion - Handout - 2.15
MODULE 3 (3 hrs.)
“BUILDING A STRONG RELATIONSHIP WITH YOUR SUPERVISOR”

- The Supervisors Job – You Need To Understand
  - Productivity /Quality
  - Coordination
  - Cost Control
  - Safety
  - Leadership

- Tips For Getting Along With Your Supervisor (Handout 3.2 - 3.4)
- Non-Verbal Communication
  - Your attitude shows
  - 90% communication is non-verbal
  - The impression you make is how you are judged
  - Posture
  - Eye Contact
  - Voice Quality

- Workplace Politics
  - Avoid trouble-makers
  - Don’t be a pest
  - Don’t step on people

- On The Job Quiz (Handout pg.3.7 - 3.9)
  Discuss alternatives

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

- Becoming A Team Player
  - Respect
  - Help
  - Solutions not problems
  - Support
  - Committed

- 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
MODULE 9 (2 hrs.)
“RESOLVING CONFLICT”

- **Causes Of Conflict**
  - Work habits
  - Attitudes
  - Personality or appearance
  - Differences in age
  - Off the job problems

- **Ways To Prevent Conflict**
  - Think and walk away
  - Don’t take it personally
  - Avoid arguments, yours and others

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

- **Coping with Difficult Co-workers** - *(Handout pg.10.12 – 10.13)*
  - Discussion of handout

MODULE 12 (2 hrs.)
“SEXUAL HARASSMENT”

- **What Is Sexual Harassment** *(Handout pgs. 12.3 - 12.5)*
  - Discuss Handout

- **Following The Rules – Anticipate and Avoid!**
  - Remember your role as professional
  - Do not comment on anyone’s physical appearance
  - Don’t use terms of endearment
  - Think before you speak
  - “No” means *No*
  - Think about your mother, wife, sister……

- **If You’ve Been Harassed**
  1) Confront the person
  2) Document and save details and dates
     …if problem persists
  3) Go to your supervisor
MODULE 6 (10 hrs.)

COMMUNICATION SKILLS I: LISTENING AND SPEAKING

Use Core Module #00107

- How Communication Works
  - Feedback needed to complete the cycle

- Effective Speaking
  - Timing
  - Positive attitude
  - Organization
  - Speak clearly, slowly, eye contact

- A Word About Reading – One Good Habit To Form

MODULE 10 (2 hrs.)

“RECEIVING CRITICISM”

- What Is Criticism
  - Destructive – aims to hurt people
  - Constructive – aims to correct mistakes, advise, support

- Benefiting From Criticism (Handout pgs. 11.2 - 11.3)
  Discuss Handout

MODULE 12 (4 hrs.)

“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

- 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

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

4
MANAGING YOUR CAREER (4 hrs.)

- **You Are Responsible For Your Future**
- **Life-Long Learning**
- **Accessing your NCCER training records - User name, PIN, Transcripts**
- **Transferable Skills – Work To Improve**
  - Communication
  - Literacy
  - Attitude
  - Critical thinking
  - Problem solving
- **Technical Skills – where to continue your training and education**
  - Apprenticeships
  - Employment
  - Further Education
  - Military
- **Networking “People Help People”**
- **Resources**
  - ACRI - Go Build
  - Alabama College System
  - SkillsUSA
  - United Association
  - IBEW

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