

GIRI
Get It Right Initiative



Working together to eliminate error

Training courses for the UK Construction Industry



CITB Funded Productivity Training

In response to GIRI's research into the root causes of error in the construction industry the CITB launched a £500k productivity commission in 2017. This commission called upon industry to address the identified skills gaps that are contributing significantly to the cost and frequency of errors, defects and re-work in construction.

GIRI consortia bid for, and were awarded, CITB funding to develop innovative training to address some of the headline issues identified in their research. These consortia developed three training schemes:

- Leadership Training
- Training across Interfaces
- Supervisor & Manager Training;

These schemes have been stringently tested with over 800 delegates, from over 60 construction organisations, to ensure the training can deliver maximum impact on error reduction and productivity for the construction industry.

This comprehensive suite of courses has been developed by industry, for industry, and will be able to play a significant part in helping to reduce the frequency and cost of error in construction. This will ensure all industry workers can develop the right skills to collaboratively understand, pre-empt and avoid error in their daily work.



Commentary from course participants

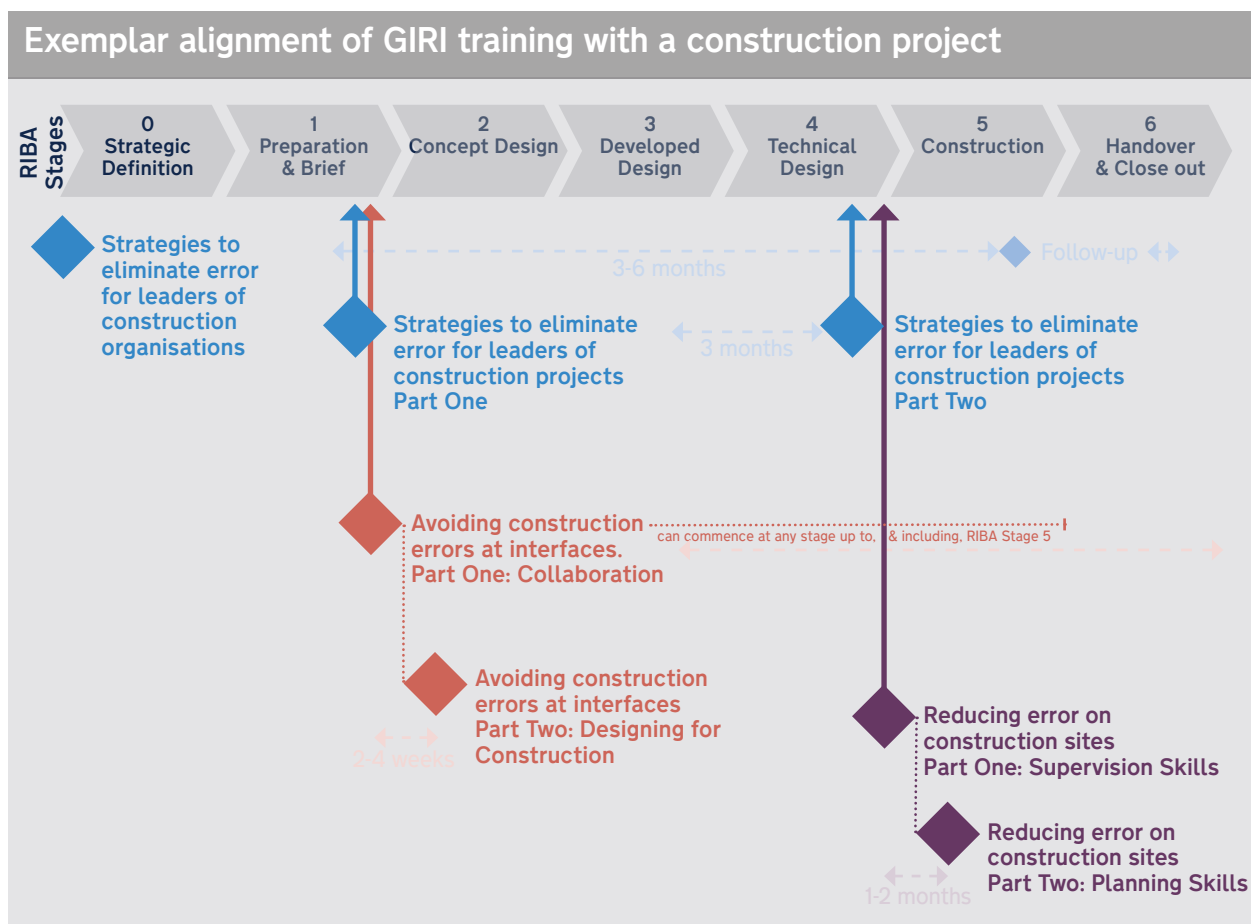
“This course was the best I have been on in my entire career.”

“...It is relevant not just to construction but to pretty much all other businesses and business processes...”

“I can only imagine the impact on our project if we had implemented some or all of the concepts in the way the course proposed.”

“...the way the course was structured and presented brought the key messages across in the most effective way. Practical exercises were relevant and appropriate and were designed so that all participated and no one individual was allowed to dominate.”

“Fantastically delivered GIRI course that has challenged the team to find ways to improve their working methods to stamp out errors”



Leadership Training

Training for Leaders in the construction industry

Course objectives

Courses for senior leadership in construction organisations that aim to inspire, engage and help participants reach a consensus about what needs to be done differently within their organisation and projects so that it becomes normal practice to 'get it right first time'. Participants of the course 'Strategies for leaders of construction projects' are encouraged to engage in follow-up (Part Two) sessions at intervals of 4-6 months in order to monitor progress and improve the effectiveness of the action plans developed in Part One. Both courses establish an agenda for the elimination of errors.

Core Messages

- Optimism Bias
- Concern - Cause - Countermeasure
- Effective communication
- Understanding of behaviours and its role in errors

Strategies to eliminate errors for leaders of construction organisations

Learning methods and outcomes

The learning outcomes are achieved through interactive exercises, discussions of video content, guided conversations and a practical exercise for a company-specific strategy.

- Improved understanding of the scale and impact of error in the construction industry
- Improved awareness of leadership behaviours, dialogue and processes that will eliminate error in construction
- Individual and team action plans

Target Audience: Leaders of construction organisations who have the opportunity to take steps to tackle the root causes of error in their organisations, projects and supply chain.

Pre-requisites: None for this course

Duration: One-day course

Delivery: Recommended that delivery is by a GIRI accredited trainer/facilitator.

Part One & Two: Strategies to eliminate errors for leaders of construction projects

Learning methods and outcomes

The learning outcomes are achieved through interactive exercises, discussions of video content, guided conversations and a practical exercise for a company-specific strategy.

- Improved understanding of the scale and impact of error on construction projects
- Improved awareness of leadership behaviours, dialogue and processes that will eliminate error in construction
- Individual and project team action plans

Target Audience: Leaders of construction projects from multiple organisations who are working on the same project in order to support the development of project-specific action plans.

Pre-requisites: None for Part One; For the follow-up Part Two course, at least half of attendees should have attended the Part One course on the same construction project.

Duration: One-day course

Delivery: Recommended that delivery is by a GIRI accredited trainer/facilitator.

Training Across Interfaces

Training for managers and designers on multi-disciplinary projects

Course objectives

Two complimentary training courses that focus on methods to avoid construction errors at design and construction interfaces. Participants will raise their awareness for the scale of errors in the construction industry and gain an understanding of interfaces as a common root cause of error. By attending this course, participants will:

- Improve their ability to identify and manage interfaces,
- Learn practical skills and techniques to improve the management of interfaces in order to avoid error,
- Improve their understanding of good-practice in managing interfaces
- Develop a personal action plan to improve their management of interfaces in order to avoid construction errors.

Core Messages

- Space - Time - People
- “Spot - Assess - Collaborate”
- “Press Pause to avoid error”
- Backbriefing & open questioning

Avoiding construction errors at interfaces Part One: Collaboration

Learning methods and outcomes

The learning outcomes are achieved through presentations, interactive exercises, video content, guided group discussions and structured questioning.

- Improved understanding of error
- Improved understanding of interfaces
- Improved awareness of good practice in managing interfaces
- Improved communication skills
- Individual Action Plan

Target Audience: A cross section of construction professionals on the course is essential; participants should include: Client Representatives, Project Managers, Planners, Architects, Other engineering design disciplines, Contractors / Sub-contractors, Specialist suppliers.

Pre-requisites: None for this course

Duration: Half-day course

Delivery: Recommended that delivery is by a GIRI accredited trainer/facilitator.

Avoiding construction errors at interfaces Part Two: Designing for construction

Learning methods and outcomes

The learning outcomes are achieved through presentations, small team workshops, guided group discussions and structured questioning.

- Improved understanding of design interfaces and associated errors
- Improved awareness of good practice in managing design and construction interfaces
- Ability to identify key measures to improve their management of design and construction interfaces

Target Audience: A cross section of construction professionals on the course is essential; participants should include: Project Managers, Architects, Designated Principal Designers, designers with liaison responsibility beyond their own discipline and Design Managers from the client, design consultants and contractors

Pre-requisites: Attendees should have attended the Part One: Collaboration

Duration: Half-day course

Delivery: Recommended that delivery is by a GIRI accredited trainer/facilitator

Supervisors & Management Skills

Training for Supervisors & Managers on construction sites

Course objectives

A two-part course that enables participants to:

- Understand the origins, impact and root causes of error in construction
- Understand the importance of appropriate methods of supervision and effective planning
- Recognise behaviours which can lead to, and prevent error
- Understand the importance of effective communication
- Apply powerful supervision and communication techniques to eliminate error in their daily work

Core Messages

- “Build It In Your Brain”
- “Press Pause to avoid error”
- Unhelpful agreement & helpful disagreement
- Recognising and influencing behaviour
- “Get - It - Right” model for planning
- Open questioning techniques

Reducing errors on construction sites

Part One: Supervision Skills

Learning methods and outcomes

Learning outcomes are achieved through highly interactive group discussions, industry case studies and practical group exercises which relate to real life experiences on site.

- Improved understanding of error
- Improved supervisory skills
- Improved communication skills

Target Audience: Graduate Engineers, Graduate Quantity Surveyors, Agents and Sub-Agents, Site Foremen, Site Supervisors, Site Engineers, Site Managers, ‘Black-Hats’

Pre-requisites: None for this course

Duration: Half-day course

Delivery: Recommended that delivery is by a GIRI accredited trainer/facilitator

Reducing errors on construction sites

Part Two: Planning Skills

Learning methods and outcomes

The learning outcomes are achieved through short presentations, guided group discussions to relate theory to practical experiences on site, interactive group exercises and structured questioning.

- Improved understanding of error
- Improved planning skills
- Individual action plans

Target Audience: Graduate Engineers, Graduate Quantity Surveyors, Agents and Sub-Agents, Site Foremen, Site Supervisors, Site Engineers, Site Managers, ‘Black-Hats’

Pre-requisites: Attendees should have attended Part One: Supervision Skills.

Duration: Half-day course

Delivery: Recommended that delivery is by a GIRI accredited trainer/facilitator

Golden Threads of the GIRI training suite



For more information about the courses, to make a booking or to find out about becoming a GIRI accredited trainer, please contact Rachel Hogarth at:

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Working Together to Eliminate Error



Acknowledgments

Training has been developed in conjunction with the following GIRI members: Balfour Beatty, BAM Nuttall, Berkeley Group, Costain, Galliford Try, Hoare Lea, HOCHTIEF, JN Bentley, Kier, Sir Robert McAlpine and VINCI.

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