



## DETAILED PROGRAM OVERVIEW

Designed by industry for industry and offered by the Nova Scotia Construction Sector Council (NSCSC), Better SuperVision (BSV) is a nationally recognized comprehensive construction specific supervisory program aimed at providing forepersons and supervisors with the tools they need for success. Structured as a blended learning program, Better SuperVision combines online learning and classroom instruction to ensure participants can effectively deal with situations related to supervision, liability, planning, troubleshooting, quality management, conflict, mentoring, and safety. Additionally, participants must complete a practical assessment of the skills learned (coaching tool) and a safety supervisory course (i.e. Leadership for Safety Excellence or equivalent) to satisfy all requirements for certification.

### Component 1 – E-Learning (14 hours) and Classroom (27 hours)

#### *BuildForce Canada – First Level Supervisor Training Program (Online – Approximately 14 Hours)*

Organized into 6 modules, this self-paced online course introduces such topic areas as: communication, leadership, planning, management, and safety and uses interactive elements, scenarios, videos, and quizzes to reinforce learning. Participants must have access to a computer and the internet.

#### *Classroom (In-person Instruction – 27 hours delivered over 3 days)*

In a classroom setting, participants will take part in a variety of interactive exercises to practice and discuss the information introduced in the e-learning portion of the program followed by in-depth activities and practical examples specific to the supervisor's roles and responsibilities as defined in Nova Scotia regulation, legislation, and collective agreements. Participants will be encouraged to contribute questions, comments, and real-life experiences to the discussions. As part of the registration process for the course, the NSCSC will ensure a minimum of three trades are represented in the room to provide a range of worksite perspectives.

#### Day 1 – Learning Objectives

The first day of training provides in-depth instruction on the important role of the Front Line Leader, the role of a coach and mentor, and strategies for developing effective teams. Topic areas include:

- Learning to Learn
  - Assessing and developing the skills, knowledge and abilities of the Supervisor, Journey person, Apprentice, and new entrant
- Leadership & the Front Line Leader
  - The construction industry supervisor job description

- Sources of power – what, when and how to use in a project-driven environment
- Motivation
  - Empowering workers in time-based projects to perform within collective agreements
- Teambuilding
  - Identifying and using strategies to develop teams in short- and long-term projects
- Introduction to Communication
  - In the construction environment, learning to identify methods of communication, barriers to shared meaning, and strategies to successfully address both
- Listening
  - Seeking to understand before being understood
  - Identifying the difference between agreeing and understanding
- Assertive Communication and Body Language
  - Identifying when and how to use communication styles and when to document results
- Giving and Receiving Feedback
  - Defining and delivering structured directions, follow-up and providing constructive feedback

### Day 2 – Learning Objectives

Day 2 focuses the participants on the more logistical aspects of the Front Line Leader role; organizational and project management areas not typically explored as part of skilled trades training. Topic areas include:

- Planning and Scheduling
  - Drivers of project management: scope/quality, cost, schedule while demonstrating safety
  - Project Gantt charts, workforce histograms and progress curves
- Workface Planning
  - What workface planning is
  - How to delegate and assign task assignments, when to document
- Daily Work Log and Due Diligence
  - Project documentation vs. supervision documentation
  - Understanding legal requirements and methods to demonstrate due diligence
- Building Trust
  - On short (or long projects) often with different crew members, how to inspire, motivate and develop trust
- Ensuring Quality Using Industry-Specific Tools and Processes
  - Completing inspection and test plans (ITPs)
  - Completing installation work packages (IWPs)
- Monitoring and Measuring Productivity
  - Monitoring project/scope, reporting, and calculating progress and productivity

### Day 3 – Learning Objectives

Day 3 looks in greater depth at ethics, diversity, conflict, liability, performance, and leadership and ties the learning from previous days together. Topic areas include:

- Conflict Resolution
  - Identification of sources of conflict and mitigation strategies on a job site
- Ethics and Leadership
  - Defining client, crew, employer and regulatory expectations for ethical and morale conduct
- Leading in a Unionized Workplace (including review of Collective Agreements)
  - Labour law, Trade Union Act, and collective agreements
- Work Performance and Corrective Action
  - Industry 6-step corrective action followed by verbal warning, written warning, and/or termination as per collective agreements
- Teaching and Mentoring Crews
  - Understanding and identifying informal and formal teaching methods for construction workers
- Toolbox Talks
  - What is, how to, recording keeping, etc.
  - Legal requirements and site development opportunities

Completion of both the e-learning and classroom portions of the program are required to earn the first seal on the BSV certificate.

### **Component 2 – Safety Supervisory Skills Training**

To earn the second seal on the BSV certificate, participants must complete a safety supervisory skills course. “Leadership for Safety Excellence” offered by Construction Safety Nova Scotia (formerly the Nova Scotia Construction Safety Association) or an equivalent will satisfy this requirement.

\*The NSCSC reserves the right to request documentation to support accreditation of unknown/unfamiliar safety leadership programs.

### **Component 3 – Coaching Tool – “On-the-Job” Assessment**

The Coaching Tool provides a structured reporting format for the participant and their immediate supervisor to effectively review and assess the participant’s understanding of the material learned over the course of the program. The Participant and Coach should meet formally at least 3 times in the 3–6-month period following completion of the classroom portion of the course (informal meetings can occur as frequently as necessary). Successful completion of the on-the-job assessment tool earns the third and final seal for BSV accreditation.

*\*BSV is a recognized industry training program and qualifies towards Gold Seal Certification through the Canadian Construction Association.*