NCCER TOOLS FOR SUCCESS SYLLABUS & TRAINEE OUTLINE

Tools for Success: Critical Skills for the Construction Industry

INTRODUCTION

- "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

"PROFFESIONALISM: KEEPING YOUR JOB"

- What Are Employers Looking For?
- Attendance and Punctuality
 - Calling in sick
 - Keep supervisor posted
 - Give yourself time to get to work
 - Breaks and "early outs" same as "late"
- Good Attitude
 - Upbeat
 Pride
 Cooperation
 Open minded
 Initiative
 Responsibility
 Sense of humor
 Customer centered
- Workplace Culture
 - Values
 Goals
 Climate
- Tips for Success
 - Take notes
 - Look at job as learning experience
 - Positive first impression, but not show-off
- Effects of Negative Attitudes

MODULE 3

"BUILDING A STRONG RELATIONSHIP WITH YOUR SUPERVISOR"

- The Supervisors Job You Need To Understand
 - Productivity / QualityCoordinationSafetyLeadership
 - Cost Control

• Tips For Getting Along With Your Supervisor

• Non-Verbal Communication

- Your attitude shows
- 90% communication is non-verbal
- The impression you make is how you are judged
- Posture
 Eye Contact
- Workplace Politics
 - Avoid trouble-makers
 - Don't be a pest
 - Don't step on people
- On The Job Quiz
 - Discuss alternatives

MODULE 4

"TEAMWORK: GETTING ALONG WITH YOUR CO-WORKERS"

•Voice Quality

- Becoming A Team Player
 - Respect

Support

Help

- •Committed
- Solutions not problems
- Do's and Don'ts

Discussion

MODULE 9

"RESOLVING CONFLICT"

- Causes Of Conflict
 - Work habits

•Differences in age

Attitudes

- •Off the job problems
- Personality or appearance
- 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

•Speak calmly

Respect

- •Think and make case clearly
- Coping with Difficult Co-workers

MODULE 12

"SEXUAL HARASSMENT"

• What Is Sexual Harassment

• 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 datesif problem persists
- 3) Go to your supervisor

MODULE 6

COMMUNICATION SKILLS I: "LISTENING AND SPEAKING"

How Communication Works

• Feedback needed to complete the cycle

• Effective Speaking

• Timing

Organization

Positive attitude

•Speak clearly, slowly, eye contact

• A Word About Reading – One Good Habit To Form

MODULE 10

"RECEIVING CRITICISM"

• What Is Criticism

- Destructive aims to hurt people
- Constructive aims to correct mistakes, advise, support

Benefiting From Criticism

MODULE 12

"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
 - Know **your** company's policy
 - Inform safety staff and supervisor
 - Copy of prescription and only dosage needed
- Do You Have A Substance Abuse Problem

"MANAGING YOUR CAREER"

- You Are Responsible For Your Future
- Life-Long Learning
- Accessing your NCCER training records User name, PIN, Transcripts
- Transferable Skills Work To Improve
 - Communication

•Critical thinking

• Literacy

•Problem solving

- Attitude
- **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