# Program Information

## Lesson:

### *Employability Skills: Resource Management*

## Training:

## Premises Cabling

## Time frame:

### 60 minutes

# Instruction Section

## Learning Objectives:

# Effectively prioritize and schedule tasks to enhance productivity and meet project deadlines within the context of premises cabling projects.

# Delegate tasks and manage team dynamics to ensure efficient workflow and maintain high team morale, leveraging each team member's strengths and expertise.

# Develop skills to learn to create and manage project budgets to ensure financial efficiency, accurately estimate costs, and track expenses.

## Assessment Tools/Methods:

# Observe participants' engagement during discussions and activities.

## Learner Prior Knowledge:

# Basic Understanding of Cabling Projects: Familiarity with the fundamentals of premises cabling, including common tools, materials, and basic installation processes.

# Foundational Workplace Skills: Basic skills in communication, teamwork, and problem-solving, as these are crucial for effective resource management.

## Instructional Activities:

# Explain the session objectives: to enhance skills in time management, personnel management, and money management.

# Activity 1: Time Management

# As a group, have participants define time management and discuss its importance in premises cabling.

# Discuss the impact of poor time management (ex., project delays, increased costs)

# Introduce techniques like prioritization, scheduling, and the use of tools like time-tracking apps.

# Provide an example of a weekly schedule for a cabling project, highlighting key tasks and deadlines.

# Distribute the Office Cabling Installation Project Handout to participants.

# Explain that they will create a weekly schedule chart or timeline indicating the start and end dates for each task. They should highlight critical tasks and milestones to ensure the project stays on track.

# After completion of the task, allow participants time to share the way they chose to organize their schedule and allow time to discuss different options.

# Activity 2: Personnel Management

# Define personnel management and its relevance to cabling projects.

# Hold a group discussion to address the roles of team members and the importance of communication and delegation within a team.

# Cover key strategies such as setting clear expectations, regular check-ins, and conflict resolution, discussing how technicians should react to managers in these situations.

# Divide participants into small groups to role-play manager and technician scenarios from the Personnel Management Role-Play Handout.

# Groups role-play resolving the challenge using effective personnel management strategies.

# Discuss the results of the role-play and ask if there are questions or alternative answers to the scenarios.

# Activity 3: Money Management

# As a group, define money management and list reasons why it is critical to maintaining project budgets.

# Discuss common financial aspects in cabling projects (e.g., cost of materials, labor, and equipment).

# Provide participants with the Budgeting Basics for a Cabling Project Handout.

# Allow participants time to work through the basic budgeting activity independently or in small groups.

#  After the activity, discuss the challenges and successes of the activity with the group as a whole.

# What are the most important things to consider when budgeting for premises cabling?

# What part does a technician play in a budgeting situation?

# Activity 4: Conclusion:

# Summarize the main takeaways from the lesson while emphasizing the importance of balancing all three aspects of resource management.

# Allow time for participants to ask any remaining questions related to resource management skills.

##  Resources:

# Whiteboard and markers

# Office Cabling Installation Project Handout

# Budgeting Basics for a Cabling Project Handout

*Note: AI, specifically ChatGPT 3.5, was used to generate scenarios for this contextualized lesson plan.*

# Reflection Section

# Reflect on your personal growth and areas of improvement related to resource management skills. Consider practical applications of the lesson's content in real-world scenarios. Identify any questions or topics that require further exploration or learning.

**Personnel Management Role-Play Handout**

**Scenario 1**: "Feedback on Communication"

**Context:** You are a premises cabling technician who has recently completed a cable installation project. Your manager has scheduled a meeting to provide feedback on your communication skills during the project.

**Role-play:** You play the technician, and another participant plays the manager.

* The manager provides feedback on your communication with team members, clients, and stakeholders.
* They highlight instances where clear communication led to successful outcomes and areas where miscommunication caused delays or misunderstandings.
* The discussion focuses on improving communication strategies, active listening, and clarity in conveying technical information.

**Scenario 2**: "Clarifying Project Goals"

**Context:** You are a technician assigned to a new cabling project. Your manager calls for a meeting to discuss a specific issue related to meeting project deadlines.

**Role-play:** You play the technician, and another participant plays the manager.

* The manager addresses a specific challenge in meeting project deadlines, such as delays in material deliveries or unexpected technical issues.
* They provide guidance on prioritizing tasks, revising timelines if necessary, and communicating proactively with the team and client.
* The discussion aims to find solutions to the issue and ensure that future projects stay on track with clear goals and realistic timelines.

**Scenario 3**: "Client Satisfaction Improvement"

**Context:** You are a technician who interacts with clients during cabling installations. Your manager calls you in to discuss a specific issue related to client satisfaction.

**Role-play:** You play the technician, and another participant plays the client.

* The manager addresses feedback received from a recent client interaction, highlighting areas where the client expressed dissatisfaction or concerns.
* They provide guidance on improving client communication, addressing client needs promptly, and exceeding expectations to enhance overall satisfaction.
* The discussion focuses on practicing improved client handling techniques and strategies for maintaining positive client relationships.

**Budgeting Basics for a Cabling Project Handout**

**Scenario:** You are a technician in training working on a small-scale cabling project for a client's home office. Your task is to create a basic budget for the project, considering materials, labor, and miscellaneous expenses. (Note: Use online resources to help you estimate costs for the activity.)

**Key Tasks:**

1. **Materials Identified for Project:**
	* Ethernet cables
	* Wall outlets
	* Patch panel
	* Cable labeling tools
	* Testing equipment
2. **Labor Costs:**
	* Your hourly rate (or a standard hourly rate for technicians in your area)
	* Project manager's time (if applicable)
3. **Miscellaneous Expenses:**
	* Transportation costs (if any)
	* Contingency buffer (5% of total budget)

**Instructions:**

1. **Materials Costs:**
	* Research and estimate the costs for each item needed based on online prices or supplier quotes.
	* Create a list of materials with their estimated costs.
2. **Labor Costs:**
	* Estimate the number of hours you will spend on different tasks (e.g., cable installation, testing).
	* Calculate your labor costs using your hourly rate.
3. **Miscellaneous Expenses:**
	* Estimate transportation costs if you need to purchase materials or travel to the client's location.
	* Allocate a small contingency buffer (5% of the total budget) for unexpected expenses.
4. **Total Budget Calculation:**
	* Sum up costs from materials, labor, and miscellaneous expenses to calculate the total project budget.

**Deliverable:** Create a simple budget spreadsheet or document that includes:

* Itemized list of materials with estimated costs.
* Calculation of labor costs based on hours worked and hourly rate.
* Estimate of miscellaneous expenses and contingency buffer.
* Total project budget with a clear breakdown of costs.