

E-LEARNING COURSE

First Level Supervisor Training Program

This course will introduce you to all aspects of supervision beginning with the supervisor's role and the skills required. Then, the supervision basics are covered: leadership vs. management, due diligence, communication skills, meetings, and handling disagreements and problems.

The course then examines the supervisor's role with respect to safety, looking at inspections, investigations and training. Human Resource Management comes next, including addressing personal problems and performance issues. The course introduces you to planning and scheduling, followed by productivity and quality, including problem solving for quality outcomes. The final section teaches you how to lead an effective work team, discussing concepts, motivation and team performance.

This course is intended for foremen and supervisors or any individual who wants to become a first-level supervisor in any part of the construction industry.

A final mark of 100% is required in order to receive 5 Gold Seal Credits. Successful completion of this course will provide the tools to help:



- Build your supervisory skills
- Lead a work crew
- Communicate effectively
- Understand the supervisor's role in safety and due diligence
- Develop and motivate teams
- Address performance issues

This course is self-paced and is approximately 14 hours in length.

**Ready to get started? Complete the below form and hit Submit, email back to
alana@hhca.ca or fax to 905-572-9166.**

Company Name: _____ Phone: _____

Contact: _____ Email: _____

Address: _____

METHOD OF PAYMENT

Credit Card (2% service charge applies) HHCA Member Account Cheque

Cardholder

PIN numbers @ \$400.00

Credit Card #

Exp. date

HST (R#107462830)

TOTAL DUE _____

Signature