# SBETODAY

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# BUSINESS

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# Beyond the Video: Why Your Small Business Needs a Customized Staff Training System

#### By Peggy Da Silva

Earlier this year the San Francisco Chronicle published a front-page article on the deaths of several PG & E electrical workers. Woven amidst the tragic personal stories of the workers and their families, was a practical and easy-to-miss thread: staff training. We saw notes on early training that was not relevant, training that was not put into practice, and seasoned workers who contradicted the trained practices of new staff. Company officials and union representatives ultimately all seemed to agree that more and better training is essential to prevention of tragedy and better work practices.

PG & E is a large company, and invests significant resources in staff training. Even so, constant updating and reevaluation of the investment – and its effectiveness – is needed. Many small businesses, on the other hand, do not take the first steps toward staff training. They rely on hope that new workers will learn effective practices from seasoned staff. They assert that they do not have the time or money to plan and implement effective training, yet pay the price of errors and injuries that inevitably result from their catch-as-catch-can approach.

A worker recently told me of her first week at a small business. She was responsible for managing the front of the shop, a position for which there was no job description. The owner told her to watch him handle the activities for an hour, then take over. He told her to ask him any questions that arose over the course of the next few days. Having recently moved from a business with a comprehensive new-staff training program, this worker was nonplussed, but gave it a try. She told me that she interrupted the owner's work several times each hour with questions. Frustrated, she began writing down procedures, hoping that the next person to come in as new staff would not have the experience she had had. Beyond her frustration, the question emerges: did that owner save time or money by not investing in staff training?

There is a better way: A concise, but comprehensive, staff training system can help



Peggy Da Silva, Consulting for Community

small businesses become more sustainable and more effective organizations for the long-term.

"Watch me and then do it" is not a staff training program. Planting a new staff member in front of a mass-produced video is not, either. Every small business owner knows that his or her business is somewhat unique, and there are complexities to the most simple task. Creating a training program for new hires, and a training system that will monitor, adapt and grow with retained staff, takes some investment up front. But the payoff?

- Staff satisfaction and retention: People want to know what is expected of them so that they can do their jobs well.
- Consistency: Writing job descriptions and competencies for different staff functions assures that everyone agrees on what is expected. A bonus is that unclear practices, often handed down over time, come to light and are corrected.
- Equity and collegiality: New and seasoned staff have a basis for conversation about work practices; corrections are based on facts instead of opinions, and everyone can contribute to making the work better.

Continued on page 3

## **REQUESTS FOR BIDS & SUB-BIDS**

#### **Sukut Construction, Inc.**

Is requesting sub-bids/supplier quotes from qualified DBE/MBE/WBE/DVBE Subcontractors, Suppliers, Manufacturers, & Truckers for the following (but not limited to) work:

SWPPP-BMP Installation & Maintenance, Temp. Power and Fence, Office Trailer, QC & Testing, Traffic Control, Trucking, Blasting, Minor Concrete Structures, AC Paving, Masonry Retaining Wall, Fencing, Landscape & Irrigation, Aggregates, Concrete, Asphalt, Rip Rap, PVC Pipe.

San Diego Gas & Electric
Los Coches Substation Modification Phase 1
Site Development Project
San Diego, California
BID DATE July 11, 2013 @ 12:00 p.m.
Sub & Vendor Bids Due Prior



#### **Sukut Construction, Inc.**

4010 W. Chandler Avenue, Santa Ana, CA 92704 Contact: Bryan Nesthus or Estimating

Phone: (714) 540-5351 • Fax: (714) 545-2003 • Email: estimating@sukut.com

Plans and Specifications are available on Sukut's FTP site – please email estimating@sukut.com for access and logon information. Plans/specs are also available for viewing at our office – please call for an appointment. Subcontractors must be prepared to furnish 100% performance and payment bonds and possess current insurance and workers' comp coverage. Sukut Construction will assist Qualified Subcontractors in obtaining bonds, insurance, and/or lines of credit. Please contact Sukut Construction for assistance in responding to this solicitation. Subcontractors/Vendors will be required to sign Sukut's Standard Subcontract/Purchase Order. Copies are available for examination.

Sukut Construction's listing of a Subcontractor in its bid to the agency is not to be construed as an acceptance of all of the Subcontractor's conditions or exceptions included with Subcontractor's price quotes. Quotations must be valid for the same duration as specified by Owner for contract award.

Sukut Construction, Inc. is an Equal Opportunity Employer

## SKANSKA

Sub-Bids Requested From Qualified DBE Subcontractors & Suppliers

North Hollywood Station West Entrance Design-Build Project Owner: LAGMTA Contract No.: C1013R

DBE Anticipated Level of Participation Goal: 10% Sub/Vendor Proposal Due Date: June 27, 2013 – 4:00PM

Plans, Specifications, Invitation to Bid and Subcontracting Requirements are all available for view at our main office in Riverside or on our outreach website: https://partners.myskanska.com/usa/clients/lametro/NHSWE/Outreach/SitePages/Interested%20Firms.aspx

Quotes requested for contractors, suppliers and service providers include, but are not limited to: Demolition (pavement, curbs, knock-out-panel, signals, sidewalk, fence, signage), reinforced concrete structure, support of excavation, excavation, hydrocarbon resistant membrane, trucking, elevators, escalators, doors, tile, glass entrance canopy, stainless Steel, stairs, granite, metal railings, painting, plumbing, HVAC, metal fences and gates, concrete and AC paving, electrical work, fire alarm, data network and comm, CCTV, SCADA, MOT, traffic signals, lighting, signs, striping, utility work, drainage, SWPPP, flatwork, landscaping, temporary security fencing, design, noise and vibration monitoring, pre/post-const. survey, geotechnical work, quality control, survey, mural artwork removal and installation, jobs coordination Skanska is interested in soliciting in Good Faith all subcontractors as well as certified DBE companies for this project. All interested subcontractors, please complete and return the Invitation to Bid. Please call if we can assist you in obtaining bonding, lines of credit, insurance, necessary equipment, materials and/ or supplies. Skanska will also review breaking out scope packages and adjusting schedules to help permit maximum participation. Indicate all lower tier DBE participation offered on your quotation as it will be evaluated with your price. Failure to adhere to the Proposal Due Date and requirements may result in your bid not being reviewed. Subcontracting Requirements and all other bidding instructions can be found on our website listed above.

#### Skanska is an Equal Opportunity Employer

Skanska Estimating Dept: Ph: 951-684-5360, Fax: 951-788-2449 Email: jerome.dipadova@skanska.com Sub Bids Requested From Qualified MBE, WBE, DBE, DVBE Subcontractors & Suppliers for

EBMUD - Lafayette Water Treatment Plant Clearwell & Washwater Pipeline Improvements Project No. 2061A Location: Lafayette, CA

McGuire and Hester is seeking qualified subcontractors for the referenced project in the following trades: traffic control; electrical; demolition (concrete); rebar; bolted steel tank; and welding.

Bid Date: July 3, 2013 @ 1:30 PM

McGuire and Hester will pay up to and including one and one-half percent (1-1/2%) of your bonding cost. Certification assistance is available, as well as viewing plans and specs.

#### McGuire and Hester

9009 Railroad Avenue • Oakland, CA 94603 Phone: 510-632-7676 • Fax: 510-562-5209

Contact: Don Crivello
An Equal Opportunity Employer

RGW Construction Inc. is seeking all qualified ESBE's for the following project:

5th Street Viaduct and Railyards Blvd. at Sacramento Railyards

PN # T15135800 <u>Bids: June 26th, 2013 @ 2:00 PM</u> ESBE Goal: 20%

Requesting Sub-quotes for (including but not limited to): Construction Area Signs, Landscaping, Hydroseeding, Erosion Control, Irrigation, Pile Driving, Pre-stressing Concrete Cast-in-Place, Joint Seal, Reinforcing Steel, Steel Structure, Signs Roadside, Concrete Curb & Sidewalk Misc., Fencing, Survey & Historical Monument, Object Maker, Metal Railing, Concrete Barrier, Thermoplastic and Painted Traffic Stripe & Marking, Pavement Marking, Signal and Lighting, Message Signs, Cellular Concrete Backfill, Prepare and Stain Concrete, Joint Trench and Dry Utilities and Trucking.

**Scope of Work:** Construct roadway and utility improvements, retaining walls, embankments, elevated viaduct, lined retention basin, design and fabrication and installation of shade structures.

RGW is willing to breakout any portion of work to encourage ESBE participation. Contact us for a specific item list

Plans and Specs are available to view and copy at our office or at http://www.planetbids.com/portal.cfm?CompanyID=15300# Contact Tim Ross at 925-606-2400 for any questions, including bonding, lines of credit, or insurance. Subcontractors should be prepared to submit payment and performance bonds equal to 100% of their quotation.

#### RGW Construction, Inc.

Contractors License A/B 591940 550 Greenville Road • Livermore, CA 94550 • Phone: 925-606-2400 • Fax: 925-961-1925

An Equal Opportunity Employer

## **REQUESTS FOR BIDS & SUB-BIDS**

#### Transbay 6 - Request for Bid (San Francisco)

Balfour Beatty & Cahill Contractors, Inc. is requesting bids for the Transbay Block 6 project from the following trades: Architectural, Structural, & Site Work

\*\*\*\*Please note, The following trades have been bid out and are **NOT** part of this bid: Earthwork, Dewatering, Shoring, Mechanical, Electrical, Plumbing, Fire Protection, Solar Hot Water System, Building "A" Curtain Wall, Elevators and Metal Stairs

Slated to break ground in Oct '13 and be complete by July '15 completed

The Transbay Block 6 project consists of combined market rate and affordable apartments with basement level parking, retail shell space, and amenity areas. The buildings include one 32-story tower, one 8-story mid-rise and 7 townhouse units, with one level below grade. SBE and LBE firms are encouraged to submit bids.

This project is subject to SFRA's Small Business Enterprise Policy with a 50% SBE participation goal for the project. As such, the Agency's LBE, Construction Workforce and Prevailing Wage Policies apply.

Voluntary Pre-Bid Meeting Date: 06/26/13@2PM

Location: Cahill SF Office 425 California Street, 14th Floor Conference Room
Transbay Block 6 Bids
Due Date: 07/10/13 @ 2 PM

Plans and Specs can be downloaded from BB/CC's file sharing site by going to the link below: https://hswc.box.com/s/mjvrkid6xyt80ikjzsmh

#### **CAHILL CONTRACTORS, INC.**

Contact: Arash Baradaran (abaradaran@cahill-sf.com) Phone: 415-986-0600

#### **BALFOUR BEATTY**

Contact: Chet Brians (briansc@hswc.com) Phone: 510-903-2054



DBE Rebar Opportunity 15,000 tons or more Milpitas, CA area Start ASAP

Email: Fred.Fox@sshjv.com Phone: 408-678-0145 REQUEST FOR ESBE Subcontractors and Suppliers for:

#### 5th Street, 5th Street Viaduct and Railyards Blvd. at Sacramento Railyards City of Sacramento PN: T15135800 BID DATE: June 26, 2013 @ 2:00 PM

We are soliciting quotes for (including but not limited to): Trucking, Field Office, SWPPP, Structure Excavation, Structure Backfill, Cellular Concrete Backfill, Earth Retaining Structure, Structural Concrete Retaining Wall, Bar Reinforcing Steel, Minor Concrete-Sidewalk, Architectural Treatment, Prepare and Paint Concrete, California ST-40 Bridge Rail, Structural Concrete-Approach Slab Type, Joint Seal, Concrete Barrier, Chain Link Railing, Bridge Deck Drainage System, Sanitary Underground, Stormwater Quality Inlet, Stormwater Quality Vault, Topsoil, Bioretention Soil, Headwall, Fencing, Hydroseeding, Utilities, Concrete Survey Monument, Street & Sidewalk Barricades, Curb & Gutter, Curb Ramp, Electrical, Irrigation, Bridge Removal, Prestressing Cast-In-Place Concrete, Vibration Monitoring, Bridge Canopies, Furnish Piles, Pile Driving and Construction Materials

#### O.C. Jones & Sons, Inc.

1520 Fourth Street • Berkeley, CA 94710 Phone: 510-526-3424 • FAX: 510-526-0990 Contact: Mike Crowley

100% Performance & Payment Bonds may be required. Worker's Compensation Waiver of Subrogation required. Please call OCJ for assistance with bonding, insurance, necessary equipment, material and/or supplies. OCJ is willing to breakout any portion of work to encourage ESBE participation. Plans & Specs are available for viewing at our office.

## **Beyond the Video**

#### ■ Continued from page 1

- Efficiency and Safety: From avoiding small but costly mistakes to preventing serious injuries, there is no better approach than preparation and prevention.
- Engagement: How we train is as important as what we train. Creating staff
  training programs that are grounded in both the work practices, and adult
  learning theories, ensures that workers feel valued in the workplace and
  empowered to contribute in ways beyond just "putting in the hours."

It's time for small businesses to take advantage of the benefits that accrue from high-quality, comprehensive staff training. Major employers already invest, and have contributed to the growing knowledge base of what works. State government has noticed the benefits of staff training to competitiveness for California businesses, and invests in high-quality training through the Employment Training Panel.

There are a few key steps to getting started. A Training professional can help, or you can look to such organizations as the American Society for Training and Development, or Global Learning Partners to learn key principles:

- Write job descriptions and competencies even if basic and simple, it starts you on the road to consistency.
- Pay attention to the unique aspects of your work and workplace you'll know how to make the mass-produced tools/videos relevant, and when you need to write a training activity that is customized to your business.

- Write it down get objectives for training, and work outcomes clearly listed. When seasoned staff see the training written down, they are reinforced in consistent practices, and reminded not to cut corners.
- Try it out and make adjustments training is appreciated by workers if it
  is well thought out, even if it needs to be revised. In fact, workers who
  experience training that is grounded in adult learning theories will be alert
  and aware, and assist in making the job practices and training better.
- Encourage feedback and ownership Assure that the training belongs to
  everyone. It's a tool that makes the workplace better, and everyone can
  comment and contribute to making it clearer, simpler and more relevant.
  The work practices benefit from the light shed upon them, and improve
  in turn.

No business is too small to benefit from a customized staff training system. Whether you start out with a comprehensive approach -- or go step-by-step -- increased safety, efficiency and engagement will be your rewards.

Peggy da Silva is an expert in staff training and development, with thirty years of experience working in the private, non-profit and government sectors. Her specialty is working with front-line workers (warehousers, caregivers, clinic assistants and drivers), and with businesses and organizations whose ultimate "product" includes creating better, healthier communities.

Her company, Consulting for Community (www.coheco.net), is based in San Francisco.

## **PUBLIC LEGAL ADVERTISEMENTS**



#### ADVERTISEMENT FOR BIDS

Subject to conditions prescribed by the University of California, Los Angeles, sealed bids for a Unit Price Job Order ("UPJO") contract are invited for the following work:

#### ASPHALT PAVING UNIT PRICE JOB ORDER -**FACILITIES MANAGEMENT 2013** Project Number 3744107

**DESCRIPTION OF WORK:** The University is seeking to hire a contractor to perform asphalt paving construction work on an "as needed" basis that will be delivered by Unit Price Job Order (UPJO), and occurring on the UCLA Westwood campus. As described in more detail in the Bidding Documents, work under the UPJO will be limited to the following:

Asphalt paving construction work related to Minor Capital Improvement Projects as well as work which includes repairs of, or alterations to, campus buildings, structures, or facilities to continue their usability at the designed level of service. Each Job Order shall have at least 51% of the work within the advertised license classification specified herein. Work outside said license classification may be self-performed by Contractor when said work is considered incidental and supplemental. In such cases, the value of said incidental and supplemental work shall not exceed 5% of the Job Order Sum. If the work outside the Contractor's license classification exceeds 5% of the Job Order Sum, then Contractor must either hold the appropriate additional specialty license classification or subcontract the work to an appropriately licensed subcontractor.

Refer to Exhibit 20 of the bidding documents for asphalt paving construction work excluded from this UPJO.

The total combined cost for all Job Orders issued will not exceed the Maximum Contract Value of \$750,000.00 during the 1-year Base Term and \$750,000.00 during each 1-year Option Term, if exercised by University. When the work of a job consists only of the trade of this UPJO, the cost of any individual Job Order Authorization will be from \$10,000.00 to \$500,000.00. When the work of a job consists of multiple trades, the cost of any individual Job Order Authorization for this UPJO will be from \$1,000.00 to \$500,000.00.

#### **BIDDING DOCUMENTS:**

1. Bidding Documents will be available beginning on June 20, 2013, and will be issued at:

> ARC 2435 Military Ave. Los Angeles, CA 90064 Telephone (310) 477-6501 Website: http://socal.fordgraphics.com/

2. Bidders may view the Bidding Documents online at the ARC PlanWell Public Plan Room, and purchase digital and/or hard copies of the Bidding Documents by contacting ARC as indicated above. All parties will make arrangements with and payment to ARC directly. (NOTE: Bidding Documents will not be issued at the University's office.)

**BID DEADLINE:** Bids will be received only at the following location:

> Contracts Administration University of California, Los Angeles 1060 Veteran Avenue, Suite 125 Box 951365 Los Angeles, California 90095-1365 310-825-7015

and must be received at or before:

#### 11:00 a.m., July 23, 2013

#### MANDATORY PRE-BID CONFERENCE: A mandatory Pre-Bid Conference will be conducted on June 27, 2013 beginning promptly at 1:30 p.m. Only bidders who participate in the Conference in its entirety, will be allowed to bid on the Project as prime contractors. Participants must arrive at or before 1:30 p.m. Persons arriving later than said time will not be allowed to bid on the Project as prime contractors. Participants shall meet at Capital Programs Building, 1060 Veteran Avenue (follow signs to the meeting room), UCLA campus (refer to the online UCLA Campus Map at www.ucla.edu/map). For further information, contact Steven Chang at 310-983-3151.

(NOTE: Bidders are advised that parking may be difficult. Bidders should allow ample time to drive to the above location in heavy traffic, find a parking space, walk to the building, and arrive in the designated Meeting Room prior to the required time. It is currently anticipated that the Conference will last at least 2 hours.)

LICENSE REQUIREMENTS: The successful Bidder will be required to have one of the following California current and active contractor's licenses at the time of submission of the Bid:

#### A License (General Engineering) OR C-12 License (Earthwork & Paving)

PREQUALIFICATION: To be allowed to submit a bid, Bidders must have the minimum experience set forth in the Prequalification Questionnaire contained in the Bidding Documents and posted on the website listed below. Bidder's completed Prequalification Questionnaire must be received at the above-listed University Contracts Administration office in a sealed envelope no later than:

#### 3:00 p.m., July 9, 2013

Bid Security in the amount of \$25,000 shall accompany each Bid. The surety issuing the Bid Bond shall be, on the Bid Deadline, an admitted surety insurer (as defined in California Code of Civil Procedure Section 995.120).

Every effort will be made to ensure that all persons have equal access to contracts and other business opportunities with the University within the limits imposed by law or University policy. Each Bidder may be required to show evidence of its equal employment opportunity policy. The successful Bidder and its subcontractors will be required to follow the nondiscrimination requirements set forth in the Bidding Documents and to pay prevailing wage at the location of the work.

The work described in the contract is a public work subject to section 1771 of the California Labor Code.

THE REGENTS OF THE UNIVERSITY OF CALI-**FORNIA** 

(Visit our website at: http://www.capitalprograms.ucla.edu)

#### UNIVERSITY OF CALIFORNIA SANTA CRUZ

#### ADVERTISEMENT FOR BIDS (AFTER PREQUALIFICATION)

Subject to conditions prescribed by the University of California, Santa Cruz, sealed bids for a CM at Risk contract are invited for the following work: Infill Apartments Exterior Replacement Phase I and II, Project Number: 1652 . Description of Work:

The Infill Apartment structures are two (2) and three (3) story structures, Type V-one hour wood frame construction with a stucco exterior finish. Recent investigations have revealed substantial water intrusion through the exterior wall assembly resulting in areas of deteriorated sheathing, wall framing, and possible additional damage. This Project would restore the exterior assemblies of the apartment buildings to full weather tight performance. Based on initial investigations, this will entail substantial, if not complete, removal and replacement of the stucco, sheathing, and areas of structural framing over a two-phase, twoyear period to meet the occupancy needs of the colleges. Additional areas of deterioration may also be present. In addition to exterior repair work, interior repairs will include the replacement of shower pans and related finishes and renovation to the mechanical ventilation systems.

It is the University's intent to use OCIP coverage on this project.

Procedures: Bidding documents will be available at 2:00 PM on Thursday, June 20, 2013, and will be issued only at: Contracts Office ,UNIVERSITY OF CALIFORNIA, Santa Cruz, 1156 High Street, Santa Cruz, CA 95064,831-459-5540, 831-459-5517.

Checks for deposit will be required in the amount of \$100 per set of Bidding Documents. Checks are to be made payable to "The Regents of the University of California."

Only prequalified bidders will be allowed to submit a Bid on this project. The following bidders have been prequalified to bid on this project:

- 1. Bernards Bros., Inc.
- 2. Blach Construction Company
- 3. BN Builders

A mandatory pre-bid conference will be conducted on Tuesday, July 2, 2013, beginning promptly at 1:00 PM. Only Bidders who participate in the pre-bid conference in its entirety, will be allowed to bid on the

Bids will be received only at: Physical Planning and Construction, Barn G, Contracts Office, UNIVERSI-TY OF CALIFORNIA, SANTA CRUZ,1156 HIGH STREET, SANTA CRUZ, CA 95064. Bid Deadline: Sealed bids must be received on or before 3:00, July 11. 2013.

Bid Security in the amount of 10% of the Anticipated Contract Amount shall accompany each Bid. The surety issuing the Bid Bond shall be, on the Bid Deadline, an admitted surety insurer (as defined in California Code of Civil Procedure Section 995.120).

The successful Bidder and its subcontractors will be required to follow the nondiscrimination requirements set forth in the Bidding Documents and to pay prevailing wage rates at the location of the work. The successful Bidder will be required to have the following California current and active contractor's license at the time of submission of the Bid: General Building Contractor, B

Estimated construction cost: \$ 25,000,000 THE REGENTS OF THE UNIVERSITY

OF CALIFORNIA University of California, Santa Cruz

June 2013