

# Construction e-Learning Centre

INDUSTRY-DEVELOPED, INDUSTRY-APPROVED TRAINING INNOVATIONS

## Course description

## First Level Supervisor Training Program

### SUMMARY

This course offers the critical basic skills and concepts needed to supervise a crew in the residential, institutional, commercial, industrial and civil construction sectors.

### DESCRIPTION

Supervisors play a key role in ensuring the job gets done on time, on budget and safely. This course will introduce you to all aspects of supervision, beginning with a discussion of the supervisor's role and the skills required. Then, the supervision basics are covered: leadership vs. management, due diligence, communication skills, meetings, and handling disagreements and problems.

The course then examines the supervisor's role with respect to safety, looking at inspections, investigations and training. Human resource management comes next, including addressing personal problems and performance issues. The course introduces you to planning and scheduling, followed by productivity and quality, including problem solving for quality outcomes.

The final section teaches you how to lead an effective work team by discussing concepts, motivation and team performance.

### OBJECTIVES

This course will provide you with the tools to help you:

- Build your supervisory skills
- Lead a work crew
- Communicate effectively
- Understand the supervisor's role in safety and due diligence
- Develop and motivate teams
- Address performance issues

### AUDIENCE

This course is intended for foremen and supervisors or any individual who wants to become a First Level Supervisor in any part of the country, in any sector (residential, industrial, commercial, institutional, pipeline, civil).

### COURSE LENGTH

The course duration is approximately 14 hours.

### AVAILABLE FORMATS

This course is available online in English and French.

### CREDITS/CERTIFICATES

This course has been accredited by the Canadian Construction Association (CCA) for five (5) credits toward Gold Seal Certification. A final mark of 100% is required in order to receive a certificate of completion.



### HOW TO ENROLL

You will require a PIN # prior to registering for this course. Please contact your local distributor to obtain your PIN # and cost information. Distributors can be located on the Construction e-Learning Centre website at <http://elearning.buildforce.ca>.