



Critical Skills Training for Construction

Critical Skills was developed by contractors, for contractors. This program, considered “same page training”, is designed to ensure team members are on the same page for company policies and procedures.

Course Descriptions

Building Customer Satisfaction

Working to improve relations with internal and external customers, improving your mental attitude, understanding how a customer thinks and improving customer satisfaction.

Communication in Construction

Verbal vs. nonverbal communication processes, barriers to the communication process and how to improve communication in different formats.

Construction Teamwork

The importance of teamwork and key tips to working with a team, including the difference between a group and a team, and team member styles and generational differences.

Professionalism & Productivity

Learning the importance of being responsible, having integrity, and being held accountable along with solving productivity challenges.

Time & Material Management

The importance of time and material management through specific information on understanding the cost of time wasting and unapplied labor activities, staying organized, material and delivery storage, and proper paperwork and documentation.

Written Communications

The importance of accurate and timely communication in construction including specific information different types of written communication in construction (emails, time cards, construction plans, work orders, etc.).

What Companies Are Saying:

“I recently moved from construction to the service department and there were a lot of good things I took from this class.”

“I learned a lot about the generational differences and seeing the specifics of how each generation operates.”

“The interaction with co-workers was good to see what other people were thinking and how they worked.”

“Very detailed information, relatable and lots of good discussion.”

“Business involves people and people skills were discussed in detail. It was made simple to comprehend.”

Each of the six courses are approximately two hours in length. You can schedule them all in a row, incorporate one into an existing training program, or spread them out over successive weeks. The beauty of the training is that it can be done at your convenience.



Critical Skills Training for Construction

Presented by Tom Westlund (ABC of MN/ND Education Director)

Class Topics

Critical Skills training, considered “same page training”, is designed to ensure team members are on the same page for company policies and procedures. Topics include:

Communication in Construction

The spoken communication process, barriers to the communication process, and how to improve communication in different formats.

Written Communications

The importance accurate and timely written communication in construction including specific information different types of written communication in construction (emails, time cards, construction plans, work orders, etc.).

Construction Teamwork

The importance of teamwork and key tips to working with a team, including the difference between a group and a team, team member styles and generational differences.

Professionalism & Productivity

Learning the importance of being responsible, having integrity, and being accountable along with solving productivity challenges.

Time & Material Management

The importance of time and material management through specific information on understanding the cost of time wasting and unapplied labor activities, staying organized, material and delivery storage, and proper paperwork and documentation.

Building Customer Satisfaction

Working to improve relations with internal and external customers, improving your mental attitude, understanding how a customer thinks and improving customer satisfaction.

Date	Time	Location	Cost (per hour)
TBD	Each session is approximately two hours (12 hours total)	ABC Office or Company Location	Member: \$80 Non-Member: \$110

Registration Information	Participant(s) Name	Cost \$
Company Name: _____	_____	_____
Contact Name: _____	_____	_____
Address: _____	_____	_____
City/State/Zip: _____	_____	_____
Phone: _____	_____	_____
Email: _____	_____	_____

Total Cost \$ _____

Payment Information (check one)

Visa MasterCard Check (make payable to “CEF of Minnesota”)

Card Number: _____

Expiration Date/Security Code/Billing Zip Code: _____

Send completed registration form to:

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Questions? Please call 952-941-8693