



Management and Leadership Training

**DEDICATED MANAGEMENT AND LEADERSHIP COURSES
DEVELOPED WITHIN CONSTRUCTION FOR CONSTRUCTION**



National Construction College

The training division of  **construction skills**



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Management and Leadership Diagnostic Tool

Provides you with an overview of the management training needs in your organisation. See back cover for details of our free trial.

Equipping your managers with the skills they need.

As the Sector Skills Council for the industry, ConstructionSkills is dedicated to equipping everyone with the ability to work safely, smartly and profitably.

Our focus is just as much on management teams as it is on site workers.

Our extensive range of management and leadership courses - offered through the National Construction College - will help ensure everyone from boardroom level to site supervisor is equipped with the skills to guide your business towards greater efficiency, safety and success for all.

Why train with NCC?

- Every year up to 30,000 people from companies like yours are enjoying the benefits of training with the National Construction College
- National Construction College East is at the cutting edge of training development, hosting the National Skills Academy for Construction Leadership and Management Hub
- Unique construction facilities at NCC simulate real on-site situations
- Courses are designed after extensive consultation with industry (drawing on relationships with employers and industry stakeholders)
- We offer extensive training, available industry-wide for managers at every level
- All of our courses are delivered to Matrix Standard and Training Quality Standard
- We have been awarded the Five Star award for Business Excellence from the British Quality Foundation
- We have seven campuses and 60 locations from which we deliver training – more than any other construction provider in Europe, including the UK
- All of our one day courses are delivered in a tutorial environment by continuous assessment and successful delegates will receive a highly sought after National Construction College Certificate



Lots more courses online

This guide includes a broad range of the courses we offer. We are constantly updating our training programme to suit your needs, so to stay one step ahead, visit www.cskills.org/coursebooker

Search and book online at
www.cskills.org/coursebooker

T: 0344 994 4433

E: nationalconstruction.college@cskills.org quote BS10 MLBK

Equipping managers the way you equip site workers

- Gain proof on paper of management skills for a contract-winning advantage
- A focus on technical and soft skills helps to improve business efficiency
- Management and leadership courses drive increased motivation, business efficiency and profitability
- Future proof your business by making sure your managers have the skills they need to meet changing client demands

Short Duration Courses

Our short duration courses help you to pick and choose areas where you need an injection of knowledge and new ideas. Think about the areas in which your business could benefit from some specialist training support.

The Quality Plan and Building Regulations

Duration	1 Day
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Who?

- Site managers/agents/foremen who have received little training for their role
- Recently recruited graduates

Why?

To teach delegates to understand the importance of quality management and help to implement a Quality Plan within their organisation.

What?

At the end of the course delegates should be able to:

- Identify some of the key issues to be included in a Quality Plan
- Help in drafting a Quality Plan
- Read and understand a Quality Plan
- Effectively supervise construction works on site within the framework of a Quality Plan
- Appreciate the importance of the Building Regulations
- Understand the Building Regulations process (from design through construction to final sign-off)
- Know where to find the relevant Building Regulations information for any on site construction work they are undertaking

Code	SMA09
Book now	www.cskills.org/coursebooker

Why NCC?

5,000 companies have chosen the National Construction College as their training partner

Managing Costs, Cash and Risk

Duration

1 Day

Who?

- Site managers/agents/foremen who have received little training for their role
- Recently recruited graduates

Why?

To help delegates to manage costs and understand the financial aspects of running a construction project.

What?

At the end of the course delegates should be able to:

- Prepare tenders
- Plan and manage the financial and commercial aspects of a project including forecasting and reporting
- Prepare financial reports and forecasts
- Manage value, variations and final accounts
- Avoid claims
- Prepare cash flow forecasts
- Carry out risk identification and evaluation
- Produce risk management action plans
- Monitor, manage and review risks
- Conduct a risk review

Code

SMA10

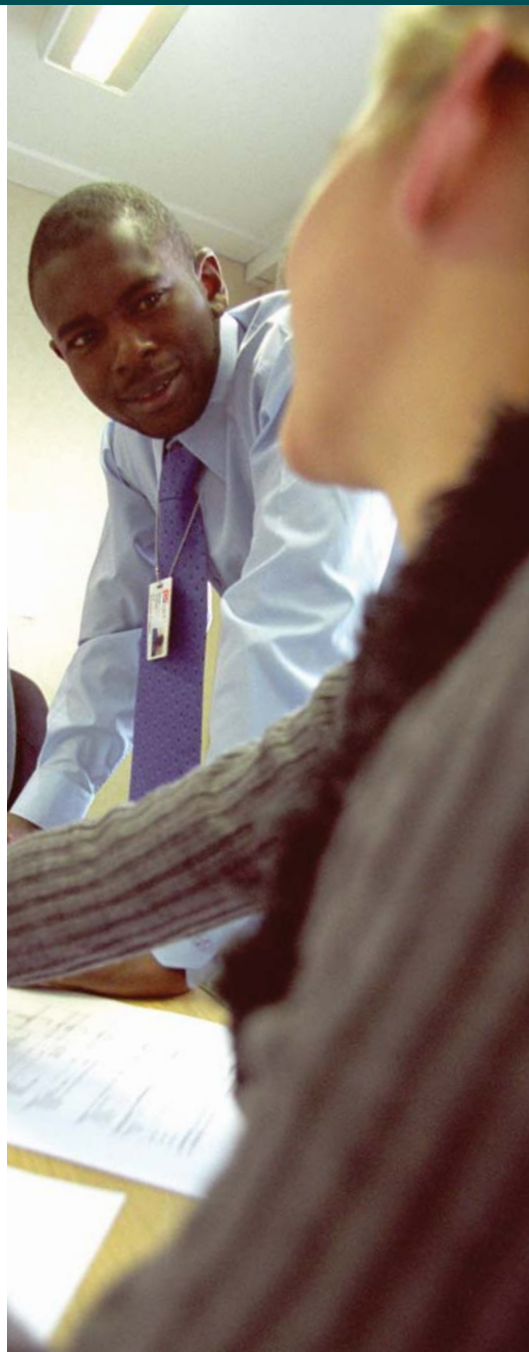
Book now

www.cskills.org/coursebooker

factfile

93% of construction managers feel that CPD is important

Source: CIOB Management v. Leadership, March 2010



Rethinking Construction and Partnering

Duration	1 Day
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Who?

- Directors
- Senior managers
- Senior project managers

Why?

To help delegates set up an effective partnership arrangement.

What?

At the end of the course delegates should be able to:

- Develop an action plan for improving their partnering skills
- Understand partnering processes
- Create an agenda for change
- Set up and participate effectively in a partnering workshop

Code	CMA01
Book now	www.cskills.org/coursebooker

Why NCC?

We have seven campuses and 60 locations from which we deliver training – more than any other construction provider in Europe, including the UK

Modern Methods of Procurement and Negotiating Skills

Duration	1 Day
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Who?

- Directors
- Senior managers
- Senior project managers

Why?

To help managers to buy goods and services more effectively.

What?

Helps delegates to:

- Develop their own strategies for purchasing goods and services
- Select suitable suppliers and subcontractors
- Use tools and techniques which maximise their relationship with subcontractors and suppliers and minimise any risks of poor performance
- Plan effectively and thoroughly for negotiations
- Expertly conduct a negotiation through opening, trading and closing
- Negotiate concessions

Code	CMA02
Book now	www.cskills.org/coursebooker

Equip your managers for the challenges ahead. Try our Management and Leadership Diagnostic Tool for FREE. See back cover for details.

Leadership and Managing People

Duration	1 Day
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Who?

- Directors
- Senior managers
- Senior project managers

Why?

To introduce delegates to leadership with a view to helping them to manage people effectively.

What?

At the end of the course delegates should be able to:

- Develop their own effective style(s) of leadership
- Manage their time more effectively
- Be more assertive
- Be better listeners
- Delegate more
- Build and manage a team of people
- Manage in a number of different situations

Code	CMA03
Book now	www.cskills.org/coursebooker

Why NCC?

We have been awarded the Five Star award for Business Excellence from the British Quality Foundation



Communications

Duration	1 Day
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Who?

- Directors
- Senior managers
- Senior project managers

Why?

To help managers to communicate more effectively in a variety of settings.

What?

Delegates will learn how to:

- Understand their own preferred communication and social style
- Communicate effectively with people who have different communication styles
- Introduce the elements of good communication
- Use skills of questioning, active listening and body language
- Plan, conduct and manage effective meetings
- Deliver effective presentations and tool box talks
- Communicate for results

Code	CMA04
Book now	www.cskills.org/coursebooker

Planning: Managing Change and Monitoring Progress

Duration	1 Day
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Who?

- Directors
- Senior managers
- Senior project managers

Why?

To help delegates to manage change and create more productive teams.

What?

Includes training on:

- Understanding the factors determining productivity
- Understanding productivity measures
- Planning at tender, pre-contract and contract stages
- Planning and programming tools including Gantt charts
- Managing performance to drive greater productivity
- Motivation and incentivisation
- Resource planning
- Measuring progress and monitoring projects

Code	CMA05
Book now	www.cskills.org/coursebooker

Why NCC?

Successful delegates will receive the highly sought after National Construction College Certificate

Customer Care and Business Development

Duration	1 Day
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Who?

- Directors
- Senior managers
- Senior project managers

Why?

To help managers to understand how to maximise customer relationships to the benefit of the companies they work for.

What?

At the end of the course delegates should be able to:

- Contribute to discussions with senior management on how to win work
- Assess projects for suitability leading to decisions on whether to bid or not
- Respond to pre-qualification questionnaires
- Get onto tender lists
- Prepare, plan for and manage winning tenders
- Contribute to tender adjudication meetings with senior management
- Present tenders
- Be effective at tender interviews
- Close a deal
- Obtain feedback from clients

Code	CMA06
Book now	www.cskills.org/coursebooker

“Ensuring you develop people’s capabilities and competence means that they can work efficiently. It helps retention and aids career development”

Arwyn Evans,
Regional Production
Director,
Taylor Wimpey



Lean Logistics and Off Site Fabrication

Duration

1 Day

Who?

- Directors
- Senior managers
- Senior project managers

Why?

To help managers understand lean logistics and run their businesses more efficiently.

What?

Includes training on:

- Lean construction principles
- The identification and elimination of waste
- The tools to use to implement lean concepts
- Site logistics strategy and planning
- The benefits of off-site pre-fabrication
- Modern methods of construction (including categories)

Code

CMA07

Book now

[www.cskills.org/
coursebooker](http://www.cskills.org/coursebooker)

Design, Quality and Innovation

Duration

1 Day

Who

- Directors
- Senior managers
- Senior project managers

Why?

To help delegates to appreciate good design and then manage the design process including appointing the team and developing an effective brief.

What?

At the end of the course delegates should be able to:

- Appreciate the aspects of “good design”
- Appoint and manage a design team
- Develop the design brief
- Contribute to the design process
- Foster innovation
- Manage design changes and variations

Code

CMA09

Book now

[www.cskills.org/
coursebooker](http://www.cskills.org/coursebooker)

factfile

70% of construction professionals believe that construction managers need different skills to managers in other industries

Source: CIOB Management v. Leadership, March 2010

Get the right training for your managers. Check out our **FREE Management and Leadership Diagnostic Tool trial**. See back cover for details.

Commercial and Risk Management

Duration	1 Day
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Who

- Directors
- Senior managers
- Senior project managers

Why?

Provides up-to-the-minute information on the commercial, business and project management skills construction managers need to make sure their businesses run efficiently.

What?

Includes training on how to:

- Prepare tenders
- Manage costs
- Prepare financial reports and forecasts
- Manage variations and final accounts
- Avoid claims
- Prepare cash flow forecasts
- Risk manage processes including identification, evaluation and response

Code	CMA10
Book now	www.cskills.org/coursebooker

Why NCC?

Every year up to 30,000 people from companies like yours are enjoying the benefits of training with the National Construction College



Construction Supervisors' Award

Duration

8 Days

Who?

- Construction supervisors
- First line managers
- People with the potential to be promoted to become supervisors

Why?

To help supervisors or first line managers to:

- Gain the knowledge and skills they need to carry out their responsibilities efficiently and effectively
- Gain the confidence to apply supervisory/management skills and knowledge to their daily jobs
- Enhance their personal development by gaining knowledge and skills that they can use in a variety of projects
- Meet the challenges of the future

What?

This eight day course has been designed to help the individual and the company to contribute to greater business efficiency and profitability.

This includes:

- Measurable improvement in individual performance through:
 - improved outputs
 - improved budgetary management
 - effective use and control of resources
 - improved client satisfaction
 - improved quality
 - reduction in accidents
- Improved working relationships between all managers, staff, colleagues and clients through:
 - management and control of conflict
 - improved team working activities
 - an improved communication network
 - identifying training needs
 - fast tracking managers with potential to develop

Programme Overview

Module 1 - The Role of the Construction Supervisor

To encourage delegates to identify the responsibilities and challenges of being a construction supervisor, including supporting the wider objectives of the company they work for.

Module 2 - Effective Site Communications

To help delegates communicate their requirements and instructions clearly and concisely verbally and in writing.

Module 3 - Leadership

To turn delegates into effective leaders of their own teams.

Module 4 - Motivation

Delegates will be able to recognise different people's motivations and influence their own team members to get the best out of them.

Module 5 - Team Development

To enable delegates to empower people to fulfil their objectives through the development of successful team relationships.

Module 6 - Managing Resources - Time

To help delegates manage their own time and prioritise more effectively.

Module 7 - Managing Resources - Planning/Controlling the Use of Plant and Materials

To assist delegates in the preparation and techniques used in site work plans including setting targets, scheduling and applying varying planning control methods.

Module 8 - Financial Understanding

To enable delegates to interpret and present basic financial information including profit and loss accounts, balance sheets and cash flow reports.

Module 9 - Discipline and Grievance

To help delegates to identify their level of responsibility in applying disciplinary and grievance procedures as well as understanding the relevant legislation.

Module 10 - Legal Issues - Contractual

To make delegates aware of their duties and responsibilities to their clients and employer by identifying contractual problem areas and applying contract conditions.

Module 11 - Safety Supervision

To give delegates an overview of health and safety management systems and an outline of the areas in which they have duties and responsibilities.

Module 12 - Quality

To enable delegates to understand how to implement an effective quality management programme.

Module 13 - Customer Service Skills

Teaches delegates how to look after customers in the construction sector.

**Module 14 - Waste Management/
Environmental Concerns**

Introduces the concept of waste management within an industrial environment and identifies areas where it is a supervisor's duty to protect and preserve the surrounding areas of a site.

Code	MTW98
Call now	0344 994 4433
Email now	nationalconstruction.college@cskills.org

factfile

89% of construction workers think that a professional qualification is important for their managers

Source: CIOB Management v. Leadership, March 2010



“More than ever, on-going business performance depends on equipping our leadership team with the right skills”

Steve Connolly,
Managing Director, SCC Developments

Depot Managers / Supervisors' Course

Duration

5 Days

Who?

- Managers and supervisors responsible for daily depot activities

Why?

Provides delegates with an introduction into entry level management and assists them in applying practical measures which comply with current legislation.

The course will therefore enable individuals to contribute to the management of the depot at all levels.

What?

At the end of the course delegates should be able to:

- Provide a level of leadership and management suitable to managing an effective depot
- Understand and use staff development and motivation methods to encourage teamwork and effective management
- Highlight the key legislation concerning performance management
- Manage change
- Manage time/resources
- Communicate effectively
- Develop and deliver toolbox talks to ensure safe communication
- Provide a global and national overview of the impacts associated with sustainability in all the areas of a depot

Why NCC?

NCC is the largest construction training provider in Europe – we know the industry inside out

- Highlight the key legislation relating to waste, energy and water management within the depot including segregation principles
- Recognise and know the legislation that relates to the social issues and quality systems needed to run a depot safely and effectively
- Understand and apply safety legislation
- Understand duty of care responsibilities and accountabilities
- Understand the Health and Safety at Work Act 1974 and its implications
- Understand COSHH regulations and controls
- Recognise and use regulations to carry out risk assessments and produce safe systems of work for all tasks



“We work with ConstructionSkills as our training partner, in the form of grants, training plans and courses, and are very pleased with all their effort and help”

Gary Mayson,
Managing Director,
Mayson Bros Ltd

For tailor-made advice on the training that your managers need, take advantage of our FREE Management and Leadership Diagnostic Tool trial. See back cover for details.

- Understand relevant reporting systems and first aid requirements
- Manage fire controls
- Understand and manage employment legislation including grievance and discipline principles
- Develop an understanding of the transport legislation which relates to customer delivery services
- Ensure that current legislation on equal opportunities and diversity is understood and effectively practiced
- Manage customer relationships and understand the responsibilities associated with effective customer management
- Address contractual issues and undertake assessments
- Be financially aware including the ability to manage assets and budgets
- Control debt
- Understand and use a simple balance sheet involving profit and loss factors
- Maintain invoicing systems and control the generation of initial documents
- Develop income forecasts

Code	DMS01
Book now	www.cskills.org/coursebooker

factfile
Only 41.5%
of construction workers
consider themselves to
be well managed

Source: CIOB Management v. Leadership, March 2010

“You can’t give someone too much training. We see the potential in people, so we train them”

Gordon Robertson,
 Training Manager,
 Turriff Contractors



Foundation Degree in Construction Site Management (FdSc)

Developed in partnership with Anglia Ruskin University our two year fast-track degree course is aimed at construction workers who already work in the sector but want to step up to lead construction teams and gain professional membership (you get access to membership of CIOB with our course at 'Incorporated' level).

Students already employed as site managers can also study concurrently for an NVQ Level 4 in Construction Site Management which will give them access to a Black CSCS Manager's card.

There are numerous benefits to this qualification:

- Helps boost motivation and develop aspiring managers
- Helps the student demonstrate to others the high standards of their work
- It's work-based learning so it saves employers money by keeping trainees on site and allowing them to apply their skills directly to the business
- Includes practical courses which benefit businesses such as Managing in Construction, Project Set Up and Management, Construction Techniques and Methods of Production and Corporate and Social Responsibility

factfile
NCC East is at the cutting edge of training development, hosting the National Skills Academy for Construction Leadership and Management Hub

Entry requirements

- Applicants should be currently employed in the construction industry and have a working knowledge of sites and building practices, probably gained through a trade background
- Minimum of 4 GCSEs at C or above required including maths and English (Level 2 Key Skills in Literacy and Numeracy may be accepted in lieu of GCSEs)
- Applicants who do not satisfy the academic requirements stated above may be admitted, provided they demonstrate through documentary evidence, personal interview, written work, work experience or a combination of these factors that they have achieved the required level of knowledge and skills in other ways

Call now

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Graduate Training

To ensure that graduates are an asset to your company right from the start, we have a successful Postgraduate Appreciation Programme. These courses give construction graduates who have recently joined a construction company the practical experience they need to hit the ground running. The courses are tailor-made for individual construction companies and ensure that their new team members are able to work competently and effectively right from the start.

We also support graduates by delivering the Introductory week of the CIOB Graduate Development Programme, designed for graduates who do not have a degree in a construction-related subject. This programme introduces graduates to construction and aims to give them greater knowledge of the industry.

Companies can pick and choose whichever of the modules are suitable for their graduate from: Avoidance of Underground Apparatus, Steelfixing, Concrete, Formwork, Introduction to Plant, Carpentry, Excavation Support, Drainage, Scaffolding, Traditional Roof Tiling, Steel Sheeting and Cladding and Surveying and Setting Out.

Real-life training scenarios

Since 2004 the National Construction College has been playing host to the award-winning 'Constructionarium', where engineering students from across the UK experience a real taste of life on a construction site. The Constructionarium is a collaboration between academia and industry and has been designed to recreate the appearance and atmosphere of working on a real, large-scale civil engineering project. Students are able to work on scaled down versions of major construction projects, such as the Kingsgate Footbridge, Millau Cable Bridge and the London Gherkin giving them a superb opportunity to hone their skills in cutting edge environments.



**Call 0344 994 4433 to
find out how to turn your
graduates into assets.**

NVQ Assessment Service

Our Assessment Service formally recognises existing skills and experience and then compares them to a Level 3 to 5 National Occupational Standard. We visit delegates on site to assess skills levels in a range of management areas including:

- Occupational Work Supervision Level 3
- Construction Site Supervision Level 3
- Construction Contracting Operations Level 3 & 4
- Construction Site Management Level 4
- Construction Senior Management Level 5

Call now

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Leadership and Management National Hub

Our National Construction College East hosts the National Skills Academy for Construction Leadership and Management Hub offering a range of cutting edge courses. Its blended approach to learning includes experiential and virtual environments, helping applicants to gain real life skills and an understanding of the broader context.

In fact, whatever your company's business needs we can create a bespoke training programme to match. From teambuilding courses through to fast-track leadership courses, it pays to come to NCC. We also offer quality blended learning solutions to save money on travelling costs.

Call 0344 994 4433 to discuss how our hub can enhance your business.



Not sure what kind of training your managers need to boost your business performance? Use our FREE Management and Leadership Diagnostic Tool trial. See back cover for details.

Leadership and Management

All of our management and leadership courses are aligned to Institute of Leadership and Management (ILM) accredited programmes and we offer levels 2 to 5. These courses help people to develop the right skills, leverage new experiences and learn how to adapt their behaviour around core leadership concepts. Our blended learning approach, using a combination of e-learning and practical experience means that delegates are only off site for two days.

Team Development

Our team development approach helps delegates to understand how to get the best out of their team through self diagnosis, facilitated development, practical involvement and interactive feedback.

Reward and Recognition – Team Away Days

Our team away days can take place over a half or full day and are designed around individual company outcomes. These energising days include a series of experiential indoor and outdoor challenges. Teams develop their motivation and positivity in a fun environment, creating a lasting impact on performance.

Relationship Awareness and Behavioural Mode Assessment

We can provide either online or paper-based team profiles based on the Strength Deployment Inventory (SDI) or the MiRo Behavioural Mode assessment tools. A programme used together with experiential learning enhances team performance by helping individuals to recognise their own strengths and the strengths of others.

Custom Programmes

We can also offer training for teams or individuals based on a range of learning styles and accredited programmes. All delegates can benefit from our on-site accommodation and first class conference facilities which enable people and teams to develop in a safe and controlled environment.



MANAGEMENT AND LEADERSHIP DIAGNOSTIC TOOL

FREE* TRIAL



Managers come from a variety of backgrounds. So, how do you find out where their skills base needs a boost? NCC can help. Our unique web-based Management and Leadership Diagnostic Tool provides your managers with a simple self complete questionnaire. Once completed, we will provide you with a report which gives advice on the kinds of courses that will plug any gaps we have identified in the areas of leadership, practical and technical skills, sales, design and construction management.

The Management and Leadership Diagnostic Tool is usually sold at £500 for up to ten reports and £200 for any additional ten reports thereafter.

Register online for a FREE* trial at www.cskills.org/managers (for one individual in your company) and receive a FREE individual report.

***Terms and conditions**

This offer permits one individual only per company to undertake the National Construction College Management and Leadership Diagnostic Tool online trial. This offer is only available up to the first 200 applications received by 31 August 2010. A free report shall be issued within four weeks of completion of the online survey, provided it is completed by the individual by 30 September 2010. Users must be from construction companies based in the UK. The offer is non-transferable and has no cash value. We reserve the right to withdraw the offer at short notice.

National Construction College

The training division of

