

## **Dealing with the Public - Construction Site Operatives**

**Course outline** Research has found that although dust, noise, traffic and parking are common concerns on all construction projects, successful communication and consultation with local people are key to reducing the impact of these concerns.

Personnel working on a construction site tend to be the main focal point for complaints - they are the visible face of the development as far as local people are concerned. However, such personnel do not have the training or skills to deal with members of the public when they bring their concerns to them. What training they have focuses on health and safety and they are rarely consulted about their thoughts and opinions to resolve any site issues.

This workshop is concerned with the impacts that construction projects have on the people who live and work in their vicinity both during and after construction. The main tasks of the workshop are:

- inform and motivate construction site personnel as to their role in demonstrating respect for the community
- help participants to build on their own experiences
- raise awareness of some of the things that local people living near construction sites are concerned about
- develop effective listening and communication skills to deal with issues

### **What you will learn?**

On completion of the course delegates will be able to;

- understand the issues that concern local people living and working near to construction sites
- develop an action plan to encourage site best practice in dealing with the local community on their project
- appreciate their role/responsibility in dealing with the public and how their behaviour and attitudes can shape local attitudes to Contractor/Developer
- develop strategies to improve the way they deal with the concerns of the public and handle complaints

This is a highly interactive workshop which encourages participants to see the impact of their work from the perspective of local people and businesses and covers both technical and communication issues.

### **Who should attend?**

Construction site workers, building users/owners, site developers

**Course content** The course is designed to be as interactive as possible. Attendees may have no previous soft skills training and unfamiliar with class room situations. The course has been developed to be fun, informative, simple and relevant.

- Introduction and background to the workshop
- Dealing with real site issues (such as dust, vibration)
- Public influence on site workers work
- Role plays focusing on behaviour and dealing with complaints
- Developing an action plan

**Timings** Half -day, 9.30 – 12.30