

CREW LEADER TRAINING COURSE OUTLINE

Program Outline

Day 1 (8 Hours)

Chapter 1 – Orientation to the Job

- ▶ Overview of the Construction Industry Today
- ▶ Historical Importance of the Construction Industry
- ▶ Growth & Economics of the Construction Industry
- ▶ Changing Values of Workers
- ▶ Role and importance of Training
- ▶ New Technologies
- ▶ The Internet/E-Mail/E-Commerce
- ▶ Other Communication Sources
- ▶ Gender, Age, and Minority Issues
- ▶ Communication Styles: Men vs. Women
- ▶ Language Barriers
- ▶ Simple Communication Skills
- ▶ Cultural Differences
- ▶ Sexual Harassment
- ▶ Types of Construction Projects
- ▶ Common Characteristics of Construction Projects
- ▶ The Construction Organization
- ▶ Organization of the Underground Utility Construction
- ▶ Division of Responsibility within the Company
- ▶ Authority and Responsibility of the Crew Leader
- ▶ Job Descriptions – Purpose and Content
- ▶ Utility Crew Job Descriptions
- ▶ Company Policies and

Chapter 2 – Leadership Skills

- ▶ Supervisory Roles in Utility Construction
- ▶ Shift in Work Activities
- ▶ Becoming a Leader
- ▶ Characteristics of Leaders
- ▶ Expected Leadership Behavior
- ▶ Functions of a Leader
- ▶ What kind of Leader Are You?
- ▶ Leadership Styles
- ▶ Ethics in Leadership
- ▶ Forms of Communication
- ▶ Verbal Communication
- ▶ Non-Verbal Communication
- ▶ Written or Visual Communication
- ▶ Motivation – Employee Motivators
- ▶ Team Building
- ▶ Delegating Responsibilities
- ▶ Implementing Policies and Procedures
- ▶ Decision Making Versus Problem Solving
- ▶ Types of Decisions
- ▶ Problem Solving Techniques
- ▶ Identifying and Handling Special Leadership Problem

Day 2 (8 Hours)

Chapter 3 – Safety

- ▶ Safety Overview
- ▶ Construction Accident Statistics
- ▶ Cost of Accidents (direct and indirect)
- ▶ Insured Cost of Accidents
- ▶ Uninsured Cost of Accidents
- ▶ Federal Safety Regulations
- ▶ Workplace Inspections
- ▶ Penalties for Violations
- ▶ Safety and Health Programs
- ▶ Safety Policies and Procedures
- ▶ Hazard Identification and Assessment in Utility
- ▶ Sources of Safety Information and Training
- ▶ Safety Records Systems
- ▶ Crew Leader's Role in Safety
- ▶ Safety Meetings
- ▶ In-House Safety Inspections
- ▶ First Aid
- ▶ Fire Protection and Prevention
- ▶ Substance Abuse
- ▶ Accident Investigation
- ▶ Promoting Safety

Chapter 4 – Project Control

- ▶ Project Control Overview
- ▶ Phases of Construction
- ▶ Project Delivery Systems in Utility Construction
- ▶ Overview of Planning (what is it and why plan?)
- ▶ Stages of Planning in Utility Construction
- ▶ The Planning Process
- ▶ Planning Materials, Equipment and Tools
- ▶ Planning Labor
- ▶ Planning Aides
- ▶ Estimating – Importance of Good Estimating
- ▶ Estimating Processes
- ▶ Estimating Material Quantities
- ▶ Scheduling
- ▶ Cost Awareness and Control
- ▶ Field Reporting Systems
- ▶ Resource Controls and Processes
- ▶ Material Control
- ▶ Equipment and Tools Control
- ▶ Labor Control
- ▶ Labor Productivity
- ▶ Project Production and Productivity – Crew Leader's

Leadership Skills Exam

Certificate of Completion Mailed to the Employer