

Lesson Plan : Code of Excellence Intro
(Time Agenda : 1 Day - 4 Hours)

Topic: Introduction

Introductory Information

The IBEW Code of Excellence (COE) has caught the attention of our customers all across the U.S. and it is bringing lost jobs back to NECA contractors and the workforce of the IBEW. As you will learn, it is all about the way the customer views the IBEW...it is about perception. More than we would like to admit, our conduct on jobs down through the years has damaged the IBEW/NECA image to the point that the customer did not want to deal with union contractors. Our competition does not have the complex structure that the unionized crafts do. So while the union crafts were walking off jobs, holding strikes and job slowdowns to get the attention of the contractor or other crafts, our customers were becoming very disappointed.

The good news is that the IBEW workforce and NECA contractors realized that we are in this together and no matter what disputes we might occasionally become involved in, these must not be apparent to the customer. Disagreements among us cannot delay the progress and completion time of a project. The job must come in on budget and at the high level of quality that cannot be obtained by the open shop.

This lesson is an overview of the "Code of Excellence". It is not intended to provide you with the complete training to receive a COE certificate. It is highly suggested that your local NECA chapter and local IBEW Union Hall present their customized version of the COE. Although it might seem simple and very short in message, it is one of the most important implementations of each IBEW member and NECA personnel.

Step 1: Planning the Lesson

• **Instructional Materials.**

1. Instructor notes.
2. PowerPoint presentation.
3. Video / Discussion
4. Hand outs
5. Other materials.

• **Instructional Objectives.**

1. Complete the required topics for the Code of Excellence course.
2. Complete the following optional topics:

- a.
 - b.
 - c.
 - 3. Present *Introduction to COE* to [number] participants.
 - 4. Incorporate active participation in each lesson.
 - 5. Provide a quiz or short evaluation at the end of the course.
 - 6. Ensure feedback from participants at various points in the training.
- **Guest Speakers/Presenters and Topics/Responsibilities.**
 - One of the reps from the hall will come in for a short period of time and emphasize the topics discussed. The Union official will talk about why this is so important and the numbers of what is being done here in this local with organizing and pay. After discussion, questions and answers have been taken and answered the Union rep will issue cards for certifying each student.

Step 2: Presenting the Lesson

- **Lesson Introduction.**
Introductory remarks or transition from previous lesson.
- **Learning Objectives/Outcomes.**
After Completing this lesson, you will only be acquainted (not certified) with the “Code of Excellence”, but will understand the high importance of:
 1. Providing the highest quality and quantity of work.
 2. Using our best skills.
 3. Using our best work practices.
 1. What does COE stand for?
Possible responses.
 - “COE” stands for Code of Excellence
 - The IBEW Code of Excellence Program is designed to implement professionalism and best practices at each and every IBEW workplace. We all know of situations where work could be performed better and more efficiently. Though the Code of Excellence we, as IBEW members, insure that our work meets the highest standards.
 - COE
 - Encourages employers and employees to work together to reduce workplace hazards and implement or improve safety and health programs.
 - Develops the safest possible workplace
 - The quality and quantity of work.
 - Encourages the most productive and safe work methods
- **Planned Activities, Discussion, or Participant Interaction**

Step 3: Evaluating Student Learning and Instruction

- **Lesson Evaluation and Comments.**

References

Informational Hand-out

- Hand-out includes a letter from the business manager of the local and current information on the organizing numbers of the IBEW local as well as member and management commitments.

COE Videos

- www.ibewhourpower.com
- Code of Excellence: Our work leaves no margin for error and no room for mistakes.
 - IBEW Code of Excellence DVD
- Video incorporates discussion and real life situations that a worker might deal with on the job.