ABOUT THIS CLASS
Critical Skills® is the important soft skills for key team members who work closely with supervisors and leaders by providing top field personnel with pre-leadership training. This course is jam packed with immediately actionable and relevant content. Critical Skills generates meaningful discussions between supervisors and their crew members, putting everyone on the same page.

WHO SHOULD ATTEND
This innovative program is for key field-level employees, supervisors, and employers. Company leaders are welcome to attend to reinforce program concepts.

TOPICS COVERED
1. Construction Communication Part 1 – What is the Communication Model and what could possibly go wrong? We will focus on the communication cycle between a sender and receiver. We then look at how to overcome communication barriers and discusses the power of active listening.

2. Construction Communication Part 2 – Communicating ethically and earning respect are at the very core of an effective construction crew. Part 2 outlines the behaviors of a high trust working environment. It also covers how gossip, rumors, and lies destroy trust. This module includes talking to supervisors, filling out essential paperwork, and reading to find information.

3. Construction Teamwork – Successful construction crews have common characteristics. We will cover the difference between groups and teams. Highlighting team member styles and intergenerational/multicultural teams. We will also spotlights the importance of on-boarding new crew members, which results in peak performing teams.

4. Construction Professionalism & Productivity – No matter the trade, construction is a profession. This ties the traits of construction professionals in with productivity.

Tuesday, December 6, 2022
7:30 a.m. - 3:30 p.m.
ABC of Wisconsin
Professional Development Center
5330 Wall St., Madison, WI

REGISTRATION FEE
$189 per ABC Member Employee
Lunch is included.

THE SPEAKER
Michael Somers
The Construction Classroom
Mike has more than 40 years construction owner and manager experience. He has served on the ABC of Wisconsin Board of Directors and was instrumental in establishing the ABC Heavy Equipment Operator Apprenticeship program, having taught the program for several years. Currently, Mike teaches several construction leadership and management courses for ABC Wisconsin. He travels the United States and Canada teaching construction professionals and sharing a lifetime of “real experiences” in and personal enthusiasm for construction. Mike is a graduate of the University of Wisconsin-Stevens Point with a degree in Business Management.

REGISTRATION & PAYMENT
Company: _____________________________ Email: _____________________________
Attendee(s): __________________________________________________________________

Credit Card by Phone: 608-244-5883 or Fax: 608.244.2401 or ONLINE (abcwi.org)
VISA/MasterCard/AMEX/Discover Card # _____________________________ Exp. ________ CSV Code_______

Mail registration form and full payment to: ABC of Wisconsin, 5330 Wall St., Madison, WI 53718

Pre-registration is required. CANCELLATION DEADLINE IS 72 BUSINESS HOURS PRIOR TO CLASS. **NO REFUND FOR NO SHOWS** Substitutions are allowed. Please contact our office at 800.236.2224 ASAP if you are not able to attend or if you have special access needs, require other accommodations which allow your full participation in this event, or need directions.