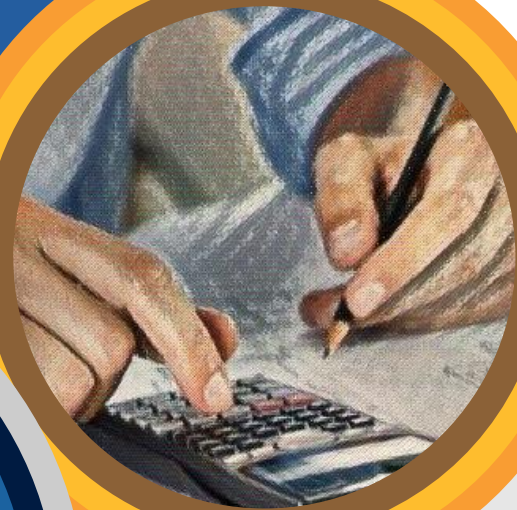


Student's  
Handbook

# Soft Skills

## Surveyors and Safety Inspector Trade Group

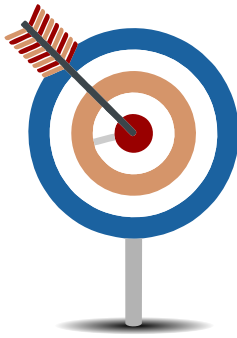




# Soft Skills

Surveyors and Safety Inspector  
Trade Group

## Objectives:



At the end of this course, participants will be able to:

- Pay closer attention during surveys in construction areas.
- Communicate effectively in their everyday lives
- Use time efficiently during construction work and surveys
- handle issues arising during surveys effectively
- Make arrangements for to prevent danger and take necessary health and safety precautions

## Agenda:

### Introduction



- Introduction
- Training objectives
- Agenda
- Rules and Regulations

### Attention to Detail



- Focus on Work
- Improving focus
- Advantages of giving attention to detail
- Advice on how to improve attention to detail
- Work that requires close attention from Surveyor and Safety Inspector

### Communication Skills



- Spoken and written communication skills
- How do surveyors and safety inspectors communicate?
- Listening skills for surveyors
- Non-verbal communication
- Written communication

### Team Work



- Advantages of Team Work
- Your Team
- Your Analysis – am I a good team worker?
- Improving teamwork in the development business

## Time Management



3  
Hours

- Better Time Management offers countless advantages
- What is better time management?
- How to better manage time for safety inspector and surveyors?

## Problems Solving



2  
Hours

- How to solve problems
- Solutions for problems
- How does a surveyor solve problems while working?
- Advantages of better problem solving

## Work Ethic



3  
Hours

- Good work ethic, successful life
- Work Ethic
- Work ethics for your specific job
- 5 rules to improve work ethic

## Health & Safety



3  
Hours

- Professional safety
- Safety guidelines for survey and safety inspector
- Personal safety and security at the workplace
- Emergency planning

## Job Placement



3  
Hours






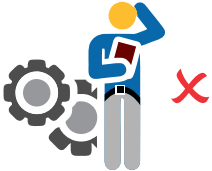
- Finding Vacancies
- Preparing CV
- Preparing a cover letter
- Interview



## Soft Skills




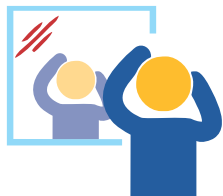
Soft skills mean the collection of personal, public and social skills that help you work better with others, improve productivity and help achieve goals. Without these, technical, professional or academic education are considered incomplete – Workforce Connection Report 2015 (USAID)

For Example:

1	One is an Experienced Civil Surveyor		But, cannot Speak Confidently	
2	One is an Expert in Construction		But, Does not work well with others	
3	One is an Expert in Construction Safety		But, cannot focus on work in-depth	

Soft Skills for Employees:

Usually, good workers are noted to have these 4 common traits

1	2	3	4
			
Social Skills	Interpersonal Communication skills	Critical Thinking Skills	Self-Awareness Skills

Soft skills can be split into areas of personal and professional skills that are explained below:

Personal Skills	Social Skills
Skills that help people with self-improvement	Skills that help people network, handle social situations and are necessary for communication
<ul style="list-style-type: none"> <li>Communication</li> <li>Working under pressure</li> <li>Time management</li> <li>Self-motivation</li> <li>Problem solving</li> <li>Team work</li> </ul>	<ul style="list-style-type: none"> <li>Verbal Communication</li> <li>Non-Verbal Communication</li> <li>Effective Listening</li> <li>Decision Making</li> <li>Assertiveness</li> </ul>



## Surveyors and Safety Inspector's Soft Skills

<p>1</p>  <p>Civil Surveyor</p>	<table border="0"> <tr> <td><input type="checkbox"/> Attention to Detail</td> <td><input type="checkbox"/> Work Ethic</td> </tr> <tr> <td><input type="checkbox"/> Communication Skills</td> <td><input type="checkbox"/> Problem Solving</td> </tr> <tr> <td><input type="checkbox"/> Working Together</td> <td><input type="checkbox"/> Occupational Health and Safety</td> </tr> <tr> <td><input type="checkbox"/> Efficient Use of Time</td> <td><input type="checkbox"/> Others</td> </tr> </table>	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Working Together	<input type="checkbox"/> Occupational Health and Safety	<input type="checkbox"/> Efficient Use of Time	<input type="checkbox"/> Others
<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Work Ethic								
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<input type="checkbox"/> Working Together	<input type="checkbox"/> Occupational Health and Safety								
<input type="checkbox"/> Efficient Use of Time	<input type="checkbox"/> Others								
<p>2</p>  <p>Safety Inspector</p>	<table border="0"> <tr> <td><input type="checkbox"/> Attention to Detail</td> <td><input type="checkbox"/> Work Ethic</td> </tr> <tr> <td><input type="checkbox"/> Communication Skills</td> <td><input type="checkbox"/> Problem Solving</td> </tr> <tr> <td><input type="checkbox"/> Working Together</td> <td><input type="checkbox"/> Occupational Health and Safety</td> </tr> <tr> <td><input type="checkbox"/> Efficient Use of Time</td> <td><input type="checkbox"/> Others</td> </tr> </table>	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Working Together	<input type="checkbox"/> Occupational Health and Safety	<input type="checkbox"/> Efficient Use of Time	<input type="checkbox"/> Others
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<input type="checkbox"/> Working Together	<input type="checkbox"/> Occupational Health and Safety								
<input type="checkbox"/> Efficient Use of Time	<input type="checkbox"/> Others								
<p>3</p>  <p>Quantity Surveyor</p>	<table border="0"> <tr> <td><input type="checkbox"/> Attention to Detail</td> <td><input type="checkbox"/> Work Ethic</td> </tr> <tr> <td><input type="checkbox"/> Communication Skills</td> <td><input type="checkbox"/> Problem Solving</td> </tr> <tr> <td><input type="checkbox"/> Working Together</td> <td><input type="checkbox"/> Occupational Health and Safety</td> </tr> <tr> <td><input type="checkbox"/> Efficient Use of Time</td> <td><input type="checkbox"/> Others</td> </tr> </table>	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Working Together	<input type="checkbox"/> Occupational Health and Safety	<input type="checkbox"/> Efficient Use of Time	<input type="checkbox"/> Others
<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Work Ethic								
<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Problem Solving								
<input type="checkbox"/> Working Together	<input type="checkbox"/> Occupational Health and Safety								
<input type="checkbox"/> Efficient Use of Time	<input type="checkbox"/> Others								

### Instructions

Consider your daily tasks and tick (✓) the skills in the right column that are necessary for you.



## Attention to Detail

Attention  
to Detail



3  
Hours

- Focus on Work
- Improving focus
- Advantages of giving attention to detail
- Advice on how to improve attention to detail
- Work that requires close attention from Surveyor and Safety Inspector


Listen to this story

A state was run by a King and Queen. The Queen wanted to make her brother the minister. The king wanted an intelligent man to serve at this position. This was worrisome for the Queen. She would often argue and reason with the King to get her brother instated. The King thought of a solution to this. One day, the King and Queen were sitting in their loft looking on to the Bazaar. The King identified a few strangers in the crowd. The Queen's brother was near them. The King asked the Queen's brother to go find out about these strangers. The Queen's brother left and came back a little later with the news that those strangers were from the neighboring state and also found out their names. The King then asked the Queen's brother the reason for their arrival, at which he requested the King to wait and went to acquire this knowledge. He came back with the news that they are here to trade. The King then asked how long they will be staying? He again excused himself in front of the King and later returned with the news that they are here for 3 days. The King then asked where they will be staying, to which the brother left again and returned to tell that they will be staying in a nearby inn. Then the King sent the other prospect for minister to fetch the same information. A little while later the King's nominated man returned with the stranger's names, that they are from a neighboring state here to buy a few famous items of this state, he also shared that they are staying at a nearby inn. The King then told the Queen's brother and the hopeful candidate to leave the room and then asked the Queen which of these two is worthy for the minister's job? Your brother took so long to fetch simple information whereas the qualified candidate took all the important information in one attempt. This is because he understood his responsibility well and then undertook the task.

**Moral: Every task needs full information, without which, work cannot be done.**



## Session Summary



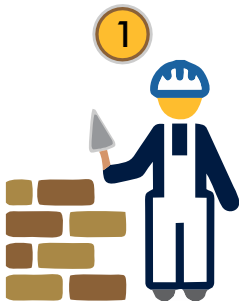
The basic purpose of this session was to improve your attention to detail at work, so you may understand safety and survey jobs better and pay closer attention. Remember you cannot perform well without paying attention, so it needs to be on training, expertise, machinery, skills, tools, equipment, quality, safety precautions and performance. With the exercises in this session, you can improve your ability to pay attention to detail in your professional life.



## Attention to Detail

Attention to detail is a skill, by which we can perform any task better. It involves focusing on the minute details at the beginning, middle and end of a job

### Importance of Attention:



Fully understanding the job



Better planning and preparing a checklist



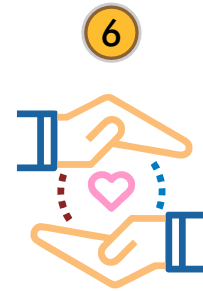
Better estimation



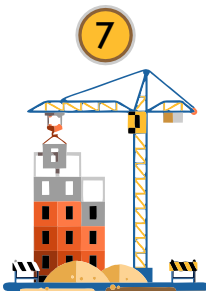
Understanding the nature of the construction and the equipment



Reducing the chances of errors



Guaranteeing safety and security



Bringing innovation to work

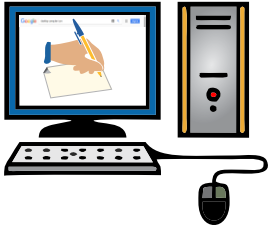


Preparing the right maps and documentations



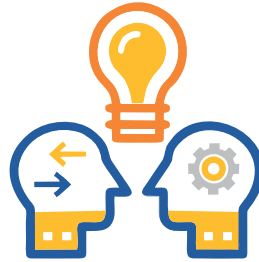
Better work for better reputation and trust.

## Improving your Ability to Pay Close Attention to Detail



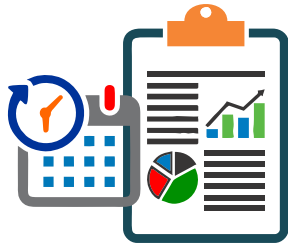
1

When writing the job down, ensure all the numbers are checked and in the proper order



2

Given the right paperwork to the right person, on time.



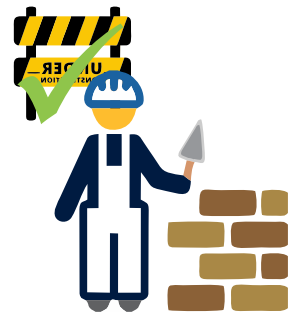
3

Preparing a checklist, schedule, or calendar so that the little things don't get left out.



4

Using the equipment properly, and following all health and safety guidelines.



5

Doing a job so well that it doesn't even need to be checked or barely checked at all



6

Writing down important details during everyday conversations so that they are not forgotten or overlooked



7

To do a better job, an eye must be kept on every task to ensure close attention to detail is paid.

## Benefits of Attention

1



### Better Performance

- Better use of time and money.
- Better work and results.
- No, or bare minimum mistakes.
- Detailed and sequential accomplishment of activities.

2



### Details

- Better communication.
- Communicating and helping each other.
- Detailing each task while keeping an eye on the team.
- Checking on work at different times and providing feedback.

3



### Safety

- Taking safety precautions at work.
- Dealing with dangers at work.
- Teaching and implementing safety guidelines at work.
- Having safety equipment present and how to best use it.

4



### Priority of Work

- A better reputation and relationship between company and customers.
- Maintaining production and work standards.
- Good relationships between co-workers
- Working on activities in proper order.

5



### Better Reputation

- Improving quality of work.
- Better performance from workers.
- Better relationship between different departments.
- Your work becoming your recognition.

## Instructions on Improving Attention to Detail

1



When you are tired, stop work for a while until you are able to resume at full strength and focus.

2



If possible, get feedback from others on your work and listen to their suggestions attentively

3



Break a large project or task down to small manageable chunks or pieces

4



Start work early so that it may be improved later

5



If your attention is being diverted, then drink a cup of tea or coffee before you resume work.

6



Take a detailed look at daily activities and proceed to make the right decisions.

7



Before sending a letter or email, make sure to read it carefully first.

8



In any written documentation, read carefully to ensure that there are no grammatical, spelling, or linguistic errors.

9



Tell yourself, "what I am about to do is very important and must be done well".




Remember

When you make errors due to lack of attention you are not only messing up your work but also wasting others time and company resources.

## Detailed Tasks of Surveyor and Safety Inspector

### Civil Surveyor:

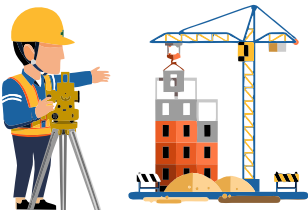


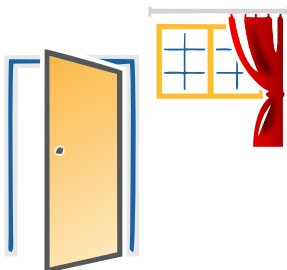




Aspects of Focus	Details
 <p>Before Survey</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Scale/Size of the location</li> <li><input type="checkbox"/> Days required to complete estimate</li> <li><input type="checkbox"/> Required resources for the survey</li> <li><input type="checkbox"/> Required equipment, tools and machinery</li> <li><input type="checkbox"/> Cost of conducting survey</li> <li><input type="checkbox"/> Detail of work</li> <li><input type="checkbox"/> Human Resources</li> </ul>
 <p>Site/Location visit</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Type of land</li> <li><input type="checkbox"/> Access to location</li> <li><input type="checkbox"/> Time required to create access</li> <li><input type="checkbox"/> How to create access</li> <li><input type="checkbox"/> Measuring the area</li> <li><input type="checkbox"/> Corners/Coordinates</li> <li><input type="checkbox"/> Area</li> <li><input type="checkbox"/> North location</li> <li><input type="checkbox"/> Sun location</li> </ul>
 <p>Hindrances</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Natural hinderances (Trees, Hills, divots, grass, puddles, streams, fungus or presence of jungle, etc.)</li> <li><input type="checkbox"/> Manmade hinderances (walls, doors, water pipelines, sewerage line, tanks, poles, wires, rooms etc.)</li> </ul>

Aspects of Focus	Details
 <p>Feasibility Survey</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Tools and Equipment</li> <li><input type="checkbox"/> Machinery</li> <li><input type="checkbox"/> Human Resource</li> <li><input type="checkbox"/> Cost estimate</li> <li><input type="checkbox"/> Distance estimate</li> <li><input type="checkbox"/> Land's internal condition</li> <li><input type="checkbox"/> Survey team</li> <li><input type="checkbox"/> Transportation</li> <li><input type="checkbox"/> Preparing a schedule</li> </ul>
 <p>Second proper visit</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Distribution of team</li> <li><input type="checkbox"/> Area Zone distribution</li> <li><input type="checkbox"/> Measuring</li> <li><input type="checkbox"/> Leveling</li> <li><input type="checkbox"/> Noting measurements</li> <li><input type="checkbox"/> Monitoring survey</li> <li><input type="checkbox"/> Soil sample</li> <li><input type="checkbox"/> Safe play time (cross checking each other's work and verification)</li> <li><input type="checkbox"/> Sign off</li> <li><input type="checkbox"/> Clearance</li> </ul>
 <p>Thinking and feedback exercise/session</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Observing measurements again</li> <li><input type="checkbox"/> Estimating results</li> <li><input type="checkbox"/> Preparing a report</li> <li><input type="checkbox"/> Predicting problems</li> <li><input type="checkbox"/> Looking at the location</li> </ul>
 <p>Drawing/Mapping</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Page size</li> <li><input type="checkbox"/> Drawing</li> <li><input type="checkbox"/> Important notices</li> <li><input type="checkbox"/> Identifying corners</li> <li><input type="checkbox"/> Giving it a final shape</li> <li><input type="checkbox"/> Opinion from lead surveyor</li> <li><input type="checkbox"/> Final approval</li> <li><input type="checkbox"/> Explaining to a client</li> </ul>









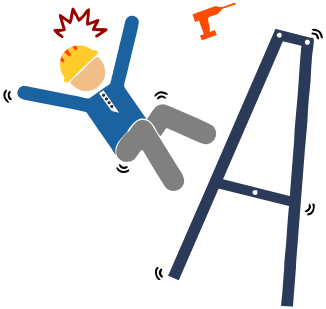
Aspects of Focus	Details	
 <p>Nature of the Construction Work</p>	<input type="checkbox"/> Economic <input type="checkbox"/> Trade <input type="checkbox"/> Household <input type="checkbox"/> Infrastructure <input type="checkbox"/> Reconstruction	<input type="checkbox"/> Additional construction <input type="checkbox"/> Repairs and resuming <input type="checkbox"/> Others_____
 <p>Reading and Understanding Drawings</p>	<input type="checkbox"/> Map <input type="checkbox"/> Outline <input type="checkbox"/> Instructions <input type="checkbox"/> Shapes <input type="checkbox"/> Angles	<input type="checkbox"/> Measuring instructions <input type="checkbox"/> Others_____
 <p>Attention to Construction Material</p>	<input type="checkbox"/> Number of walls <input type="checkbox"/> Total land area <input type="checkbox"/> Construction material (Bricks, Mortar, sand, gravel, soil, concrete,	cement, etc.) <input type="checkbox"/> Finishing material (Tiles, Cement, distemper, paint, polish, etc.)
 <p>Attention to other Materials</p>	<input type="checkbox"/> Wood material (passages, doors, windows, cupboards, etc) <input type="checkbox"/> Still or iron (windows, passages, doors, items made out of Aluminum, etc.) <input type="checkbox"/> Waterproofing equipment	<input type="checkbox"/> Electric Equipment <input type="checkbox"/> Water and sanitation equipment <input type="checkbox"/> Glass and plastic material (mirror, plastic, fiber glass, etc.). <input type="checkbox"/> Others_____

Aspects of Focus	Details
 <p>Focus on list and Correct Estimation</p>	<div> <input type="checkbox"/> Quality of Material           <input type="checkbox"/> Measurement         </div> <div> <input type="checkbox"/> Amount or Quantity           <input type="checkbox"/> Durability or Quality         </div> <div> <input type="checkbox"/> Rate         </div> <div> <input type="checkbox"/> Color         </div> <div> <input type="checkbox"/> Provision of list to the client on time         </div>
 <p>Detail to documents</p>	<div> <input type="checkbox"/> Budget           <input type="checkbox"/> Big maps/plans         </div> <div> <input type="checkbox"/> Quotation           <input type="checkbox"/> Report/recommendation         </div> <div> <input type="checkbox"/> Agreement           <input type="checkbox"/> Others         </div> <div> <input type="checkbox"/> NOC         </div> <div> <input type="checkbox"/> Letters         </div> <div> <input type="checkbox"/> Certificate         </div>

## Safety Inspector

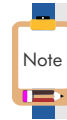


 <p>Rules of Safety</p>	<div> <input type="checkbox"/> Usual guideline           <input type="checkbox"/> Evaluation of environmental factors         </div> <div> <input type="checkbox"/> Signs and symbols           <input type="checkbox"/> Daily Report of issues rules         </div> <div> <input type="checkbox"/> Color code         </div> <div> <input type="checkbox"/> Written Content         </div> <div> <input type="checkbox"/> Awareness of rules         </div>
 <p>Safety appliances and equipment</p>	<div> <input type="checkbox"/> Wearable appliances         </div> <div> <input type="checkbox"/> Fire extinguishers         </div> <div> <input type="checkbox"/> First aid         </div> <div> <input type="checkbox"/> Camera         </div>

Aspects of Focus	Details
 <p>Utilization of Material and Equipment</p>	<div> <input type="checkbox"/> Ensuring correct utilization           <input type="checkbox"/> Explosive material         </div> <div> <input type="checkbox"/> Sharp bladed appliances         </div> <div> <input type="checkbox"/> Machinery (big and small)         </div> <div> <input type="checkbox"/> Chemical         </div>
 <p>Act of construction</p>	<div> <input type="checkbox"/> Implementing basic Directions           <input type="checkbox"/> Evidence of problems/ thoroughfare         </div> <div> <input type="checkbox"/> Discipline         </div> <div> <input type="checkbox"/> Safe usage of equipment and machinery         </div> <div> <input type="checkbox"/> Protection of environment         </div> <div> <input type="checkbox"/> Stopping work in case of problem         </div> <div> <input type="checkbox"/> Preparing report         </div> <div> <input type="checkbox"/> Distance between construction site and         </div> <div> <input type="checkbox"/> Information and protection of possible affectees         </div>
 <p>Inspection of Accidents</p>	<div> <input type="checkbox"/> State and reason of accident           recommendations         </div> <div> <input type="checkbox"/> Checking the damages done/ Halting work         </div> <div> <input type="checkbox"/> Report and         </div>



## Exercise on Work that needs Attention.





Post this handout and conduct the "Give me" activity




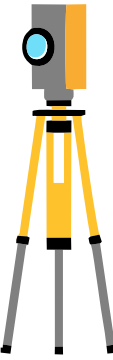


Focus on the tasks that needs attention according to your department, and share which of these you want to give attention to. Also mention what losses will be incurred if said attention is not paid.

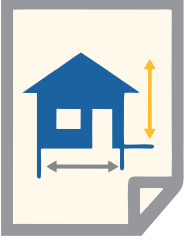


Civil Surveyor:

Aspects of Focus	What do you focus at?	Damages of not giving attention
 <p>Before Survey</p>		
 <p>Site Visit</p>		





Aspects of focus	What do you focus at?	Damages of not giving attention
 Effects and hurdles		
 Feasibility Survey		
 Secondary Proper Visit		
 Thinking and opinion giving exercises/Session		


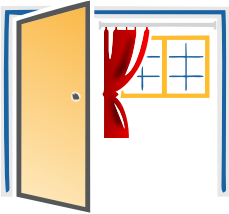

Aspects of Focus	What do you focus at?	Damages of not giving attention
 <p>Map making/ Drawing</p>		

## Quantity Surveyor



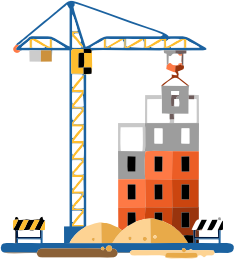
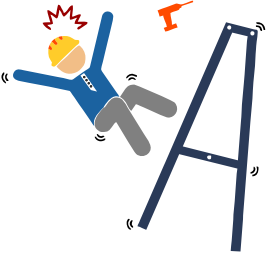
 <p>Nature of construction work</p>		
 <p>Reading and understanding drawing</p>		

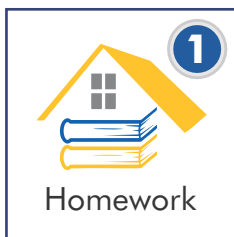


Aspects of Focus	What do you focus at?	Damages of not giving attention
 <p>Focus on Construction Material</p>		
 <p>Focus on extra Material</p>		
 <p>Focus on list and correct Estimates</p>		
 <p>Focus on Documents</p>		



Aspects of Focus	What do you focus at?	Damages of not giving attention
 <p>Rules of Safety</p>		
 <p>Safety equipment and material</p>		
 <p>Usage of equipment and material</p>		

Aspects of Focus	What do you focus at?	Damages of not giving attention
 <p>Act of construction</p>		
 <p>Evaluation of accidents</p>		



## Attention on work- An analysis

Spend some practical time with your work-related Civil Surveyor, Quantity Surveyor or Safety Inspector and answer the following questions:

<p>1</p> <p>Civil Surveyor</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> What was the nature of construction and where did you go?</li> <li><input type="checkbox"/> What was the nature of the place or land?</li> <li><input type="checkbox"/> What methods were used for the survey?</li> <li><input type="checkbox"/> Which machinery and equipment were used?</li> <li><input type="checkbox"/> What means of measurement were used?</li> <li><input type="checkbox"/> How were the drawings/maps and recommendations prepared?</li> <li><input type="checkbox"/> What other soft skills did the civil surveyor use apart from the newly acquired skills?</li> </ul>
<p>2</p> <p>Quantity Surveyor</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> What was the nature of construction? What were the area parameters?</li> <li><input type="checkbox"/> How was the map or drawing explained? What things or indicators were focused on?</li> <li><input type="checkbox"/> How were material and other things assessed?</li> <li><input type="checkbox"/> What material was recommended and of which quality?</li> <li><input type="checkbox"/> How were the reports or recommendations prepared? Which computer software was used?</li> </ul>
<p>3</p> <p>Safety Inspector</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> What construction site was visited?</li> <li><input type="checkbox"/> Which checklist was used and how?</li> <li><input type="checkbox"/> How were the external and internal dangers accessed?</li> <li><input type="checkbox"/> Who was contacted? Where were the observations done?</li> <li><input type="checkbox"/> How were equipment usage and directions ensured?</li> <li><input type="checkbox"/> How was information about a previous accident obtained?</li> <li><input type="checkbox"/> How was the information provided for safety? How was the report made?</li> </ul>

## Communication Skills

### Communication Skills



3  
Hours

- Spoken and written communication skills
- How do surveyors and safety inspectors communicate?
- Listening skills for surveyors
- Non-verbal communication
- Written communication

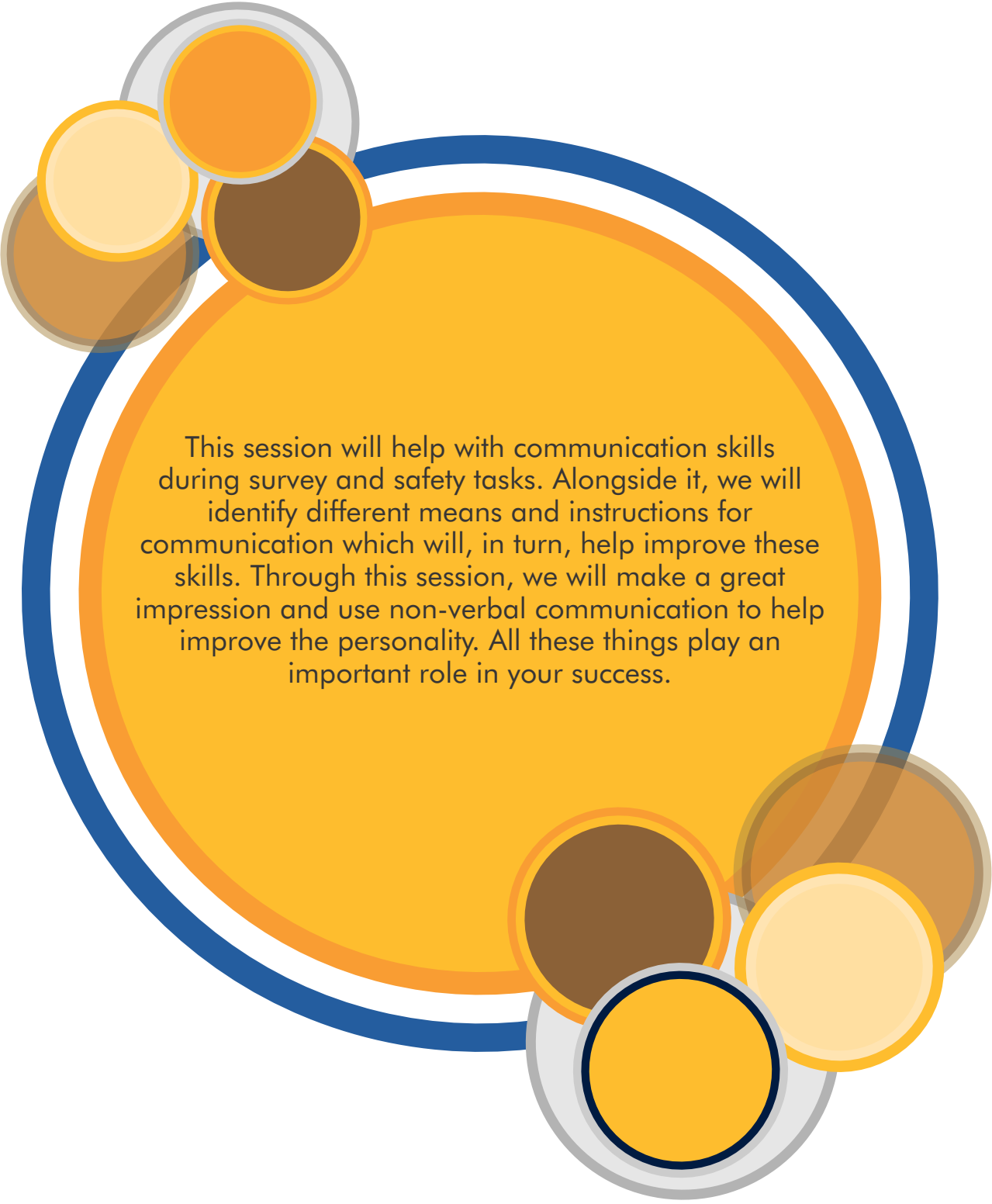
### Listen to the Story!

A King once dreamt that all his teeth fell out. He called a lot of people to his palace to interpret this dream. Everyone told him the same thing, soon there will be a death in the family. This angered the King and he ordered their arrest. He then called the wisest sage of the sultanate and asked him to interpret the dream. The sage was aware of the King's temper and he wisely answered that 'O King, it means that you will live the longest life in your family'. This pleased the King and he bestowed gifts to the sage and sent him on his way

**Moral: Good communication not only make a man respectable but also awards him gifts.**



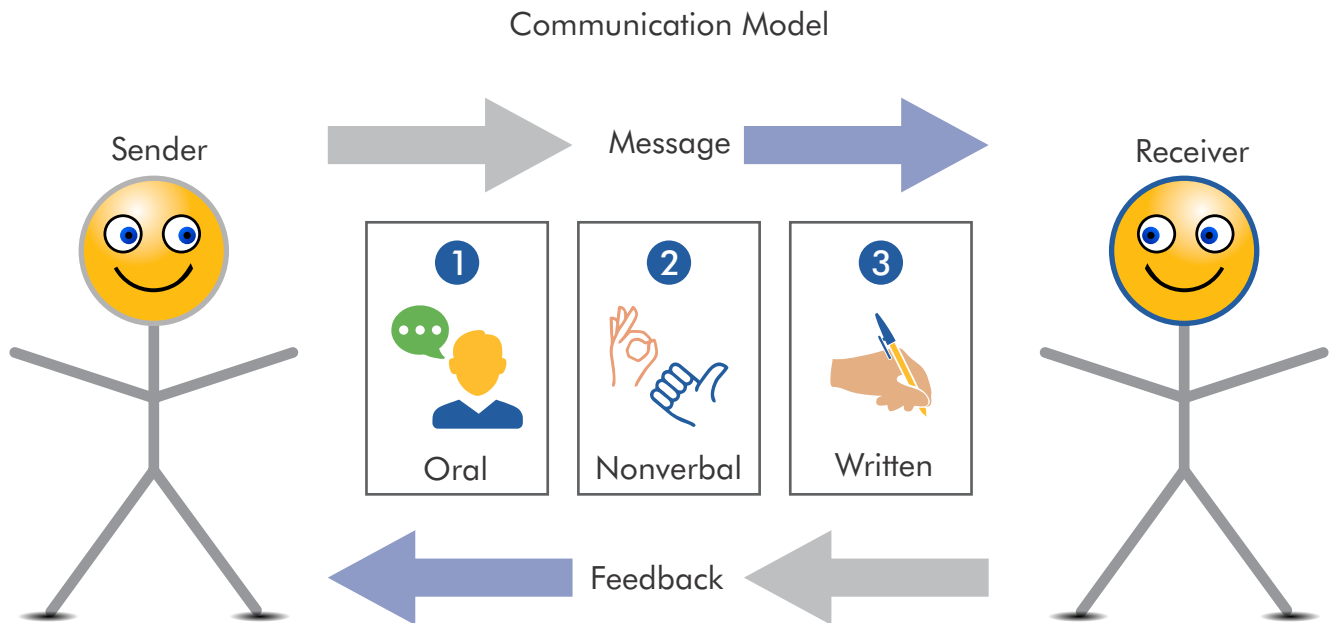
## Session Summary



This session will help with communication skills during survey and safety tasks. Alongside it, we will identify different means and instructions for communication which will, in turn, help improve these skills. Through this session, we will make a great impression and use non-verbal communication to help improve the personality. All these things play an important role in your success.

## Communication Skills for Civil Surveyor, Quantity Surveyor and Safety Inspector

Transferring of knowledge, views and feelings by speaking, writing or using any other medium is called communication. There is a sender and a receiver in this process, and there is always a method to send or receive the message










How is communication maintained?



## How Should Surveyor and Safety Inspector Communicate

How can you communicate in your department as a quantity surveyor, civil surveyor or safety inspector?

	<div>Civil Surveyor</div> 	<div>Quantity Surveyor</div> 	<div>Safety Inspector</div> 
 <div>By Talking</div>	During site visit conversing to the team and diving tasks	Taking information on pricing and other details from the market for the provision of material	Talking to the team and contractor during site clearance
 <div>By Listening</div>	Listening to the team at the end of the site survey and drawing	Making the Bill of Quantity (BOQ) according to the drawing and figuring out the rates from the market	Listening to the client's instructions at the site.
 <div>By writing</div>	Drafting/ Making a contract with the client	Comparing the price and the bill of quantity	Giving the site clearance report to the client.
 <div>Non-verbally</div>	Giving directions to the team by signs and symbols during site survey		Observing the team and communicating the team from a distance



## Story of Ahmed



Ahmed works as a Safety Inspector at a construction company. Ahmed's job is to ensure occupational health and safety of the people working at the site and then making an onsite report about the building so all possible dangers are known for beforehand and preventive steps can be taken. Ahmed saw the mud and dirt on the site and instructed all the workers to avoid going there. However, the workers didn't pay heed to him. Some avoided him thinking that this man knows nothing and is intervening in their jobs. As a result, a worker fell and injured himself.




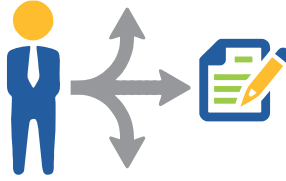


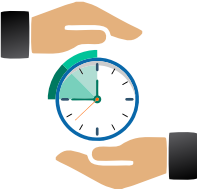

Read the situation provided above and tell:

- Was the employees' attitude right and the result wrong?
- Why is listening attentively and understanding important?
- What improves due to careful listening?

## Listening Skills for the Surveyor

Effective listening is extremely important for communication. Better listening makes better understanding possible. For effective communication giving opinion and feedback after listening is equally important.

### Advantages of Effective Listening:

<b>1</b>  Increase in trust and respect amongst people	<b>2</b>  Better problem understanding and solving	<b>3</b>  Increase in information
<b>4</b>  Better understanding	<b>5</b>  Time Saving	<b>6</b>  Saving money

### Instructions to better listening:

<b>1</b> Look and focus on the speaker	<b>2</b> Try understanding the speaker after listening to him	<b>3</b> Do not interrupt the speaker
<b>4</b> Keep distance from the noise to avoid lack of attention due to construction or machinery noise	<b>5</b> Keep the speaker's voice and physical gestures in mind	<b>6</b> At the end of the conversation answer the speaker or provide solutions
<b>7</b> If need be go to the speaker to listen to him	<b>8</b> Listen attentively so you can understand the right thing	<b>9</b> If you do not understand anything ask questions at the end of the conversation

## Exersice

2

# Your Communication – An analysis

## Instructions

Which of the following barriers do you face during work and to solve them which of the communication skills do you need to improve?

1

Different  
Language and  
Culture



☐ Listening  
Skill



☐ Talking  
Skill



☐ Nonverbal  
Communication Skill



☐ Writing  
Skill

2

Difference of  
Thought



☐ Listening  
Skill



☐ Talking  
Skill



☐ Nonverbal  
Communication Skill



☐ Writing  
Skill

3

Difficulty in  
understanding  
new machinery  
and equipment



☐ Listening  
Skill



☐ Talking  
Skill



☐ Nonverbal  
Communication Skill



☐ Writing  
Skill

4

Stress at the  
workplace



☐ Listening  
Skill



☐ Talking  
Skill



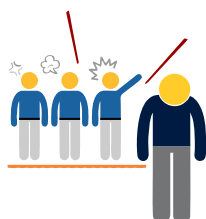
☐ Nonverbal  
Communication Skill



☐ Writing  
Skill

5

Working  
individually



☐ Listening  
Skill



☐ Talking  
Skill



☐ Nonverbal  
Communication Skill



☐ Writing  
Skill

6

Less communication with the team


☐ Listening Skill

☐ Nonverbal Communication Skill

☐ Talking Skill

☐ Writing Skill

7

Language barrier or difficulty in understanding others


☐ Listening Skill

☐ Nonverbal Communication Skill

☐ Talking Skill

☐ Writing Skill

8

Lack of confidence


☐ Listening Skill

☐ Nonverbal Communication Skill

☐ Talking Skill

☐ Writing Skill

9

Difficulty in drawing


☐ Listening Skill

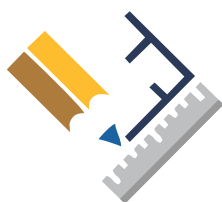
☐ Nonverbal Communication Skill

☐ Talking Skill

☐ Writing Skill

10

Understanding drawing


☐ Listening Skill

☐ Nonverbal Communication Skill

☐ Talking Skill

☐ Writing Skill

11

Difficulty in making site clearance and report for the contractor


☐ Listening Skill

☐ Nonverbal Communication Skill

☐ Talking Skill

☐ Writing Skill

## Non-Verbal Communication



After explaining this handout, conduct the 'Nonverbal communication' activity

Nonverbal communication includes facial expressions, signs, body movement, voice modulation and distance between individuals. These nonverbal gestures are integral for better understanding and communication.

### Nonverbal Communication:



Expresses your emotions.



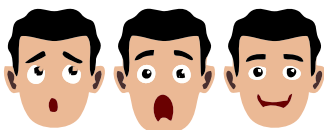
Sends your messages.



Improves the acts of communication.

### Means of Nonverbal Communication:

#### 1 Facial Expressions



Facial Expressions Like smile, anger or disappointment

#### 2 Signs



Gestures Like hand shaking, pointing at something with a finger

#### 3 Body Language



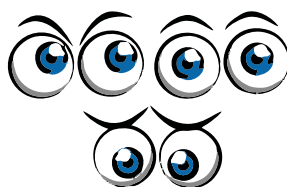
Body movement Like sitting with hands crossed or sitting bowed down

#### 4 Distance



Distance Distance between the people while communicating

#### 5 Eye Movement



Eye Movement Physical appearance like appropriate clothes, color, hair and cleanliness

#### 6 Voice Tone



Voice modulation Increasing or decreasing the voice pitch or speaking in a stern tone, etc.

**Remember:** At a workplace nonverbal communication is as important as conversation and verbal communication.

## Written Communication



After explaining the handout complete the activity 'Whispers'

Written communication is necessary in helping everyone receive and understand the message. Written communication has various advantages like:

1

Provision of Record



2

Understanding Better



3

Increased Confidence



4

Record of Finished Work

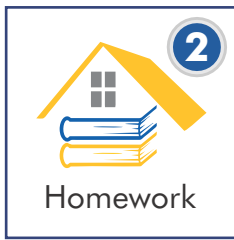


5

Complete Information



Writing is important in the profession of surveyor and safety and the minutest mistake can affect the entire report. For example, while writing indices of measurement, difference in length and width can affect the whole drawing. Expertise in good writing can strengthen your reputation.



## Report Writing- An Exercise



Spend a few workdays with the Civil Surveyor, Quantity Surveyor or Safety Inspector related to your work and prepare the report of your daily activity according to the format below.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Your Department: ☐ Civil Surveyor ☐ Quantity Surveyor ☐ Safety Inspector

Basic Details of Work: (Nature of work, important activities, team, place, methods, etc.)

Important Successes: .....

Problems Faced: .....

Your Opinion: .....





## Team Work

Team  
Work



4 Hours  
30  
Minutes

- Advantages of Team Work
- Your Team
- Your Analysis – am I a good team worker?
- Improving teamwork in the development business

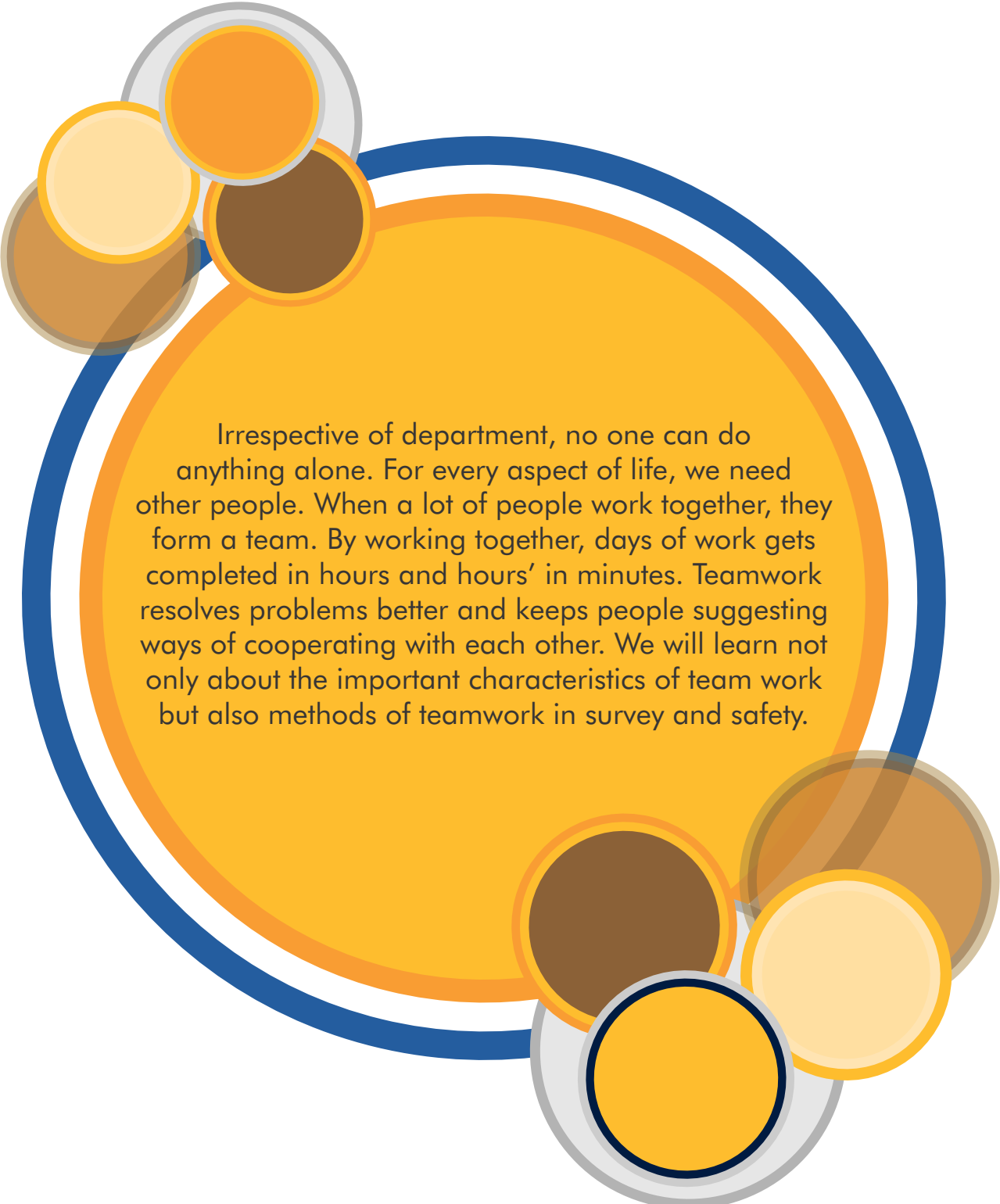
### Listen to the Story:

Once, a group of 50 people was participating in a seminar when suddenly the speaker went silent and told them to perform an activity. He gave everyone a balloon and told them to write their names on them with markers. He then dumped all the balloons in a room. He then gave them five minutes to find the balloons with their names on it. Everyone started fretfully searching for their named balloon. Some balloons burst at each other's feet, however, no one could find their required balloons. The whole act was repeated but this time the participants were told to take any balloon and hand it over to its name bearer. Within minutes everyone had their name's balloon. The speaker addressed everyone and said that if we work together and cooperate with one another to complete tasks we can work better and more effectively.

**Moral: Teamwork completes tasks quicker and more effectively.**



## Session Summary



Irrespective of department, no one can do anything alone. For every aspect of life, we need other people. When a lot of people work together, they form a team. By working together, days of work gets completed in hours and hours' in minutes. Teamwork resolves problems better and keeps people suggesting ways of cooperating with each other. We will learn not only about the important characteristics of team work but also methods of teamwork in survey and safety.

## Guess Who?

If you are a civil surveyor, then tell:

1

Do you do surveys alone or do other people join you?

---

---

---

---

2

What would happen if others done work with you

---

---

---

---

3

What help do these people provide you in survey work?

---

---

---

---

If you are a quantity surveyor, then tell:

1

Do you do quantity survey alone or do others help you?

---

---

---

---

2

What would be the result if you do not work with others?

---

---

---

---

3

What help does involving people get in quantity survey?

---

---

---

---

If you are a safety inspector, then tell:

1

Do you need others to help you in your work?

---

---

---

---

2

If yes then of which people and why?

---

---

---

---

3

What other people work in your safety profession and what relation do you share with them?

---

---

---

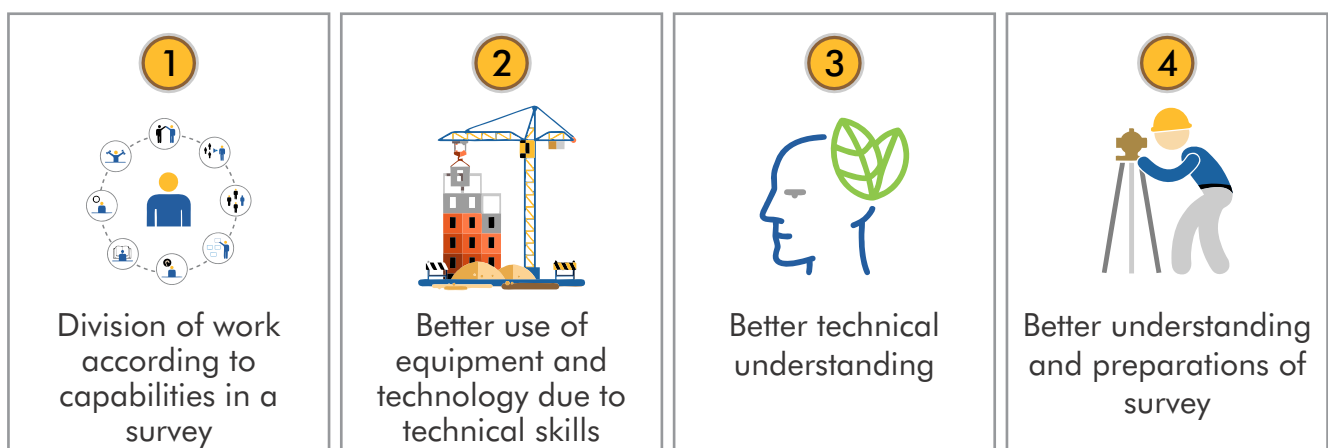
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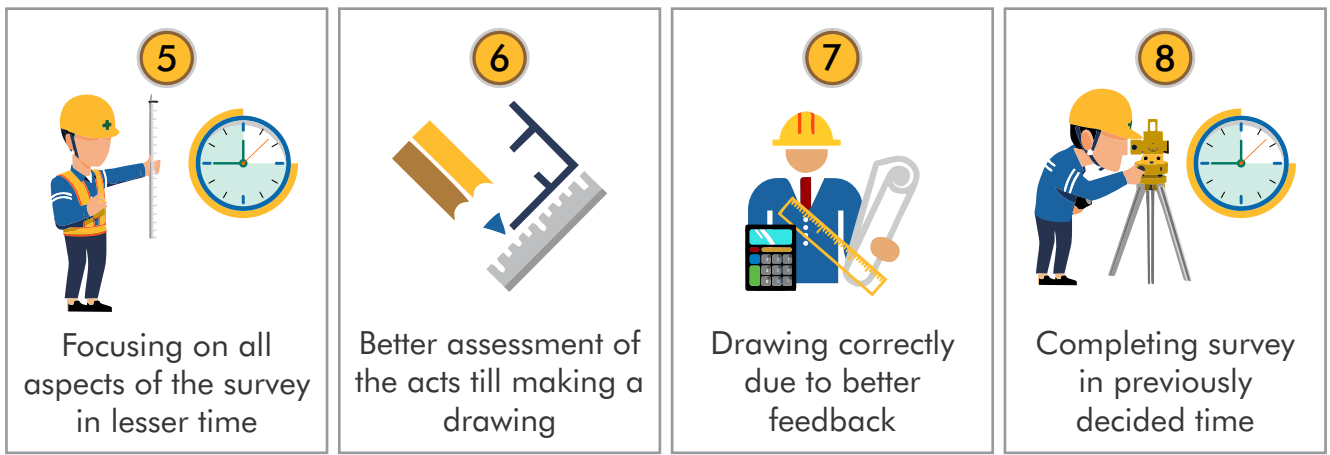
## Benefits of Team work

### Common benefits of teamwork for you:



### Special Benefits of Teamwork for a Civil Surveyor:





### Special Benefits of Teamwork for a Quantity Surveyor:



## Special Benefits of Teamwork for a Safety Inspector:



1



Better understanding of the site and related work

2



Help in communication and schedule preparation

3



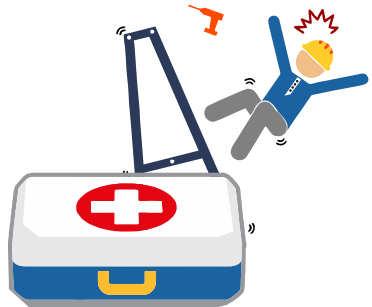
Aid in travel and other arrangements

4



Help in stopping work in case of emergency situations

5



Immediate help in case of an accident

6



Action on report and recommendations

## Your Team

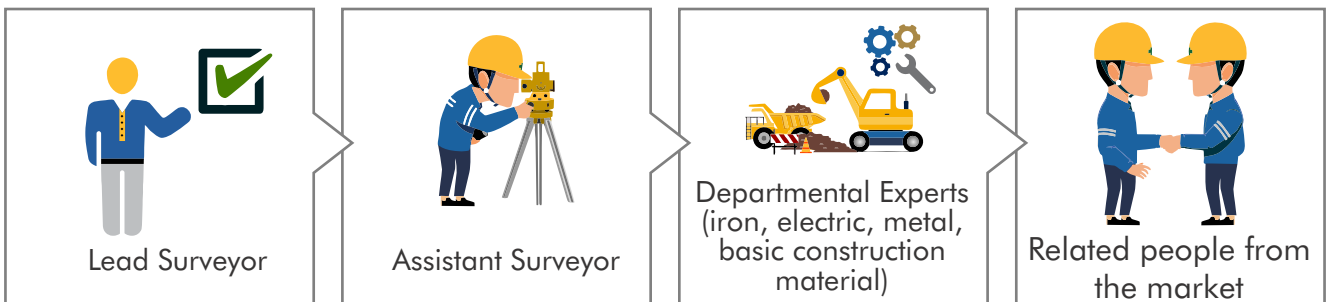
Remember

Your team can be big or small depending on the type and span of work.

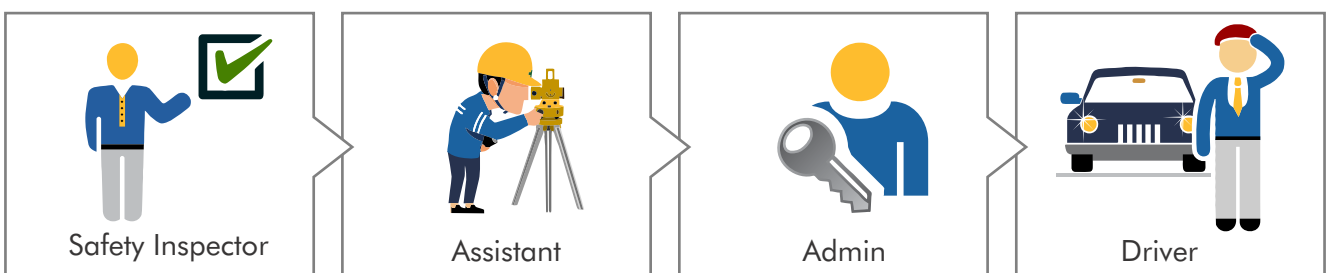
### Civil Surveyor's Team:



### Quantity Surveyor's Team:



### Safety Inspector's Team:





## Self-Analysis – Am I a Good Team Worker?



Read the statements below with attention and analyze yourself as team worker to mark yourself according to the parameters provided:

Always or  
Constantly

3

Sometimes

2

Never

1

#	Statements	Obtained Marks
1	Whenever I see my team busy in any task I always ask if they need help despite being busy myself.	
2	Whenever work needs to be done and nobody is willing to do it, I volunteer my services.	
3	I give my opinion in different tasks, however, sometimes I stay quiet for the team's betterment.	
4	Whenever the team stays post office time busy in their tasks, I stay with my team.	
5	Whenever I am praised for my work I always remember my team members for my work's success.	
6	I feel that team goals are as important as any individual's goals.	
7	I want to see my team members succeed.	
8	I enjoy working with my team.	
9	I respect my team and value their good opinions and feedback.	
10	I feel like my work is better when I work with my team.	
Total Marks:		

### If your marks are in between 25 to 30:

Congratulations you understand and value teamwork well. You are aware of the benefits of helping and getting help from the team. Your relationship with your team is quite strong and you have great rapport with them. You feel confident and well respected by being a part of the team. You and your team members respect each other. Your team is always there with you to help.

### If your marks are in between 20 to 24:

It's good that you are on your way to becoming a team member. Right now, you work as a team member which is acceptable but not exemplary. Your team depends on you and it should know that you are always there for it. You should show them that you are there permanent member not their acting guest. Reassess your answers and see where to improve as you can be an ideal team member with just a little help.

### If your marks are in between 10 to 19:

Maybe you feel like you are a good team player, but your attitude does not represent it. You have answered many questions with sometimes, which is worrisome. Despite you doing your work well, you are working alone. If you bring this quality to the team it will be quite beneficial. Think what will happen if someday you cannot work alone?



## Resolving Conflicts in a Team

### Definition of Conflict:

Any disagreement in a team is termed as conflict. Conflicts are a part of life. They come in our daily life, resolving them and removing the reasons of conflict is necessary.

### Why is it important to resolve conflict?

1

If a solution to the conflict is not provided the goals cannot be achieved.

2

It's important to resolve conflict so that work can be done in a positive manner.

3

Better quality work is completed.

4

Team relations do not deteriorate.

5

So that time and energy is not wasted repeatedly in resolving the same conflict.

### Conflict Is of two types:



Positive conflicts that help us improve.

Example: Competition between two surveyors to see who a better job can do so both improve their work.







Negative conflict which is harmful.

Example: Competition between two teams where both try and demean and complain about each other.


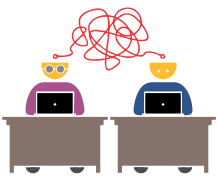





Post explaining this handout do the role play provided in TN-02

## Types of conflicts in a team:

 <p>1</p>	Internal conflict of a human being	 <p>2</p>	Conflict between two human beings
 <p>3</p>	Team's internal conflict	 <p>4</p>	Conflict between different team

## Reasons behind conflict in team:

 <p>1</p>	Misunderstandings	 <p>2</p>	Substandard communication	 <p>3</p>	Wrong planning
 <p>4</p>	Untrained staff	 <p>5</p>	Inferiority Complex	 <p>6</p>	Injustice
 <p>7</p>	Unfair division of work	 <p>8</p>	Not trusting each other	 <p>9</p>	Egoism or inappropriate behavior

1



Completely understand the conflict and explain the reasons behind it.

2



Focus most on possible solutions.

3



Select the best solution.

4



Involve an impartial mediator so there is no misconception.

5



Talk to both teams.

6



Do not take stress and control the conflict.

## Means of Increasing Teamwork at Construction Department

1



Understand each other's work

2



Praise each other's technical skills and experience

3



Learn from each other's experience

4



Help others in finishing their tasks

5



Respect each other and take care

6



Correlate the success of an individual with the success of the team

7



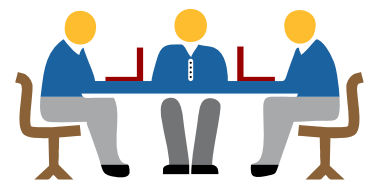
Plan the tasks beforehand

8

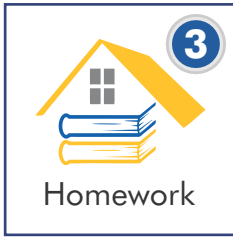


Trust each other

9



Take feedback from team members for better work



## Teamwork Analysis

According to the team given in the previous handout tell that who from your department are a part of internal team and who work in an external team and how are they improving your team’s performance.

Your Department:    ☐ Civil Surveyor    ☐ Quantity Surveyor    ☐ Safety Inspector

Team Members	Internal Team/External Team	What is the loss if this person does not work?

## Time Management

Time Management



3 Hours

- Better Time Management offers countless advantages
- What is better time management?
- How to better manage time for safety inspector and surveyors?


### Listen to the Story:

A bright grade nine student took part in the school debate titled "Importance of Time". When he told his mother of the upcoming debate, she advised him to finish his preparation a few days ahead of time. He, however, thought that there is a whole week left and he could prepare at ease. Not realizing how time sped away so quickly, when there was only one day left in the competition, he found himself unprepared. When the competition started, he had forgotten his speech and his face was red with embarrassment and worry. At that moment he realized that had he prepared at time he would not be embarrassed today.

**Moral: If we don't respect time, time does not respect us.**



## Session Summary



In this session people working on survey and safety will learn of the importance and benefits of time management and manage their tasks better as the person who values time is always successful. This session will tell about the division of work according over time and results of timely completion of tasks. Time management is of utmost importance to the quantity surveyor for if he/she does not submit the Bill of Quantity on time the rate and quality of materials can change. Success in every department can be achieved by time management.

## Time management- Unlimited Benefits

### Instructions

Read the tasks of Civil Surveyor, Quantity Surveyor and Safety Inspector and note down which of the following tasks should be done on time and explain the benefits of doing so.

### Civil Surveyor:



Basic Tasks	Is time of importance	What are the benefits of completing this task on time
1 Reaching survey site	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2 Informing others accompanying you	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3 Division of work	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4 Making map/drawing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5 Report preparing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6 Presenting the report to the client	<input type="checkbox"/> Yes <input type="checkbox"/> No	





Basic Tasks	Is time of importance	What are the benefits of completing this task on time
1 Reading and understanding the drawing	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/>
2 Explaining the work's details to the team	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/>
3 Getting information from the team	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/>
4 Making an itemized rate list of materials	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/>
5 Report preparing	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/>
6 Providing every information to the client	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/>



Basic Tasks	Is time of importance	What are the benefits of completing this task on time
1 Inspecting the workplace	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
2 Visiting for special work	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
3 Informing of any danger or possible accident	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
4 Snapping photographs of the work place	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
5 Evaluation of environmental aspects	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
6 Presenting with report or recommendations	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

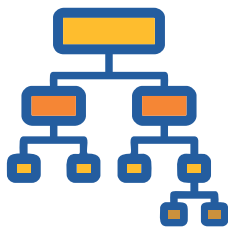
## What is Time Management?

An act through which planning is done to control time expenditure on certain activities. It improves work, results and performance.

*"Time is a pearl lost in the deep ocean, finding it again is impossible."*

### Importance of Time Management:

1



Better ranking of tasks

2



Better division and planning of tasks

3



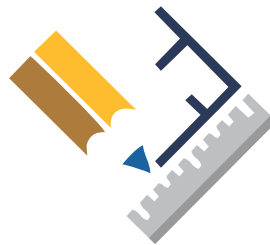
No stress of work

4



Correct measurements and recommendations

5



Clear and standard drawing

6



Correct estimation of construction material and rate

7



Bill of Quantity according to the market

8



Improvement in performance

9



Better chances of progress

## Hurdles in Time Management:

1



Not preparing list  
of tasks

2



Incomplete knowledge  
of work

3



Not ranking  
Tasks

4



Unnecessary  
interruptions

5



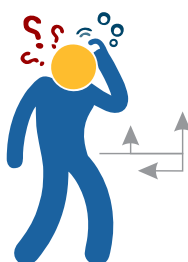
Procrastination

6



Doing more work in lesser  
time

7



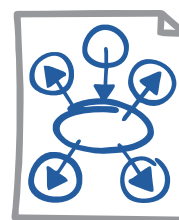
Doing different tasks in a  
single setting

8



Not taking rest during  
work

9

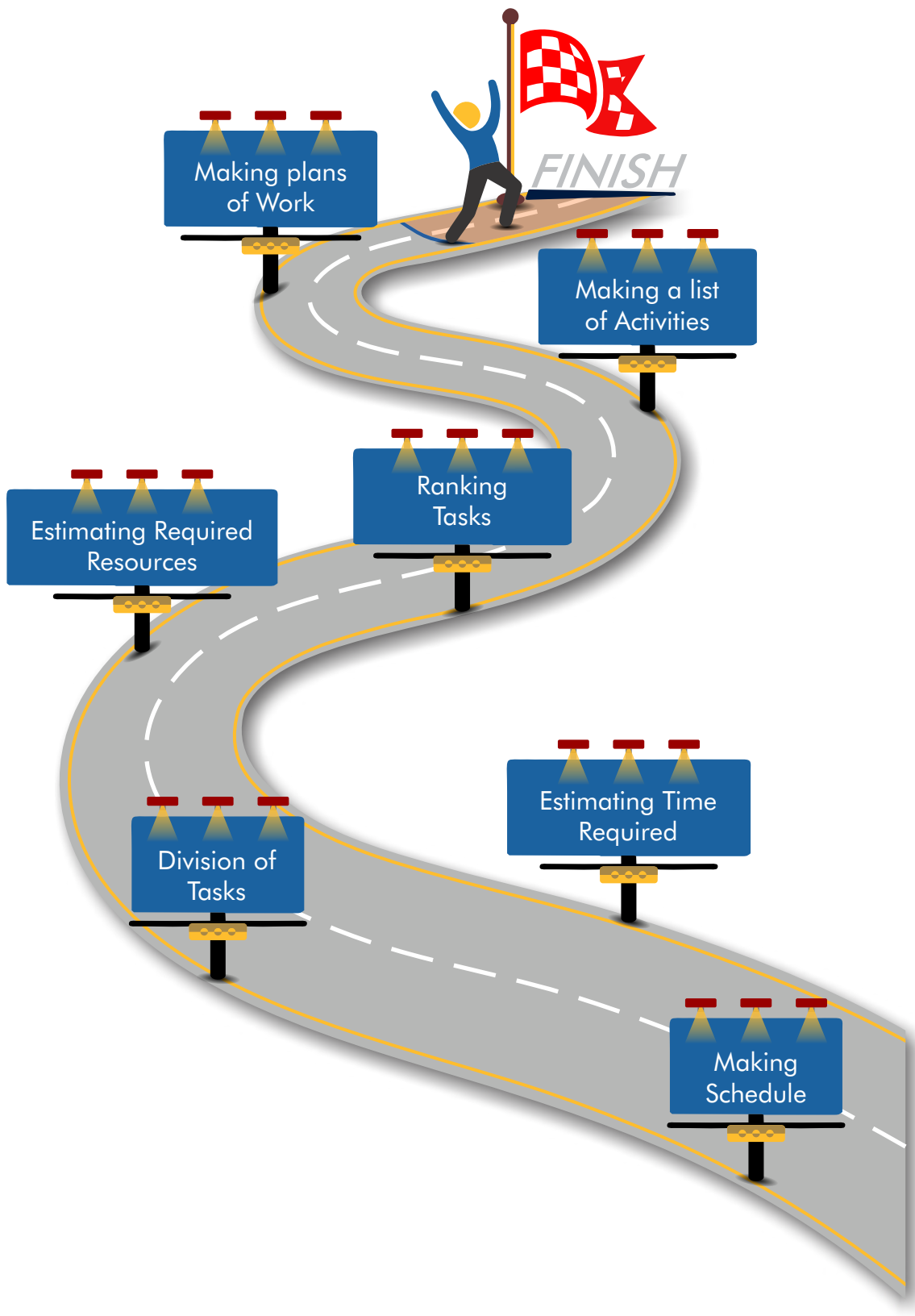


Incorrect work schedule  
preparation

Remember

During visit/survey preparation in construction work time management is most important for work delegation and division, inspection of work, supervision, planning/scheduling and ranking of tasks.

## How should a Surveyor and Safety Inspector Manage their Time Better?





## Planning of Time Utilization



Post this exercise for further explanation do the activity 'Time management- How many minutes in a minute'



200 km away from the city you have to visit/survey 500 acres of land for a university construction project. For this visit/survey observe your activities as civil surveyor, quantity surveyor and safety inspector and plan your activities.

Your Department:

☐ Civil Surveyor

☐ Quantity Surveyor

☐ Safety Inspector

Date: \_\_\_\_\_

Important work needed to be done	Required Time
1	
2	
3	



### Daily Routine Work



08:00 a.m.		01:00 p.m.	
09:00 a.m.		02:00 p.m.	
10:00 a.m.		03:00 p.m.	
11:00 a.m.		04:00 p.m.	
12:00 p.m.		05:00 p.m.	

Opinion (Notes): .....

.....

.....

.....



## Expertise of Strategy and Arrangement

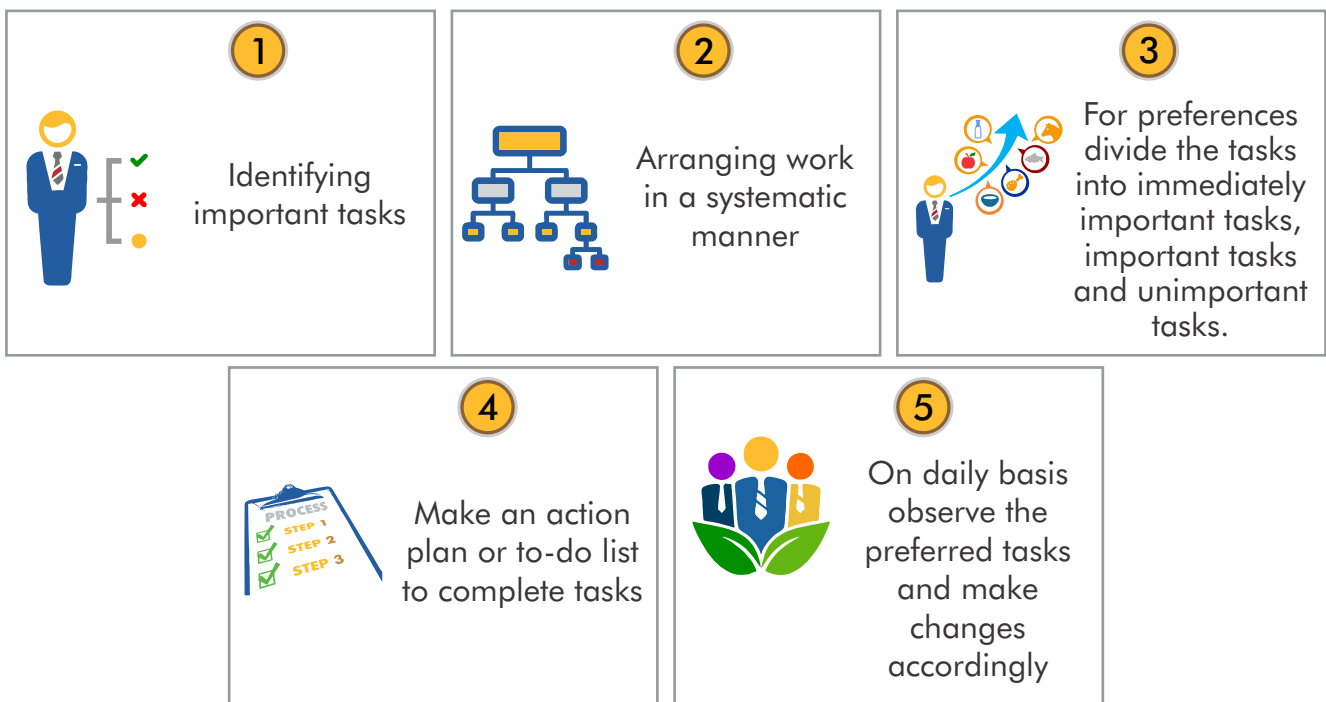
The ability of aligning oneself, others and resources (including time and surrounding environment) for achieving a specific objective or goal is called strategy expertise.

### Routine Work:

#### Preparation:



#### Preferences:





## Exercise of Strategy and Arrangement

### Instructions:

Assess yourself according to signs of strategy and management given below and according to the following standard mark yourself

- I am doing it well and I am stable minded and successful =4
- I am okay at it and with a little exercise I will be able to do it better =3
- I am improving in it but I need some more effort =2
- I am not good at it yet =1
- Repeat this exercise multiple times during this course so you can do more tasks with strategy and arrangement

Department: ☐ Civil Surveyor ☐ Quantity Surveyor ☐ Safety Inspector

Preparation		Obtained Marks
1	Correctly estimating the time and effort required in fulfilling a task	
2	Identifying and arranging the required system and resources	
3	Organizing oneself for the personal time required to fulfill responsibilities	
4	Pre-preparing a schedule to finish work on pre-set time	
5	Clearly overlaying the schedule or timetable with the completed work	
6	Clearly explaining the methods to check the obtained results	
Preferences		
1	Identifying important tasks	
2	Arranging work in a systematic manner	
3	For preferences divide the tasks into immediately important tasks, important tasks and unimportant tasks.	
4	Make an action plan or to-do list to complete tasks	
5	On daily basis observe the preferred tasks and make changes accordingly	

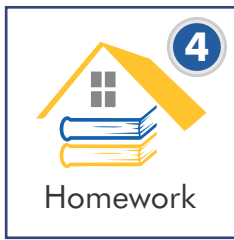


## Exersice

6

# Rules of Strategy and Arrangement

Rules	How is this rule implemented at your work?
<p>1</p> <p>Determine your work priorities</p> 	
<p>2</p> <p>Utilize time better and correctly</p> 	
<p>3</p> <p>Arrange your resources better</p> 	
<p>4</p> <p>Delegate tasks to others</p> 	
<p>5</p> <p>Arrange better system of work</p> 	
<p>6</p> <p>Plan Ahead</p> 	



## A Day with the Surveyor



Spend some time with your work-related Civil Surveyor, Quantity Surveyor or Safety Inspector and complete the sheet keeping your daily activities and time in mind:



Civil Surveyor:

Important Work Done	Total Required Time	Time Spent	How was the time utilized?	Your suggestions for better utilization of time
1 Inspection of the Survey Location				
2 Informing the People Accompanying you				
3 Division of Work				
4 Making map/ Drawing				
5 Preparing a Report				
6 Presenting the Report to the Client				



Important Work Done	Total Required Time	Time Spent	How was the time utilized?	Your suggestions for better utilization of time
<b>1</b> Reading and Understanding the Drawing				
<b>2</b> Telling the Team the details of Work				
<b>3</b> Getting Information from the Team				
<b>4</b> Making the Rate list of Items				
<b>5</b> Preparing a Report				
<b>6</b> Providing all information to the Client				



Important Work Done	Total Required Time	Time Spent	How was the time utilized?	Your suggestions for better utilization of time
<b>1</b> Inspection of the work place				
<b>2</b> Visit for an Important Work				
<b>3</b> Informing about Imminent Danger or Accident				
<b>4</b> Taking Photographs of the Workplace				
<b>5</b> Accessing the Environmental Parameters				
<b>6</b> Presenting the Report or Recommendations				

## Work Ethic

Work  
Ethic3  
Hours

- Good work ethic, successful life
- Work Ethic
- Work ethics for your specific job
- 5 rules to improve work ethic

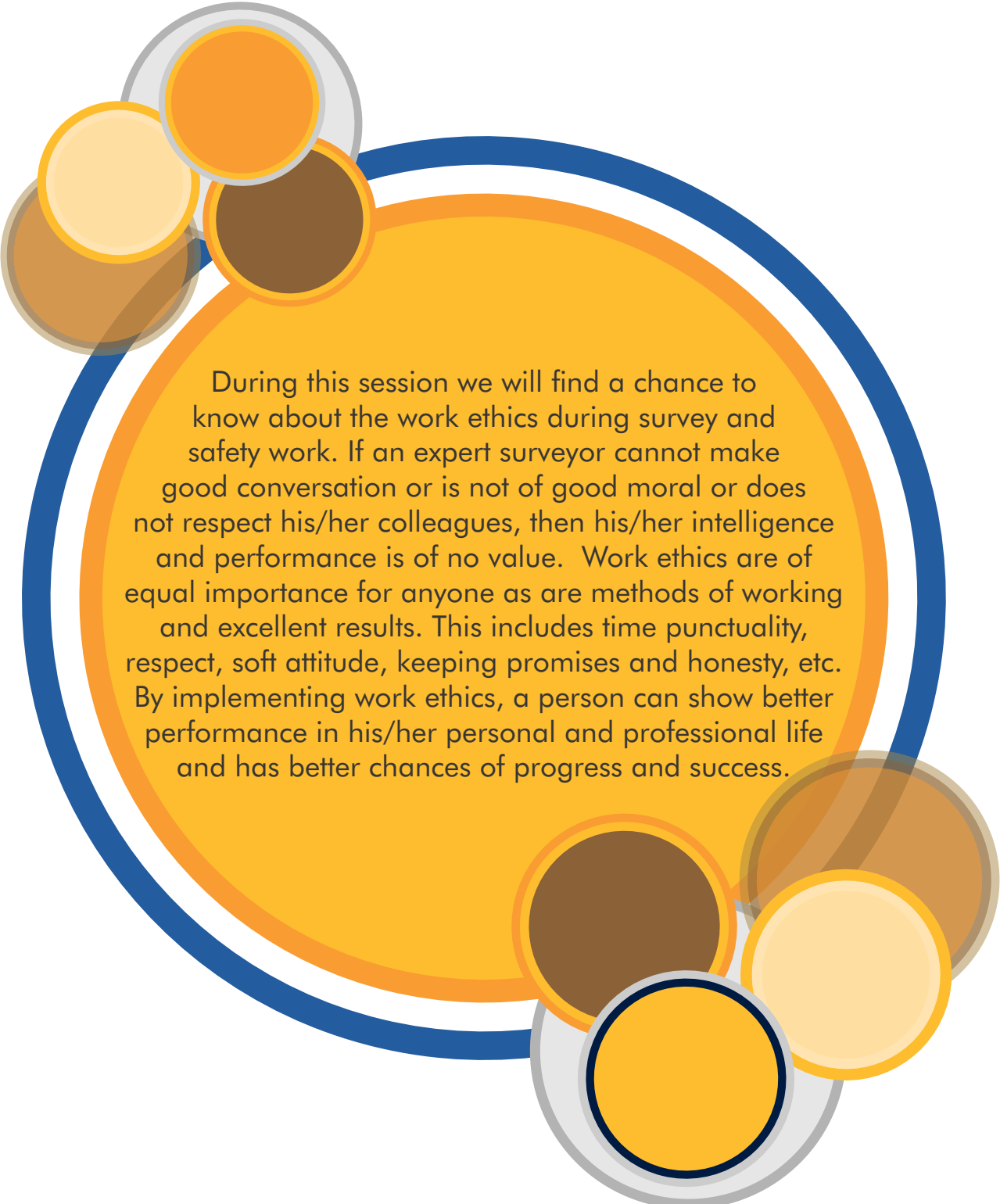
Listen to the story!

A son asked his father 'Dad what is successful life?' The father took the son for kite flying. The son was attentively looking at the kite fly when he said 'Dad! This thread is hurdling the kite from going up, why don't we break it?' The father broke the thread, the kite went slightly up and then it wavered down and fell at a far distant place. Then the father told him life's philosophy "Son, whatever heights we achieve in our lives we think that the things tying us are hurdling us from going up like home, family, work ethics, parents, etc. We want to break free from them but these are the threads that keep us up but without them we can once go up but will end up just like this kite without the thread.

**Moral: We are like a torn kite if we shun work ethics from our lives.**



## Session Summary



During this session we will find a chance to know about the work ethics during survey and safety work. If an expert surveyor cannot make good conversation or is not of good moral or does not respect his/her colleagues, then his/her intelligence and performance is of no value. Work ethics are of equal importance for anyone as are methods of working and excellent results. This includes time punctuality, respect, soft attitude, keeping promises and honesty, etc. By implementing work ethics, a person can show better performance in his/her personal and professional life and has better chances of progress and success.

## Exercise

7

## Work Ethics--- Successful Life

Note

Post explaining this handout act on the role play provided in TN-01.

### Instructions

Keeping your work in mind look at the following skills and tick (✓) the soft skills which are integral for your work.

### Civil Surveyor:



	True	False
1 It is your job to complete the survey despite it affecting anyone's privacy	<input type="checkbox"/>	<input type="checkbox"/>
2 For every survey permission to visit site is not important	<input type="checkbox"/>	<input type="checkbox"/>
3 Survey should be completed in pre-decided days and timings	<input type="checkbox"/>	<input type="checkbox"/>
4 Some measurements can be done according to estimates or through work experience	<input type="checkbox"/>	<input type="checkbox"/>
5 Before proper survey it is necessary to do an initial introductory visit.	<input type="checkbox"/>	<input type="checkbox"/>

### Quantity Surveyor



1 It is better to understand the prepared drawing better than the civil surveyor	<input type="checkbox"/>	<input type="checkbox"/>
2 Bill of Quantity should be made on mostly estimation and on experience basis.	<input type="checkbox"/>	<input type="checkbox"/>
3 There should be no difference in the Bill of Quantity and actual budget.	<input type="checkbox"/>	<input type="checkbox"/>
4 It is important to have transparent coordination with the market for budget.	<input type="checkbox"/>	<input type="checkbox"/>
5 Going into small details wastes time.	<input type="checkbox"/>	<input type="checkbox"/>

## Safety Inspector:



	True	False
1 Surprise visits on the construction area help tell more about the truth.	<input type="checkbox"/>	<input type="checkbox"/>
2 Inspector's job is not only to point mistakes but also to correct them.	<input type="checkbox"/>	<input type="checkbox"/>
3 Small mistakes should be let go so that work does not stop.	<input type="checkbox"/>	<input type="checkbox"/>
4 It is important to maintain discipline at construction site	<input type="checkbox"/>	<input type="checkbox"/>
5 Reports and recommendations should be altered according to need.	<input type="checkbox"/>	<input type="checkbox"/>

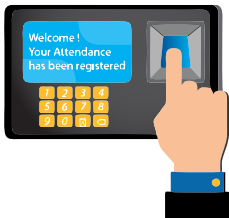


# Work Ethics

Work Ethics means integral rules of work that employees need to act upon during work. It includes not only the attitudes of the workers, manners and conversation style but also how good is someone at teamwork. Manners of a person reflect his/her personality.

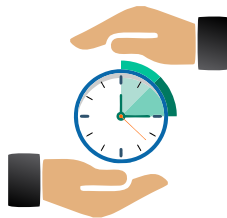
## Common Work Ethics

1



Keeping Attendance in Mind

2



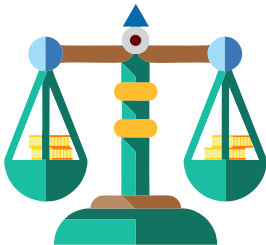
Being Punctual

3



Keeping a Good Attitude

4



Honesty

5



Cooperating with Peers

6



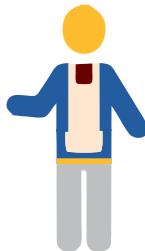
Respecting Others

7



Being Tidy

8



Wearing Appropriate Clothes

9



Following Rules and Regulations

## Specialized Work Ethics

### Civil Surveyor:



1

Preferring your work, survey place and team capabilities

2

Keeping people welfare in mind during survey work

3

Keeping welfare of public in mind from the imminent dangers of the survey

4

Completing the survey with technical honesty

5

Finish the work according to the pre-set standards with the help of survey team

6

Use the helpful machinery and equipment with full honesty and professionalism

7

Avoiding estimations and go into complete detail

8

Complete the work according to the pre-set time and days according to the survey

9

Ask for proper permission for visiting the survey site and do not force yourself in

10

Taking care of the properties and privacy of people around the site

11

Not utilizing or destroying the properties or lands in the surrounding

12

Keeping the survey information between the client and yourself

13

Making a plan of action and taking precautionary measures for survey at sensitive areas

14

Not to work or ask people to work in a mental or physical condition which might effect work

15

Fulfilling every aspect of the survey with complete honesty



1

To start work keeping the work and team capabilities in mind

2

To start and complete work keeping the client's benefit in mind

3

To get complete information from the civil surveyor and client

4

If needed visit site regularly

5

Understanding the drawing and making your assessment

6

Avoiding estimations and ensuring technical actions

7

Identifying the material and other things according to the nature of construction

8

Presenting the Bill of Quantity in a proper and professional manner

9

Using recent and certified information and prices for the Bill of Quantity

10

Forming transparent and honest relations with the market

11

Completing the Bill of Quantity in pre-determined time and days

12

For the client's convenience helping through both written and oral methods



<p>1</p> <p>Ensuring occupational health and safety in construction department</p>	<p>2</p> <p>Thinking your work important for the welfare of the workers and public</p>	<p>3</p> <p>Understanding the difference between surprise visits and inspection and implementing professional behavior</p>
<p>4</p> <p>Assuring equipment and rules of occupational safety and health at the construction place</p>	<p>5</p> <p>During supervision checking everything minutely according to the checklist</p>	<p>6</p> <p>Pointing out the dangers at the construction site and taking precautions</p>
<p>7</p> <p>Not to compromise to any unsafe activities at the construction site</p>	<p>8</p> <p>Not being malleable about the occupational safety and health</p>	<p>9</p> <p>Not accepting any apologies for the shortcomings of the supervisor or any workers</p>
<p>10</p> <p>Stopping work in case of any carelessness or danger</p>	<p>11</p> <p>Taking strict actions to implement rules or directions</p>	<p>12</p> <p>Understanding danger at time and preventing its repetition</p>
<p>13</p> <p>Inspection, making a report and submitting one in case of an accident</p>	<p>14</p> <p>Making and submitting your monthly and daily report with complete honesty</p>	

## Five rules to increase Work Ethics

### 1 Ensuring Punctuality



- ☐ Reaching at or before time at workplace
- ☐ Improve your work regularly
- ☐ Connecting your work performance to time
- ☐ Keep true to your plan and schedule

### 2 Implement Professionalism



- ☐ Tie or shirt does not mean professionalism
- ☐ Improve your behavior, manners and values
- ☐ Stay positive and help others
- ☐ Show honesty and try not to be inconsistent in words and actions

### 3 Discipline and Assess Yourself



- ☐ Better work is impossible without discipline
- ☐ Keep your long term goals in sight
- ☐ Don't stray from the right direction
- ☐ Try and improve your work

### 4 Utilize Time Thoughtfully

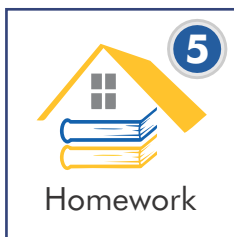


- ☐ Do not pull off things for tomorrow what you can do today
- ☐ Complete tasks at time
- ☐ Time is money and everything
- ☐ Divide tasks into parts and complete them

### 5 Apply Balanced Behavior



- ☐ Ethics does not mean to make life mechanical
- ☐ Take care of yourself and be at ease
- ☐ Sleep well and eat properly
- ☐ Take time to rest and work reenergized
- ☐ Take the work in the right direction by prioritizing



## Self-Analysis: Five rules of improving work ethics



Read the following rules and after analyzing yourself answer if you follow these rules.

### Ensure Punctuality:

1	Do you reach at your workplace before or at time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2	Are you improving and enhancing your work due to your regularity?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3	Do you connect your work performance to time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4	Do you keep true to your plan and schedule?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### Implement Professionalism:

1	Do you think that shirt and tie is professionalism?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2	Are you improving your behavior, manners and values?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3	Do you stay positive and help others?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4	Do you show honesty and are not inconsistent in your words and actions	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### Disciplining and Assessing Yourself:

1	Do you believe discipline is integral for better work?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2	Do you keep your long term goals in sight?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

3	Do you not let yourself stray from the right direction?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4	Do you try to improve your work?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### Utilizing Time Thoughtfully:

1	Do you put things for tomorrow what you can do today?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2	Do you complete your tasks at time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3	Do you think time is money and everything?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4	Do you bifurcate your tasks to complete them?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### Applying a balanced behavior:

1	Does ethics mean making your life mechanical?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2	Do you take care of yourself and live at ease?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3	Do you sleep well and eat properly?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4	Do you take time to rest so you can work reenergized?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5	Do you take the work in the right direction by prioritizing?	<input type="checkbox"/> Yes	<input type="checkbox"/> No





## Problem Solving

Problems Solving

2  
Hours

- How to solve problems
- Solutions for problems
- How does a surveyor solve problems while working?
- Advantages of better problem solving

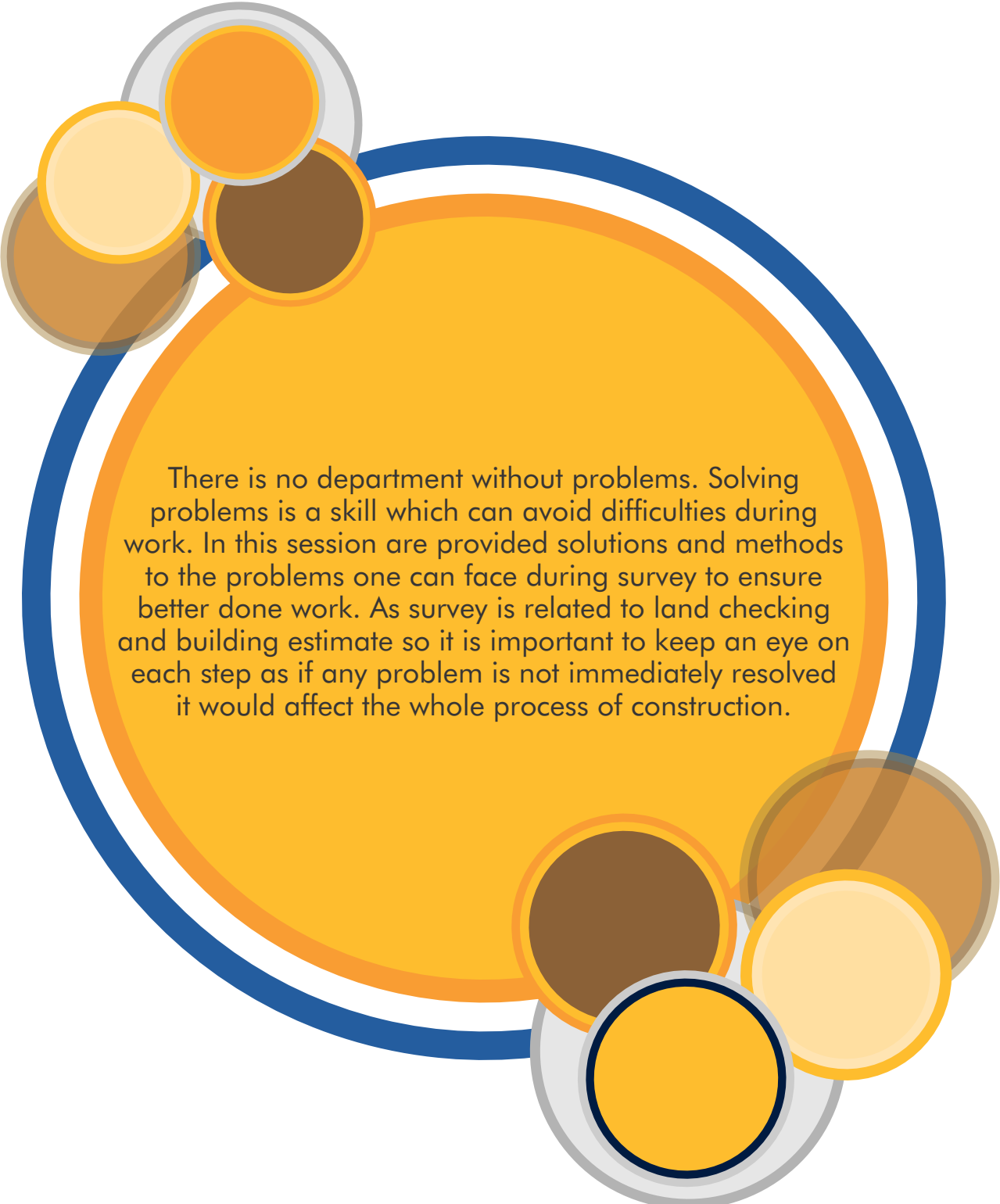
Listen to the story!

In olden times a trader used to load salt on his donkey to sell in the city. A stream used to come in his way which he had to cross in order to reach the city. One day while crossing the stream the donkey fell off in it. When the donkey was dragged out of the water he felt himself lighter and he was very happy. He would deliberately fall in the stream every day. The trader understood the donkey's slyness and one day he replaced the salt with cotton. This time when the donkey fell in the stream it became very difficult for him to get up. The owner had to beat him with sticks to get him out. This way the trader taught the donkey a lesson and solved his own problem as well.

**Moral: Identifying the problem and solving it.**



## Session Summary



There is no department without problems. Solving problems is a skill which can avoid difficulties during work. In this session are provided solutions and methods to the problems one can face during survey to ensure better done work. As survey is related to land checking and building estimate so it is important to keep an eye on each step as if any problem is not immediately resolved it would affect the whole process of construction.

## Problem Solving

### Instructions

Read the conditions provided and tell what solutions would you give to solve these problems?



Rehan and his team went to survey on a land of 2 acres 2km away from the city which consisted of some hilly and some plain terrain. After reaching there they realized they had forgotten the leveling equipment.

What is the reason behind the problem? .....

What solution do you propose? .....



Amir works as a quantity surveyor and he has made and presented to the client the bill of quantity for a four storey building. A week later the client tells that most of material is unavailable at the market and there is a rate difference in some materials.

What is the reason behind the problem? .....

What solution do you propose? .....



During inspection of the construction of a bridge on the river the water level increased due to more water in the river which posed a danger to the life of the workers. When he ordered to stop the work the contractor started arguing with Bilal as it was causing him a loss of millions.

What is the reason behind the problem? .....

What solution do you propose? .....

## Problem Solving

An act through which issues or problems faced during work can be resolved at time and be solved in a better manner is called Problem solving.

### Common problems of a surveyor:

1



Lack of Technical Skills

2



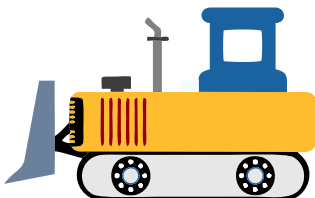
Communication Problems

3



New Machinery and Equipment

4



Difficulty in new technology and methodologies

5



Safety Hazards on the site

6



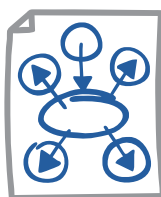
Sudden accident or getting hurt

7



Other people or possessions being harmed

8



Unclear signs and symbols in the drawing

9



Wrong tabulation of measurements

## Effect of surveyor's problems on work:

1



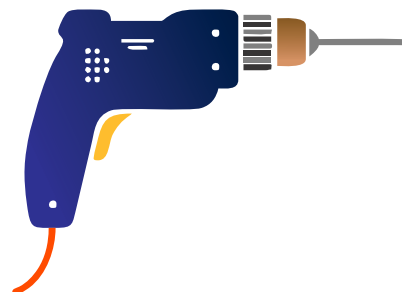
Work not getting complete in the right manner

2



Lack of Information

3



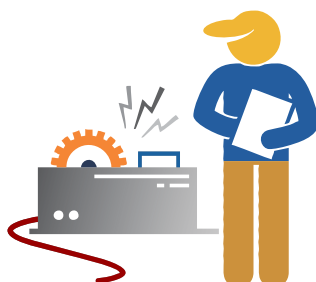
No utilization of machinery and equipment

4



Non innovation in work

5



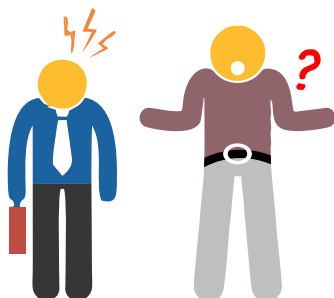
Sudden stopping of work

6



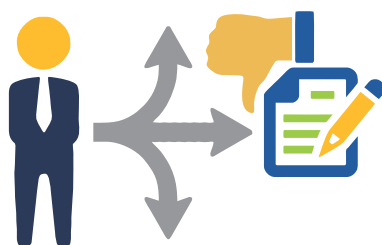
Lack of maintaining a good reputation

7



Disapproval of the drawing from the client

8



Difference in results

9



Not getting a final yes from the clients

## How should a Surveyor Resolve Problems During his/her Work?

<div>1</div>  <p>Identification and Details of the Problem</p>	<p>Explain the problem as clearly as possible and know about such manners, conditions, time and circumstances that make it a problem.</p>
<div>2</div>  <p>Find possible solutions</p>	<p>Create a list of all possible solutions. By using your creative capabilities you can find the best solution to the problem</p>
<div>3</div>  <p>Analyze for the solution</p>	<p>Contemplate on the solution and find numerous solutions. Skip the less beneficial solution and arrange all other solutions in preferential order. Assess the benefits and harms of each solution.</p>
<div>4</div>  <p>Decide for the solution</p>	<p>Assure who is to act on the solution. Also clarify which steps are to be taken when for the solution.</p>
<div>5</div>  <p>Take steps towards the solution</p>	<p>Take steps for solution according to the plan.</p>
<div>6</div>  <p>Assess the results</p>	<p>Think how effective the solution is. Make changes so that the results improve and accordingly resolve the already present problem.</p>



## Problem Solving Exercise

Your Department:

☐ Civil Surveyor

☐ Quantity Surveyor

☐ Safety Inspector

1

Identification and  
Details of the Problem

2

Find possible  
Solutions

3

Analyze  
for the Solution

4

Decide for the  
Solution

5

Take Steps Towards  
the Solution

6

Assess the  
Results

## Advantages of Problem Solving



After explaining this handout role play the act provided in TN-03

1



Safe from  
harm

2



Saved Time and  
Money

3



Increase in client  
satisfaction

4



Assurance of safety and  
health

5



Increase in  
knowledge

6



Increased  
performance

7



Innovation and  
novelty

8



Standard quality  
work

9



Effective and functional  
results



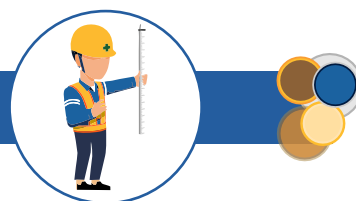


## Problems of Surveyor and Safety Inspector



What problems can you face during work as a civil surveyor, quantity surveyor and safety inspector? Write the problems in the second column and their solutions in the third:

Civil Surveyor



Important Task	What problems can be faced?	How can they be solved?
<b>1</b> Inspection of the Survey Site		
<b>2</b> Informing People Accompanying You		
<b>3</b> Division of Work		
<b>4</b> Preparing a map/ making Drawing		
<b>5</b> Preparing a Report		
<b>6</b> Presenting the Report to the Client		

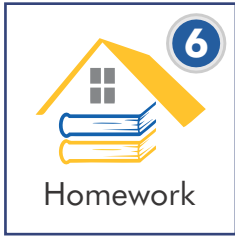




Important Task	What problems can be faced?	How can they be solved?
<b>1</b> Reading and understanding the drawing		
<b>2</b> Telling the team the details of work		
<b>3</b> Getting information from the team		
<b>4</b> Making the rate list of items		
<b>5</b> Preparing a report		
<b>6</b> Providing all information to the client		



Important Task	What problems can be faced?	How can they be solved?
<p>1</p> <p>Inspection of the work place</p>		
<p>2</p> <p>Visit for an important work</p>		
<p>3</p> <p>Informing about imminent danger or accident</p>		
<p>4</p> <p>Taking photographs of the workplace</p>		
<p>5</p> <p>Accessing the environmental parameters</p>		
<p>6</p> <p>Presenting the report or recommendations</p>		



## Our Daily Issues



Keeping your personal and professional life in mind and analyzing the provided conditions tell about a problem you faced. What was the reason behind that problem and how you solved it?

**Personal Life**

What problem did you face? .....

.....

.....

.....

---

What was the reason behind the problem?.....

.....

---

Who did you ask for help?

<input type="checkbox"/> Relatives	<input type="checkbox"/> Others (explain)
<input type="checkbox"/> Friends	_____
<input type="checkbox"/> Parents	_____
<input type="checkbox"/> Teachers	_____
<input type="checkbox"/> Colleagues	_____

---

What steps did you take? .....

.....

---

What were the results? .....

.....

**Professional Life**

What problem did you face? .....

.....

.....

.....

---

What was the reason behind the problem?.....

.....

---

Who did you ask for help?

<input type="checkbox"/> Relatives	<input type="checkbox"/> Others (explain)
<input type="checkbox"/> Friends	_____
<input type="checkbox"/> Parents	_____
<input type="checkbox"/> Teachers	_____
<input type="checkbox"/> Colleagues	_____

---

What steps did you take? .....

.....

---

What were the results? .....

.....



## Occupational Health and Safety

Health &  
Safety



3  
Hours

- Professional safety
- Safety guidelines for survey and safety inspector
- Personal safety and security at the workplace
- Emergency planning


### Listen to the Story

Once upon a time a street vendor was selling Chana Chaat and Fruit chaat. One day reached work late and started the day without cleaning the place or the utensils as it was almost lunch break at offices and he was about to get an influx of customers. But that day the customers would come, look at the stall and then the vendor and leave without buying anything. This worried the vendor a lot, but he couldn't understand the reason behind it. Night came, yet only a few customers had purchased Chaat from him. Later, when he went home, he brought the topic up to his wife. His wife calmly listened to him and urged him to think of the reason behind it. The husband said that he was running late in the morning, so he started working without cleaning the place and the equipment, most probably the dirty dishes and place drove the people away.

**Moral: A business suffers if cleanliness is not kept in mind.**



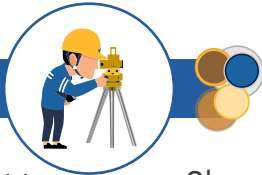
## Session Summary



It is the responsibility of both the organization and the people working there to ensure a healthy, safe and cleaner workplace for the employees. Safety and health are very important in construction work. For survey far flung areas need visits and plains, mountainous and desert land pose different dangers from which safety is necessary. This session includes identification of hazards and their prevention plans as well as occupational safety and health so that people can finish work in a safe manner ensuring the safety and health of everybody.

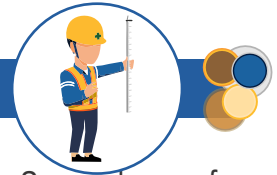
## Guess Who?

Rashid



Rashid and his team went to an area, 2kms away from population for a topographic survey. The weather was hot, and the sun was strong however they started their work when one of his team members fell backwards while measuring and his head started bleeding profusely.

Aamir



Aamir went to survey at a 2 canal area for a house construction. The construction site was on a hilltop the height of which was 20km. On climbing Aamir's foot slipped and he slid downwards.

Rizwan



Rizwan surveyed the market to prepare a bill of quantity and sat down to jot the information on his computer as soon as he came back. His head started hurting and he got woozy.

Waqas



Waqas was assigned the task of cutting tile during the construction work. He neither used his gloves nor safety goggles. One day while cutting tile small fragments of it landed in his eye and gave him pink eye.

Usman



Usman was going to the fourth floor of a building being constructed via the elevator. The lift stopped midway. The people below told him by hand gestures that any more movement might break the rope of the lift immediately. Usman got worried sick after knowing that

### Questions

Read the above provided situations and tell:

- Why did the safety and health hazard take place in each situation?
- What steps would you take in such situation?
- What do you think should be done to prevent the dangers posed during work?

# Occupational Health and Safety

Occupational Health and Safety means to ensure a healthy, safe from dangers and better environment for the employees at the workplace.

## Types of hazards

### Environmental Hazards



Such dangers or accidents that happen due to natural or environmental elements.

### Human Hazards



Any dangers or accidents that happen due to people or personal interference.

## Environmental Hazards:

1



Working continuous in the heat

2



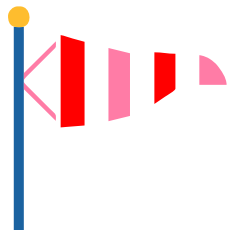
Constant excessive noise

3



Dust

4



Strong wind or storm

5



Rain

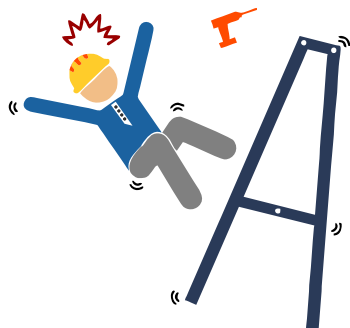
6



Nearby channel, stream or river



1



Falling from heights

2



Fire

3



Drowning in water

4



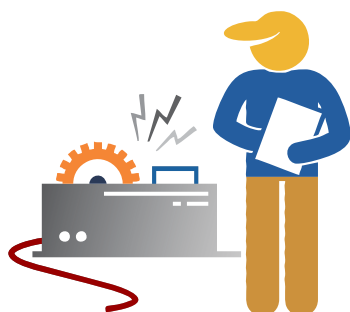
Get electric shock

5



Effects of chemicals

6



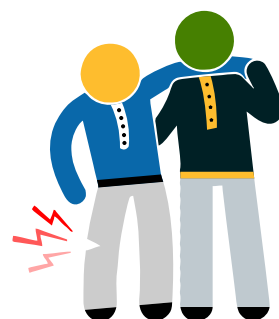
Wrong use of machinery

7



Presence of traffic

8



Getting injured by sharp weapons or machinery

## Safety Rules for Surveyor and Safety Inspector

### Civil Surveyor:



1



Before survey acquire knowledge of the survey location, land conditions and nearby places.

2



Definitely use safety helmet, shoes, goggles, gloves and safety belt.

3



Wear a mask at the places of dust, dirt, chemicals or smoke.

4



In case of survey at a heavy traffic area or road use traffic cones.

5



Check weather conditions before survey.

6



Carry an emergency warning device with you.

7



Carry food and eatables alongside for far flung or congested areas.





8




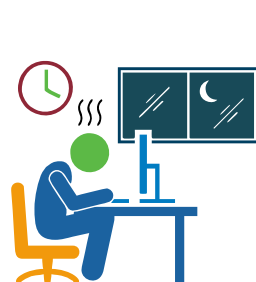


Always carry a first aid box.



کوانٹیٹی سرویزر کا کام چونکہ تعمیرات کے سامان اور ریٹ کی فہرست کی تیاری ہے لہذا اسے چاہیے کہ وہ تیار ہونے والی جگہ کے لیے صحت و حفاظت کو مد نظر رکھے:

- |   |  |
|---|--|
|  <p>1</p> <p>For strength of the building correctly estimate the foundation, walls and ceilings.</p> |  <p>2</p> <p>Providing material that can bear natural disasters (earthquakes, lightning, windstorm).</p> |
|  <p>3</p> <p>Keep an eye out for fire extinguishers and emergency exits.</p>                        |  <p>4</p> <p>Suggesting standard quality apparatus for electric equipment.</p>                          |

Apart from that the Quantity Surveyor should act on the following rules:

- |   |   |
|---|---|
|  <p>1</p> <p>Not to work for elongated periods of time</p> |  <p>2</p> <p>Not to work in dim light or dark</p>           |
|  <p>3</p> <p>Keep hydrated during work</p>                 |  <p>4</p> <p>Work in a comfortable appropriate position</p> |



Safety inspector will ensure that workers will follow the given principles:

1



To implement safety rules and regulations at the site of construction.

2



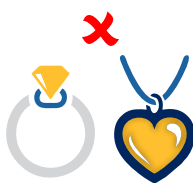
Inform the workers of the safety rules and signs of danger.

3



Always use safety goggles, gloves, mask, safety belt and helmet.

4



Not to wear rings, bracelets or necklaces during work.

5



Only wear the official recommended dress ware when working on a machine

6



Do not take dangerous material (alcohol, sharp weapons, explosives, lighter, matchsticks, cigarettes or drugs) alongside at workplace.

7



Do not work constantly in heat and take reasonable breaks during work.

8



No cigarette smoking at workplace.

9



Dispose the rubbish appropriately.

10



Avoid using inappropriate routes and no running on stairs or passageways.

11



Make appropriate arrangements when working at heights.

12



Carry a technical inspection before operating machinery or lift.

## Personal Safety and Health at Workplace



Observe your work as a Civil Surveyor, Quantity Surveyor and Safety Inspector and tell which equipment will be needed during work?

1



Survey Helmet/Hat

2



Safety Goggles

3



Mask

4



Covers to wrap ears

5



Safety Belt

6



Life Vest

7



Gloves

8



Clothes to completely cover  
body

9



Safety Shoes

## Arrangement in Case of Accidents



Post explaining this handout, conduct the role play provided in TN-04

Remember

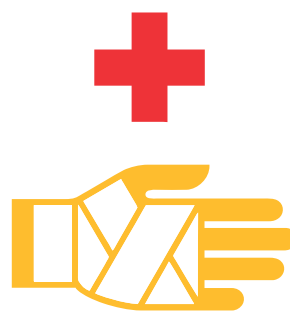
Take the following steps to make work place safe and avoid accidents:

1



Immediate availability of First Aid Kit

2



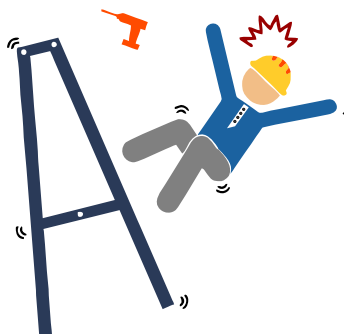
First Aid Training

3

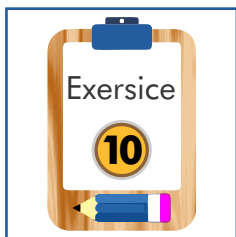


Knowledge of nearby hospital

4

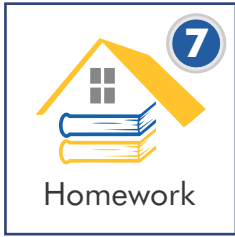


Immediately inform about the accident



## Personal Safety During Work

Safety Steps	When can you use them?	How can it help your work?
1 Survey Hat/ Helmet		
2 Safety goggles		
3 Mask		
4 Covers to mask ears		
5 Safety Belt		
6 Life Vest		
7 Gloves		
8 Dress to\ completely cover body		
9 Safety shoes		



## Risks of Dangers at Work place

Visit the site with your Civil Surveyor, Quantity Surveyor or Safety Inspector and identify the imminent dangers and precautionary safety steps and complete the sheet.



1



What kind of dangers related to health and safety are there?

2

Who can be affected by these risks?

3

What steps are being taken to be safe from these risks?

	What kinds of risks are present?	Who can be affected?	Safety Steps
 <p>Environmental Dangers</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
 <p>Human Dangers</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>



## Job Placement

### Job Placement



3  
Hours

- Finding Vacancies
- Preparing CV
- Preparing a cover letter
- Interview

### Listen to the Story:

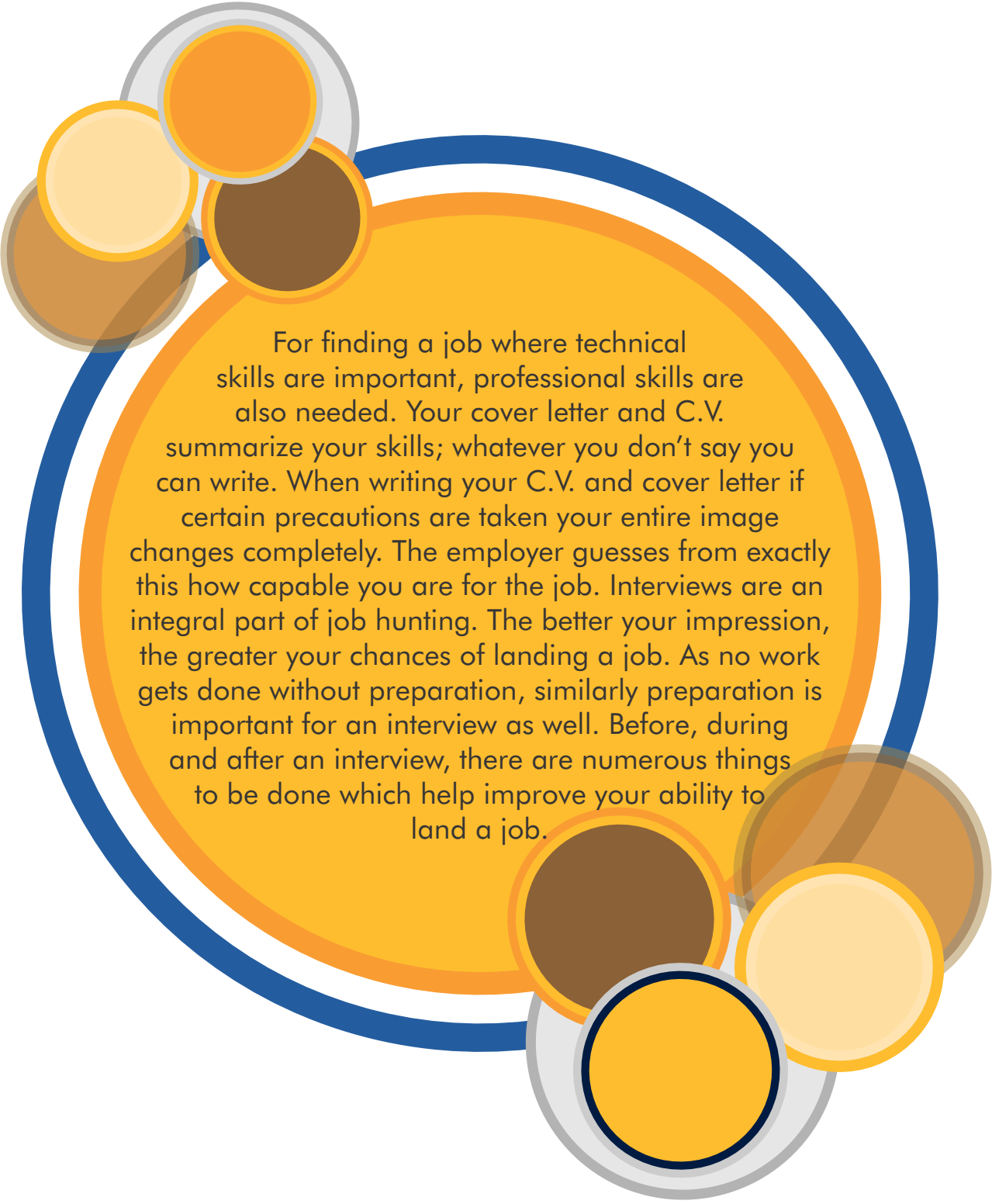
A young man went to a job interview. The interviewer told him that he has 10 minutes to tell us something about himself but under the condition that he could not talk. The adolescent got confused and started thinking how to tell something about himself without talking. He started using sign language to tell the interviewer. Ten minutes went by without him even telling his name to the interviewer.

For the same job another youth came for the interview. He was well dressed and entered the room with confidence. The interviewer similarly told him that he has ten minutes and he like the person before has to tell about himself without talking. The gentleman smiles, gets his C.V and cover letter out of his file and sits back down. The interviewer gets surprised and reads his C.V. Ten minutes later the youth says I hope you know everything about me now but if you have any further questions you can ask me. The interviewer smiles and silently gives him the employment letter.

**Moral: You should not speak but your preparation and documents should speak for themselves.**



## Session Summary



For finding a job where technical skills are important, professional skills are also needed. Your cover letter and C.V. summarize your skills; whatever you don't say you can write. When writing your C.V. and cover letter if certain precautions are taken your entire image changes completely. The employer guesses from exactly this how capable you are for the job. Interviews are an integral part of job hunting. The better your impression, the greater your chances of landing a job. As no work gets done without preparation, similarly preparation is important for an interview as well. Before, during and after an interview, there are numerous things to be done which help improve your ability to land a job.

## Job Hunting

### Instructions

Read the story below and answer the questions:

- What were the reasons that Yaqoob didn't get the job?
- Why was Shakeel successful in getting the job?



Yaqoob has recently finished a course for Civil Surveyor and he is looking for a job in a good organization. He has counselled with his friends and acquaintances, but they turned futile. He started job hunting through a famous newspaper. He applied in various companies and many asked for his C.V. and cover letter. But he knew nothing about both these things. He would look at the adverts on the lamp posts and walls and hoped for a miracle in finding a job but he remained unsuccessful.



Shakeel has completed a surveyor's course from an institute. That institute has taught Shakeel how to make a C.V. and cover letter alongside his technical training. They also taught him about the things of importance in an interview. Post his course Shakeel saw an ad for an assistant surveyor in an international company. Shakeel contacted the organization and they asked him to send his C.V. and cover letter. The very next day Shakeel sent his C.V and cover letter. A few days later they called Shakeel for an interview and he landed the job as an assistant surveyor in that company.



## Few Questions Before Job Search



Before searching for a job, make sure that you have the answers to following questions:

**1** Where and at what level do you want to work? .....

.....

.....

.....

**2** What kind of work do you like? .....

.....

.....

.....

**3** What kind of people would you like to work with? .....

.....

.....

.....

**4** What resources would you use to search for a job?

☐ Relatives/friends

☐ Newspapers

☐ Internet

☐ T. V/ radio

☐ Social media

☐ Others

## Preparing C.V

### What is C.V:

- An essential document for every person who is searching for a job
- The summary of your education, experience and other information
- It is helpful for choosing people for potentially suitable job and interview
- In addition to your background, previous and ongoing activities, it throws light on you future goals.

### Important aspects of a C.V:

1	<b>Heading:</b> Write your name and contact number at the start. You may also include you e-mail and fax number
2	<b>Objectives:</b> the job that you are trying to get, will be the goals of the application. To write the objectives, answer the following: <ul style="list-style-type: none"><li>▪ What level of skill do you want to acquire?</li><li>▪ What kind of responsibilities can you fulfill?</li><li>▪ What kind of expertise can you use, for this job?</li><li>▪ It is preferred that you provide extensive objectives in your c.v. However, you can also write the objective briefly.</li></ul>
3	<b>Education:</b> If you are a fresh graduate (in last 5 years), write that first. If you are already doing a job or have a higher/specialized degree, then mention them first, and then mention the name of the institute and date of completion.
4	<b>Work Experience:</b> Start from your most recent experience. Include the name of the organization, designation, city, country and duration of work. Focus on the responsibilities of your current job. Only include the list of responsibilities that you are exclusively taking care of. If you are a fresh graduate, mention the details of any part-time work or summer internships that you may have done.
5	<b>Interests:</b> inclusion of this part is up to you. Only include it, if your interests are job-related
6	<b>Reference:</b> If you have a lot of references, prepare a list. Otherwise, you may also write "References available upon request", at the end of the C.V

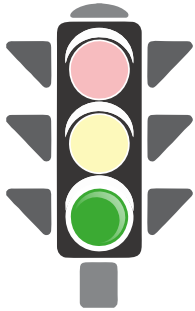
## Sample Resume

32-A, Zafar Ali Road, Behind State Guest House, Lahore  
042-4457899, shakeel123@gmail.com

# Shakeel Ahmad

Professional Summary	Observant Land Surveyor possessing a keen eye for detail whilst determining boundaries of land parcels and specific properties at assigned locations for various projects. Adept at developing detailed maps, drawings, diagrams and design plans. Committed to ensuring accurate results.
Education	Bachelor of Science, Civil Engineering in 2012
Experience	<ul style="list-style-type: none"><li>▪ <b>September 2015 to Present</b></li><li>▪ As lead surveyor in Global Development Corporation.<ul style="list-style-type: none"><li>▫ Ensured that all required survey information was collected per project requirements.</li><li>▫ Worked with surveying staff, architects and mapping staff to ensure consistency.</li><li>▫ Maintained an updated database of project-related geographical information.</li><li>▫ Prepared initial sketches of areas before any excavation work took place.</li><li>▫ Calculated height, depth, width, distance and other key factors.</li><li>▫ Resulted any issues with surveying results in a timely manner.</li></ul></li><li>▪ Clearly determine boundaries for each surveying assignment.</li><li>▪ May 2013 to August 2015</li><li>▪ Assistant Surveyor in Sajjad Land Survey Company</li></ul>
Interests	Finding Maps, Watching Geographics videos, Drawing etc.
References	References will be furnished on demand

## What Points must be kept in Mind while Preparing the C.V?



DO'S



Provide full details of contact and ensure that they are not inaccurate



Edit your c.v the word count and make it brief



Before sending your c.v to the relevant place, ensure that there are no spelling or grammar mistakes.



Highlight your achievements and strengths. Explain your strengths based on the needs of the employer.



Provide complete details for your c.v. Incomplete information does not show your expertise.



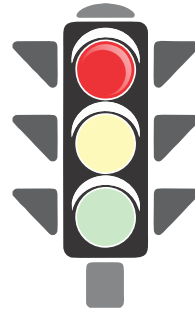
Mention the important information within the upper portion of the c.v



Use underline, bold edit and bullets, so that bisections are visible



Use high quality paper for printing your c.v and use plain white paper instead of colorful ones



DON'Ts



Avoid abbreviations and short-hand while writing your name and address.



Do not include details of your current or last salary. Talk about salary in the interview



Do not include the reason you left your previous job, in your c.v



Avoid lying and exaggeration in your c.v



Do not make untrue claims



Use only one font-size in each page. You may increase the font-size for heading



Do not use more than 2 pages



It is unnecessary to write "c.v" at the top of the page, as it wastes time.

## Cover Letter

When you send your C.v for a post/position, you also attach a short written brief, which is called cover-letter.

### Why is cover-letter important:

Without even focusing on the c.v, the concerned person will read the cover letter. If it is badly written, the reader will try to get rid of it or put it in a trashcan. But if the cover-letter is well-written, attractive and simple, the reader will immediately start reading your c.v. It's very easy!

### What should you write in a cover-letter?

It is possible that the person reading your cover-letter is busy or does not wish to waste his time, reading an unnecessary brief. So, the cover-letter must be such that it can be read easily. It is brief, succinct and based on relevant information. Avoid using difficult words.

### Keep following things in mind for your cover-letter:

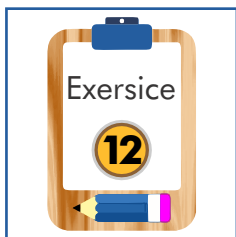
5	4	3	2	1
Mention the position that you are applying for	Mention how you found out about the position	Mention why are you applying for the position	Explain how you may prove an asset to the company	Request for an interview



## Job Application (A Sample)

Your complete address Contact number and E-mail address	
Date	For instance: Wednesday, November 12th, 2017
Name an address of the one, it is addressed to	Include the details of the person/organization, to whom you are sending the application; their name, designation, name of organization and address. Write these details on the envelop.
Topic	It shows the purpose if the application, such as "Job Application"
Salutation/ Greetings	<p>A letter written in English, always starts with "Dear". if you do not know the relevant person, you may also write:</p> <ul style="list-style-type: none"> <li>Dear Sir</li> <li>Dear madam</li> <li>Dear Mr. Khan</li> <li>Dear Mrs. Khan</li> </ul> <p><b>Note:</b> If you do not know the relevant person, always write Dear Sir/Madam</p>
Body	<p>Cover-letter must consist of 3-6 lines. As it has been previously mentioned:</p> <ul style="list-style-type: none"> <li>Mention the position you are applying for?</li> <li>How did you find out about the post?</li> <li>Explain why you want to work on that position?</li> <li>Also explain, how will you benefit the company</li> <li>Request for interview</li> </ul>
The Ending	At the end, write: Yours sincerely, yours faithfully, yours truly
Your Signature	Sign, using Black or Blue ink.
Your Name	Write your full name. For instance: "Muhammad Javed Khan"

**Note:** Some places require hand-written cover-letter but always send typed cover-letter. This ensures the legibility of the letter.



## Your C.V



Prepare the biodata, based on the format given below, if necessary, take suggestions from a teacher, friend or someone who has experience.

### My Resume

Address: \_\_\_\_\_ Tel No: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Name**

---

Professional Summary	
Education	
Experience	
Interests	
References	

Instructor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## What is an Interview



After explaining this handout do the role-play provided in TN-05.

For filling any vacancy in any company or organization the conversation b/w the employer and employee so that they can know about each other is called an interview.

### What is the focus of an interview

For selection of any candidate, 3 points are kept in mind:

1

What can you do for us?

If you are hired, how you would distinguish yourself from other applicants? The answer is your education, past experience, specific skills, and other information is the answer

2

Why do you wish to work for us?

Employers want to ensure that the selected candidate has substantial knowledge about the organization, profession and the post. As a candidate, you have to explain why you are interested in working for that organization? You also have to tell your employer that you have a realistic outlook regarding the and it holds relevance for your short and long-term goals

3

What kind of personality do you have?

Employers focus your attributes, such as your level of motivation, passion to excel, creative thoughts, problem-solving abilities and teamwork. They also focus on how would these attributes play a role if you are given the job. Every employer is in constant search of a good personality, with regards to their organization.

4

What can you do for me?

Often times, the candidates consider the interview as one-sided process which is not right. Without a doubt, the interview is conducted by the employer but the candidate must also interview the interviewer regarding their organization, using their methodology. How will the organization prove effective in your professional progress.

5

Why do I wish to work for you?

How does the organization align with my short and long-term goals? Do I understand this job and industry fully? Is this job appropriate for me?





6

What kind of personality you have, as an individual or organization?

Is it an organization that I will like working for? Am I working for people that I will have to spend at least 8 hours with

## Instructions for the Interview

### Before Interview:

	<p>Research regarding the interview:</p> <ul style="list-style-type: none"><li>Take help of courses or professional coaches for job preparation</li><li>Read the written material, such as handouts, available for interview preparation and skills.</li><li>Practice giving interview with the help of a brother or sister</li></ul>
	<p>Assessing your value:</p> <ul style="list-style-type: none"><li>Assess your experience and education for the job that you wish to apply for. Evaluate your education, skills, goals, interests and abilities. During the interview, explain how are your abilities relevant to the post you are interviewing for.</li><li>Look for your weaknesses and decide how would you respond to difficult questions?</li></ul>
	<p>Information regarding employer and the department:</p> <ul style="list-style-type: none"><li>Know about the company's website or company's work and the position that you are interviewing for.</li><li>Get information regarding the department you wish to work in (for instance: teaching or management, etc.)</li><li>Talk to the people that have already done similar kind of jobs</li></ul>
	<p>Make a strategy for interview:</p> <ul style="list-style-type: none"><li>Based on your self-evaluation, identify your qualifications and attributes that the company wishes to see in their "ideal candidate"</li><li>Make a list like "five stories of success", i.e., situations where you have proven to be exceptionally impressive and you were proud of your performance. You cannot pre-empt interview questions but if you have prepared 5 strong examples, you will be able to find the answer immediately.</li></ul>

5



Practicing for typical questions for interview.

It is impossible to know the specific questions that shall be asked. However, some questions are asked in every interview. For instance:

- Tell us about yourself
- Why are you interested in working with us? what do you know about us?
- What are your strengths and weaknesses?
- What are your objectives/goals?
- How do you consider yourself the best candidate for the position?
- What do you want to ask, form us?

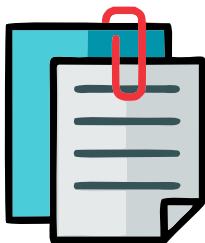
6



Practice for the questions that you may ask during interview:  
Prepare a list of questions that you will ask the interviewer

- Avoid questions, the answers to which you can find yourself, with some effort.
- Show that you have done your homework regarding the company (asking about the date of establishment is not a good questions, since that is mentioned on the company's website)
- You require such information that will help you decide. Ask relevant and deep questions

7



Prepare a file for your documents:

Before going to the interview, put all your documents that you may need, in a file. These will include:

- Cover-letter, biodata, references.
- Academic certificates
- Letters or certificates from your old jobs
- Any such document that confirms the information given in the biodata/c.v

8



Presentation:

- Select a good dress for going to the interview. Ensure that you look professional and worthy of praise or the day of interview.
- Ensure that you get adequate sleep before the interview

## During the Interview:

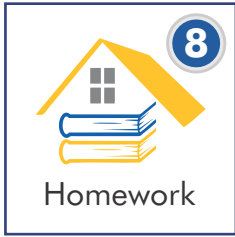
- Adopt a polite and positive attitude. Avoid pacing. Express your passion for the job and interview. At the end of the interview, thank the interviewer
- Body language is very important. Ensure that you are standing straight and maintain eye contact. It shows that you are confident and self-assured. No organization wants to hire worried and unsure individual. However, ensure that you are not over-confident
- Never make the mistake of thinking that the interview is just a cursory meeting. It is a huge mistake to assume that you will get the job
- Focus on your strengths and forget your little weaknesses. Even though you may be able to describe yourself in a favorable light, no person is complete. Everyone has strengths as well as weaknesses. Keep your strengths in mind during the interview.
- If you are unable to understand a question, during the interview, ask again. If you are unsure of the right answer, ask the interviewer to give you 1-2 minutes. During this time, think and give the correct answer.
- Maintain eye-contact during the interview but do not over-stretch it. Eye-contact will show your confidence and truthfulness
- Avoid criticizing your previous employer or company.
- Don't be hasty in discussing the salary. Listen to the interviewer carefully. It is possible that they may discuss salary.



## After the interview:

- Thank the interviewer for his consideration and time
- Avoid calling immediately to know about the result of the interview
- If you are interest in the job, follow-up via phone call or E-mail after a week





## Practicing for the Interview at Home



Imagine that you have been called for an interview. Think how will you respond to following questions during the interview. Write your answers in the space provided:

**1** What is your biggest weakness? .....

.....

.....

.....

.....

.....

**2** What is your biggest strength? .....

.....

.....

.....

.....

.....

**3** When was the last time you were angry? What had happened? .....

.....

.....

.....

.....



4 Would you like to work alone or as a team? Give some examples of teamwork .....

.....

.....

.....

.....

.....

.....

.....

.....

5 Why do you consider yourself suitable for the job? .....

.....

.....

.....

.....

.....

.....

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6 What are your goals for the next 5 years? .....

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## How to Conduct the Sessions of the Course?

### Important Information Related to the Course

1

Conduct a pre-test before the start of a session

2

The instructor while read out loud all the questions of the pre-test and if the students do not understand a question or word it will be explained to them

3

The pre-test will be provided according to the number of students and the instructor will tally them post collecting

4

The test will be marked according to the performance and the result will be tabulated in the file

5

The students will be explained the objectives of the session

6

The story provided in the session will be told in an interesting manner and it will be connected to the main objective of the session

7

Duration of the session will be kept in mind and the session will end according to the pre allocated time

8

Students will be informed of the session and its subparts alongside the summary of the session

9

All the session activities will be conducted according to the time, directions and methods giving in the trainer manual

10

According to the directions provided in the trainer manual all important activity props should be prepared beforehand

11

At the end of the session a post-test will be conducted and the results will be registered post counting the received tests

12

The assessment sheet will be completed according to the directions provided

13

Obtained marks will be transferred to the final sheet

14

A proper record will be maintained for the obtained marks and the students will be informed of their obtained marks

15

Wherever the students have margin of improvement in their soft skills they will be further guided

## What to include in your Presentation?

### What it is?

Presentation is the act of laying out a topic in front of people. It usually helps guide and convince audiences over a specific point through demonstration, introduction, lecture and speech.

### Why?

Effective presentation skills help reduce the communication gaps which are probably the biggest reason behind work related problems. Such skills effectively transfer messages and positively affect people's confidence as well as other communication skills. Good presentation skills make your importance visible not only in front of your client, organization's owners and heads but also amongst your peer employees.

### What will be accessed?

While evaluating presentation skills the following aspects will be accessed and keeping them in mind points will be awarded:

<b>1</b> Command over topic	<b>4</b> Confident manner of speaking	<b>3</b> Keeping eye contact with everyone	<b>2</b> Explaining the topic and using examples	<b>5</b> Dress code, non-verbal gestures, facial expressions, smile, etc.
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Standard of Evaluation	Total Marks	Obtained Marks
<b>1</b> Importance of the topic	2	
<b>2</b> Details of the topic	2	
<b>3</b> Tone of voice, pronunciation and modulation	1	
<b>4</b> Accent and style	0.5	
<b>5</b> Confident manner	0.5	
<b>6</b> Examples from daily life	0.5	
<b>7</b> Relevance of the example to the topic	0.5	
<b>8</b> Hand gestures and posture	1	
<b>9</b> Facial expressions and smile	1	
<b>10</b> Physical appearance, kempt hair etc.	1	
<b>11</b> Appropriate and clean clothes, shoes, etc.	1	
Total Aggregate:	11	

## Score sheet for Soft Skills in Students


Name of the students.....Name of the course.....

Duration of the course (month).....Starting date of the course.....

Ending date of the course.....Name of the instructor.....

Name of the institute and address.....

#	Topics included within the course	Starting Date	End Date	Assessment Number	Total Marks	Marks for Pre-test	Marks for Post-test	Percentage of difference	Instructor's Signature
Part-1: Marks for pre and Post-test									
1				evaluation 01					
2				evaluation 02					
3				evaluation 03					
4				evaluation 04					
5				evaluation 05					
6				evaluation 06					
7				evaluation 07					
8				evaluation 08					
9				evaluation 09					
Total marks of Pre-test									



#	Topic of Presentation	Total Time for presentation	Total Marks for Presentation	Presentation at the start of the course	Presentation during the course	Presentation at the end of the course	Total Marks for Presentation	Obtained Marks	Instructor's Signature
Part-2: Marks for Presentation									
1									
2									
3									
4									
5									
6									
7									
Grand Total:									

Instructor's opinion regarding soft skills of student: .....

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Name and Signature of Instructor: \_\_\_\_\_

Name and Signature of Supervisor: \_\_\_\_\_

