

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 /Quality
 - Coordination
 - Cost Control
 - Safety
 - Leadership

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 dates
...if 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
 - Positive attitude
 - Organization
 - 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
 - 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