



Building Careers

Critical Skills

Crucial Topics for Your Workforce

"Critical Skills" has been designed to provide essential soft skills training at all levels. These 6-session, 2-3 hour interrelated training programs have been designed by industry experts specifically for the construction workforce.

Available in a variety of delivery options:

- With a facilitator for customized in-house training
- Purchase the curriculum to train on your own
- Through open classes around the state



"Critical Skills teaches fundamentals for those who work in construction and explains these necessary topics with a real world and common sense approach. This class is a MUST for field supervisors."

- Tom Altmann, Altmann Construction Co., Inc.

Construction Communication

- The spoken communication process, communication barriers, and how to improve understanding
- Nonverbal communication & what your actions are saying about you
- Verbal and nonverbal behaviors that can create a hostile environment
- Active Listening

Written Communications

- Writing to be understood and how to read effectively
- Different type of written communications
- Reading and following directions
- Filling out forms correctly

Construction Teamwork

- Importance of teamwork, team member styles
- Advantages of working in a team
- Generational differences, diversity, & working together

Time & Material Management

- The impact poor time management on the bottom line
- Organizational skills on the job
- The importance of planning and being prepared

Professionalism & Productivity

- Establishing standards for yourself and the importance of following through
- Ethics & integrity
- Understanding productivity and solving productivity challenges

Building Customer Satisfaction

- An attitude of service and attention to detail
- Working with challenging customers
- Key rules and tips of providing good customer service

Interested in one or all of the programs?

Contact Elizabeth Roddy or Wayne Belanger
at ABC of Wisconsin to get this training to your employees.
800-829-9926/608-244-6056
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