



New Hampshire/
Vermont Chapter

JOB SITE LEADERSHIP & COMMUNICATION FOR GENERAL CONTRACTORS AND SUBCONTRACTORS

*They know their trade, yet has anyone shown
them how to deal with PEOPLE?*

Tuesdays

February 19, 26

March 5, 12, 19

April 2, 9, 16

3:30 PM - 6:00 p.m. (20 Hour Course)

ABC Education Center, Concord, NH

***FEES: \$465 ABC NH/VT Members**

\$665 Non ABC NH/VT Members

If needed, book for required Super Cert classes is \$95.

**No refunds for cancellations within one week of class.
\$50 rescheduling fee for changes within one week of class.

To Register:

Visit the ABC calendar on our website:

www.abcnhvt.org

For questions or to learn about custom programs:

Call or email Jennifer Landon:

603-226-4789 | jennifer@abcnhvt.org

Who Should Attend - Individuals from field foremen, superintendents, subcontractors, general contractors, and anyone new to the industry. It is also beneficial for those wanting to broaden their general understanding of the industry. This course is a great primer for anyone wanting to better understand construction law.

Super Cert courses are offered independent of one another, therefore **registration for this class is open to all**

Course Agenda

- State how a supervisor's performance is evaluated. Identify the challenges that the transition into supervision brings.
- List the resources, techniques, and characteristics a successful leader uses to get the job done.
- State the advantages of using various approaches to lead people effectively.
- Communicate effectively.
- Complete a task analysis.
- Name nine essential elements on a job orientation checklist.
- List the six steps for on-the-job training.
- Explain the nine steps for conducting a performance appraisal.
- Identify the root causes of performance problems and how to handle conflict.
- Explain how moving up the management ladder affects a supervisor's ownership of time.
- Explain the nature of managerial decision making and problem solving.
- Determine the relationship between problem solving and decision making.
- Identify environmental influences on decision making.
- Cite the advantages and disadvantages of group involvement in decision making.
- Distinguish between routine (programmed) and non-routine (non-programmed) decisions.
- Describe the critical role of implementation and evaluation on future actions.

This course uses **NCCER Curriculum** - nationally recognized instruction materials for the construction Industry. Learn more at www.nccer.org

INSTRUCTOR: Joshua Reap, President and CEO of ABC NH/VT



**10% DISCOUNT for
Verified members of NH HomeBuilders
Enter code NHHBA*

Confirmations and directions are sent within one week of class start date.

See reverse for driving directions.

58 Chenell Drive & Rte. 106 • Concord, NH 03301 • Phone: 603-226-4789 • Email: info@abcnhvt.org

Directions



New Hampshire/
Vermont Chapter



DIRECTIONS: ABC NH/VT EDUCATION CENTER (DO NOT RELY ON GPS NAVIGATION)

58 CHENELL DRIVE, CONCORD, NH 03301 | 603-226-4789

From I-93S in Concord:

Take Exit 15 E to I-393 East.

Take Exit 3 to Route 106 and head right onto 106-South.

Proceed 1 mile, past the Steeplegate Mall.

The ABC NH/VT Chapter Office & Education Center is on the right at the corner of Route 106 and Chenell Drive.

From I-93N in Concord:

Take Exit 13.

Proceed right onto Route 3-North; Manchester Street.

Move into the left lane and take the first left onto Old Turnpike Road.

Cross over Airport Road and continue on Regional Drive to Route 106.

At the lights, turn right onto Route 106. We are at the next intersection.

The ABC NH/VT Chapter Office & Education Center is on the right at the corner of Route 106 and Chenell Drive.

From the Seacoast:

Take Route 4-West to I-393 West.

Take the Route 106-South exit on your left.

Proceed 1 mile, past the Steeplegate Mall.

The ABC NH/VT Chapter Office & Education Center is on the right at the corner of Route 106 and Chenell Drive.

PARKING:

Parking and entrance for our **Education Center** is at the **back of the building.**

Drive through the gated area.

Park anywhere near the building, retaining wall or tree.