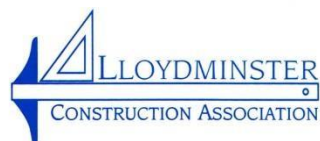


Construction Industry Training

brought to you by
Lloydminster Construction Association
with Canadian Construction Institute

Communication Skills

January 28-29, 2019



COURSE OFFERING

The Canadian Construction Institute (CCI) is the largest construction management and supervisory training centre in Western Canada. Since 1993, CCI has been providing Gold Seal Training Certification in partnership with Construction Associations across the country. In addition, they deliver in-house customized construction management training to businesses of all sizes.

Gold Seal Certification is Canada's recognized standard for management excellence in the construction industry. The Gold Seal standard was developed by the Canadian Construction Association and reflects best practices in construction management.

Individuals in many different roles in the construction industry have found the Gold Seal Certification has contributed to their professional advancement. This includes project managers, superintendents, estimators, owner representatives, and many others. Contractors and trades contractors companies are able to demonstrate their commitment to professionalism and efficiency by having Gold Seal professionals in management roles. Owners recognize the Gold Seal certified professionals improve the on-time, on-budget delivery of projects.

CCI has been accredited to deliver Gold Seal education courses.

This course is Gold Seal-certified and will provide the successful students with 5 credits.

CANADA JOB-GRANTS PROGRAMS

This course is designed to conform to the Canada –Job Grants programs. This enables eligible employers to be reimbursed for 2/3 of the cost of the course. Applicants MUST apply for Canada Job-Grants Program a minimum of 1 month prior to start of the course to qualify for 2/3 course reimbursement. We recommend you apply right away.

Applications for Canada Job-Grants can be found at the following:

[Canada –Alberta Job-Grants Program](#)

[Canada –Saskatchewan Job-Grants Program](#)

INSTRUCTOR

Mr. Gerald Cree

Gerald is a seasoned construction professional with extensive experience in all aspects of construction management. This includes civil, structural, mechanical, and electrical disciplines. His experience includes aspects of construction projects from design, estimation, project planning, tendering and procurement and construction management. Gerald brings extensive training in construction management and the real-world experience success managing construction projects to his role as an instructor.

COURSE SUMMARY

Communication Skills equips students with a practical understanding of how to work more effectively on the job by improving their communication skills. This course includes detailed assessment of the individual communications styles of each student and how their style influences how effectively they communicate. The course also discusses intercultural and intergenerational communications challenges.

LOCATION

This course will be held in the classroom at the:
Lloydminster Construction Association
4419 -52 Avenue, Lloydminster, AB/SK T9V 0Y8.

Communication Skills

This Gold Seal Certified Course is designed to improve skills in communication for supervisors, and management in the office and in the field. This course, along with all management and supervisor training courses has been evaluated as “excellent overall” by more than 3000 participants and companies in B.C. Includes manual for course and future reference. Brief summary of course:

Participants will be able to identify, and practice skills needed for effective communication and learn about barriers to communication.

They will

also learn about different communication styles and identify what their dominant style is as well as how to deal with people who have a different style of communication.

The course material also provides insight about anger and how to manage it as well as help develop the skills required to supervise others in the construction industry.

This is a highly interactive course and participants will have an opportunity to practice the concepts taught in the class.

The course will also cover the following:

Effective Leadership through Communication Skills

Dealing with Difficult People, Conflict and Confrontation

Assertive Training and Speaking Skills

Communicating Motivation

Communication through Body Language

Managing a Good Impression to Clients

Constructive Use of Anger and Persuasion Skills

Anger and Conflict Management Skills

Communicating Discipline and Termination

Resolving Disputes through Communication

How to Prepare for and Facilitate Meetings

Communication through Writing Skills

Drafting and Preparing Proper Reports and Correspondence

COURSE MATERIALS

1	INTRODUCTION TO COMMUNICATION	1-1
1.1	The Basic Communication Model.....	1-1
1.2	Why Does Communication Break Down?	1-1
1.3	Meaning	1-1
2	COMMUNICATION STYLES.....	2-4
2.1	Common Conflict – Escalating Communication Styles	2-4
3	COMMUNICATION AND LEADERSHIP	3-5
4	NON – VERBAL COMMUNICATION	4-6
4.1	General Characteristics Of Non-Verbal Communication.....	4-6
4.2	Non – Verbal Components Of A Message	4-6
5	COMMUNICATION SKILLS.....	5-7
5.1	Active Listening	5-7
5.2	Paraphrasing.....	5-11
5.3	Questioning	5-13
5.4	Summarizing.....	5-17
5.5	Assertion	5-20
5.6	Self Disclosure And “I” Messages	5-23
5.7	Descriptive Language	5-26
5.8	Integrative Exercise: Values.....	5-32
6	INTERCULTURAL COMMUNICATION	6-33
6.1	Eye Contact.....	6-33
6.2	Body Language	6-34
7	COMMUNICATION ACROSS GENERATIONS.....	7-36
7.1	Matures (1909-1945)	7-36
7.2	Baby Boomers (1946-1964).....	7-36
7.3	Generation X (1965-1979).....	7-36
7.4	Millennials (1980-2004).....	7-37
8	WRITTEN COMMUNICATION.....	8-38
8.1	Tips For Written Communication	8-38
8.2	AIDA Formula	8-39
8.3	Memos To Remember.....	8-39
8.4	Communicating Through Email	8-41
8.5	Communicating Through Reports	8-42
8.6	Clustering	8-42
9	EFFECTIVE MEETINGS	9-44
9.1	Why Do We Need Effective Meetings?	9-44
9.2	Cost Worksheet	9-44
9.3	Planning Ahead.....	9-44
9.4	Rules For Effective Meetings.....	9-45

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9.5	Opening Up The Discussion	9-47
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10	MANAGING ANGER.....	10-49
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10.3	Expressing Anger	10-50
10.4	Dealing With Anger	10-50
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REGISTRATION FORM

Construction Estimating

2 Day Course – January 28-29, 2019

8:00 am – 5:30 pm

LOCATION: Community Services Centre – (Lloydminster Construction Association Office Building)
4419 – 52 Avenue, Lloydminster, AB

*** Please Park in the parking lot at the NORTH end of the building. ***

Choose one of the following:

Please reserve my seat in this class. I am presently applying and waiting for approval from the Job Grants Program, to cover 2/3 of my course cost. I understand that I must pay for course in full and Job Grants Program will refund me 2/3 of the cost, if approved. I understand that I must apply for the Job Grants Program a minimum of 1 month prior to start of the class to be eligible.

Please enroll me for this course, I will not be applying for the Job Grants Program.

Company Name: _____

Participant Name: _____

Phone: _____

Email: _____

Course Cost per participant is \$1500 + gst (LCA Members) \$1800 + gst (Non-Members)

Cheque Attached _____

Please Invoice _____ (LCA Members may be invoiced, invoice must be paid 2 weeks prior to start of course)

For any questions regarding the course or to enroll please contact:

**Lloydminster Construction Association
4419 52 Avenue, Lloydminster, AB/SK T9V 0Y8
P: (780) 875-8875 F:(780) 875-8874
Email: lloydca3@telus.net**



