Basic Employability Skills
Session Two

Planning and Scheduling Problems; Social Skills, Part 1
Objectives

When trainees have completed this session, they should be able to do the following:

2. Explain the importance of critical thinking and how to solve problems.
   c. Describe problems related to planning and scheduling.

3. Explain the importance of social skills and identify ways good social skills are applied in the construction trade.
   a. Identify good personal and social skills.
   b. Explain how to resolve conflicts with co-workers and supervisors.
   c. Explain how to give and receive constructive criticism.
2.3.0 – Planning and Scheduling

Regardless of the many tools used to manage a project, unexpected problems will arise and challenge even the best team.
2.3.1–2.3.5 – Project Delays

How can these factors cause delays, and how can the problems be solved?

• Material shortages or delivery problems
• Equipment shortages or breakdowns
• Tool shortages or failure
• Labor shortages, tardiness, or absenteeism
3.1.0–3.1.1 – Personal and Social Skills

Self-presentation – During an introduction, stand tall with confidence and smile. Look the person in the eye and make the connection with a firm handshake.

Admirable Personal Qualities

• Dependability
• Organizational skills
• Competence at skill level
• Honesty
• Professionalism
• Good grooming habits
3.1.2–3.1.3 – Work Ethic

An employee with a strong work ethic will:

• Put forth their best effort
• Take the initiative to help or resolve a problem

Tardiness and Absenteeism

Showing up late for work or being absent affects your co-workers as well as the project schedule. Regardless of your skill level, a worker is of little value unless he or she is on the job!
3.2.1 – Resolving Conflict with Co-Workers

• How did it start, and why is it continuing?
• Is it based on personality conflict or a single event?
• Has it been building or did it begin suddenly?
• Could it have been prevented?
• Do both sides see it the same way?
3.2.2 – Resolving Conflict with Supervisors

• Organize your thoughts and look at the situation objectively. Are you being reasonable?

• Approach the supervisor with respect, not animosity. Be calm and clear in your statements.

• Suggest changes or other ways to resolve the problem.

• Accept and respect the decision. Be open-minded about it.
3.3.0 – Criticism

Constructive criticism is one of the many ways that everyone learns on the job. Be thankful for it, especially when it is delivered in a thoughtful and helpful way.
3.3.1 – Offering Constructive Criticism

• Use positive supporting words based on facts.
• Do not overdo it; pick your moments carefully. Criticize in private in most cases.
• Offer alternatives. Remove the personal nature of the comment so it does not feel like an attack.
• Offer compliments as well as criticism. Open with a compliment if possible.
3.3.2 – Receiving Criticism

• Think of it as a chance to learn.
• Try not to take it personally; being defensive or disputing advice aggressively is a waste of time.
• This is a good opportunity to display your work ethics. Ask for details if the advice is vague.
• If you disagree, state your case clearly and respectfully.
Wrap Up – Session Two

Break into groups and wait for your ethical dilemma that causes strained work relationships to be assigned to your group and create a solution to the issue.
Next Session…

Social Skills, Part 2; Module Exam

Read Sections 3.4.0 through 3.5.1; complete the Section 3.0.0 Review. Also review the module and complete the Module Review and Trade Terms Quiz to prepare for the exam.