



## Registration Form April and May 2010 – STP

*Please use one form per registrant (duplicate if necessary)*

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province: \_\_\_\_\_

Home Phone Number: ( ) \_\_\_\_\_ Yrs. Of Supervisory Experience \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ PC: \_\_\_\_\_

Member of Merit OpenShop Contractors Association

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### Immediate Supervisor Declaration (mandatory)

I authorize the above named employee to participate in this program. I understand that I will be responsible for supervising this employee's performance for the practical portion of the course.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

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### Please remit:

**Member of Merit OpenShop Contractors** \$800.00 +40.00 (GST) = \$840.00

**Non-Member** \$900.00 + 45.00 (GST) = \$945.00

Please fax registration form to: **416-483-3095**.

Please make cheques payable to **Merit OpenShop Contractors Association**.

\* **CANCELLATIONS:** 50% of registration fee will be retained for cancellations  
Less than 10 business days and 100% of registration fee for no-shows.

**Please mail original registration form and cheque to:**  
**Merit OpenShop Contractors Association**  
638A Sheppard Avenue W. Ste. 218  
Toronto ON M3H 2S1

## ***Supervisor Training Program***

### **April & May 2010**

### **In Hamilton for “Open Shop” Contractors**

The open shop site supervisor is critical to any construction project's success. But while supervisors are provided with the equipment, materials and manpower they need, too often they are left without the knowledge to select, motivate and direct their workforce.

Getting the best possible performance from individuals; assessing skills and assigning employees to required tasks; effective time management and coaching personnel are skills every effective supervisor needs and are the lessons taught in the Supervisor Training Program.

The Supervisor Training Program was developed more than 20 years ago to meet the training needs of the construction industry. Since its inception, more than 2,500 participants have completed the course. They find it easy to apply their newly acquired knowledge on the job site because the course is focused on relevant, usable, effective techniques.

Classes will be held from Thursday April 29-Saturday May 1 2010 and Thursday May 13-Saturday May 15, 2010. The program provides a total of 38 hours of classroom training. The location is the **Hamilton-Halton Construction Association office at 370 York Blvd.** Hamilton in the large meeting room. On-the-job training assignments generally require up to 50 hours to complete.

### **Who Should Participate?**

This program will be of greatest benefit to persons in the open shop construction industry who are currently employed as foremen or superintendents or those likely to be assigned supervisory responsibilities in the near future. The general supervisory principles taught can be applied in any setting where individuals are responsible for managing, overseeing or directing others.

### **The Program**

Through a combination of in-class sessions and on-the-job training assignments, participants will learn the necessary theory and applications required to achieve program objectives. Course topics include: **Effective Communications; Performance Evaluation; Training; Coaching Skills; Managing Time/Meetings and Priorities; Productivity and Quality Control; Scheduling; Negotiating Successfully and OpenShop Supervising.** Successful completion of the course entails 100% attendance of all classes and completion of all on-the-job assignments. This program is accredited by the Canadian Construction Association for Gold Seal Certification, with a value of five points.

## **In-Class Sessions**

There are a total of 12 in-class sessions which are scheduled in two groups of 3 days each. Each session provides three hours of instruction for a total of 38 hours of in-class training.

Sessions consist of:

- presentation and discussion of theory, principles and "how to"
- individual and group case study and problem solving exercises
- self evaluation exercises
- development of personal on-the-job technique checklists
- opportunity to evaluate individual progress
- development and discussion of specific on-the-job practice assignments
- session evaluations

## **On-The-Job Training**

Following in-class sessions, on-the-job training assignments will be arranged by the participant and their supervisor. The participant's supervisor will be provided with an executive overview of this portion of the training. It is the responsibility of the mentoring supervisor to ensure the training assignments are completed and recorded.

Program instructors will provide back-up assistance as required.

The on-the-job training assignments generally require up to 50 hours to complete, depending on individual trainee performance.

## **Fees**

The fee for the Supervisor Training Program is \$840.00 (including GST) for MOCAO members, \$945.00 (including GST) for non-members. Fees include instruction, course materials, evaluation and certification. Fees are payable in full at the time of application.

## **FOR MORE INFORMATION**

Marie Sonnenberg

Executive Director

Merit OpenShop Contractors Association

Ph: 1-888-303-9878

Fax: 416-483-3095

Email: [Marie@OpenShop.ca](mailto:Marie@OpenShop.ca)

**To enrol, please complete the attached registration form.**

## **SUPERVISOR TRAINING PROGRAM (STP)**

### **LEARNING OBJECTIVES**

- 1. Effective Communications 1 & 2** **2 Sessions 6 hours**
  - a. Understand basic characteristics of a good communicator.
  - b. Understand the components of communications.
  - c. Understand typical communication problems and strategies to resolve them.
  - d. Give and receive instructions.
  - e. Use feedback techniques.
  - f. Understand strategies for modifying negative behaviour.
  - g. Understand the affect your behaviour has on communications with your crew.
  - h. Understand strategies for dealing with rumours, discipline and counselling issues.
  - i. Apply knowledge gained through role-playing.
  
- 2. Performance Evaluation 1 & 2** **2 Sessions 6 hours**
  - a. Understand the performance evaluation process.
  - b. Understand the differences between objective and subjective evaluations.
  - c. Understand the concept of performance indicators.
  - d. Write objective, observable and measurable performance standards.
  - e. Identify leadership potential in others.
  - e. Use a typical performance evaluation system.
  - f. Prepare and conduct a performance evaluation.
  
- 3. Productivity and Quality Control 1 & 2** **2 Sessions 6 hours**
  - a. Understand productivity analysis.
  - b. Understand how productivity can be measured.
  - c. Identify the signs of low/high productivity.
  - d. Identify the conditions necessary to improve productivity.
  - e. Understand the potential of productivity groups.
  
- 4. Scheduling** **1 Session 3 hours**
  - a. Understand project scheduling and scheduling tools.
  - b. Prepare a bar chart/Gantt schedule.
  - c. Schedule manpower equipment and material requirements.
  - d. Maintain a job journal.
  
- 5. Managing Time, Meetings and Priorities** **2 Sessions 6 hours**
  - a. Understand the importance of effective time management.
  - b. Build strategies to balance work and personal responsibilities.
  - c. Gain control of your time to manage stressful situations.
  - d. Establish effective work related short and long-term goals.
  - e. Apply time management principles to set priorities and allocate work.
  - f. Plan and manage an effective meeting at the worksite.

<b>6.</b>	<b>Training</b>	<b>1 Session</b>	<b>3 hours</b>
	<ul style="list-style-type: none"> <li>a. Understand training.</li> <li>b. Identify training needs.</li> <li>c. Set job performance standards.</li> <li>d. Orient trainees to training.</li> <li>e. Prepare and conduct on-job practical demonstrations.</li> <li>f. Evaluate training results.</li> </ul>		
<b>7.</b>	<b>Negotiating Successfully</b>	<b>1 Session</b>	<b>3 hours</b>
	<ul style="list-style-type: none"> <li>a. Understand the strategies and principles of negotiation.</li> <li>b. Understand the steps in planning a negotiation process.</li> <li>c. Having working skills in negotiating.</li> </ul>		
<b>8.</b>	<b>Coaching Skills</b>	<b>1 session</b>	<b>3 hours</b>
	<ul style="list-style-type: none"> <li>a. Understand and describe a model or framework for effective coaching skills.</li> <li>b. Demonstrate effective coaching skills.</li> </ul>		
<b>9.</b>	<b>Merit Supervising</b>	<b>1 Session</b>	<b>3 hours</b>
	<ul style="list-style-type: none"> <li>a. Understand the history of Merit and the developments in the construction industry in Ontario.</li> <li>b. Understand the differences between “open shop” and union shop.</li> <li>c. Discuss the attributes and skills of an effective supervisor.</li> </ul>		
10.	<b>Employee &amp; Family Assistance Plan</b>	1 Session	1 hour
11.	<b>Merit OpenShop Contractors Association</b>	1 Session	1 hour
	<b>TOTAL</b>	<b>11 sessions</b>	<b>38 hours</b>

## Supervisor Training Program –Apr. 29/10 - May 1, 2010 COURSE SCHEDULE

<i>Date</i>	<i>Time</i>	<i>Topic</i>	<i>Instructor</i>
Thurs. Apr. 29	8:30- 11:30 AM	Communications A	Ed Willson
Thurs. Apr. 29	12:30 – 3:30PM 3:30 -4:30PM	Communications B Employee & Family Assistance Program	Ed Willson Sheppell-fgi
Fri. Apr. 30	8:30 – 11:30PM	Managing Time, Meetings, Priorities 1	Ed Willson
Fri. Apr. 30	12:30 – 3:30PM	Managing Time, Meetings, Priorities 2	Ed Willson
Sat. May. 1	8:30 – 11:30AM	Performance Evaluation 1	Ed Willson
Fri. Apr. 30	12:30 – 3:30PM	Performance Evaluation 2	Ed Willson
Thurs. May. 13	8:30 – 11:30AM	Coaching	Ed Willson
Thurs. May. 13	12:30 – 3:30PM 3:30 – 4:30PM	Training Merit OpenShop Contractors Association	Ed Willson David McDonald
Fri. May. 14	11:00 – 2:00PM	Negotiating	Ed Willson
Fri. May. 14	2:30 – 5:30PM	Scheduling	Ed Willson
Sat. May 15	8:30 – 11:30AM	Productivity & Quality Control 1	Ed Willson
Sat. May 15	12:30 – 3:30PM	Productivity & Quality Control 2	Ed Willson

Ed Willson, has been teaching the Supervisor Training Program since the beginning in Alberta in 1986 and across Canada. Ed has more than 25 years of management and leadership training.

***All sessions begin promptly at the indicated times.***

*Hamilton-Halton Construction Association Board Room  
370 York Blvd. Hamilton ON L8R 3L1*

**PARKING IS LIMITED. CAR POOLING IS ENCOURAGED**