

CREW LEADER TRAINING



**Brought to you by NUCA
University and the NUCA Institute
for Leadership Development**



Utility and excavation projects get done most efficiently if workers are divided into crews with a common purpose.

When a crew is formed to tackle a particular job, one person is appointed as the leader. This person is usually an experienced professional with demonstrated and exceptional leadership qualities. But an effective crew leader must have specific job skills to run a crew.

NUCA's Essential Skills for Crew Leaders Training is a two-day, intensive course that trains workers to be effective leaders and communicators so they can provide clear direction to your crew, and plan and schedule the crew's work to maximize safety, production, and profit.

Class Size and Cost

Class Size

Minimum class size is 12.

Maximum class size is 25.

Course Fees

Members: \$725.00/student

Non Member: \$825.00/student

Additional Information

Class price includes continental breakfast (donuts & coffee), lunch, course materials, NCCER “Fundamentals of Crew Leadership” Manual, supporting course manual, and Certificate of Completion.

Courses can be smaller than 12 students, but minimum charge will be for 12 students.

For questions about this course and its schedule, please contact Michael Svaby, 302-387-9389 or email me at msvaby@milford-de.gov.

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