



**Course Location:**  
**AGC San Diego Training Center**

6212 Ferris Square  
San Diego, CA 92121  
858-558-7444 | 858-731-8155 (Education Department)  
www.agcsd.org

Contact: Becca Schaffer Education Marketing Manager - bschaffer@agcsd.org

---

**Construction Dysfunction**  
**How to find it and fix it**  
**One-day session**

It is often confessed that most of us come from truly dysfunctional families. But most of us also work within highly dysfunctional organizations and on equally dysfunctional projects. Dealing with dysfunction that is inherent to the construction industry is extremely costly. Knowing how to find and fix dysfunction is a skill.

Through a series of open forum discussions and hands-on exercises, this workshop guides participants through the major dysfunctions of teams, companies, and projects while finding practical solutions for the transformation from dysfunctional to functional.

Key Points – Major dysfunctions considered:

- Information / Communication cycles
- Conflict
- Physical processes
- Personnel
- Inherent “them / us” conditions
- Technology
- Decision Cycles
- Contracts
- Design Team – Contractor Relations

Learning Objectives / Outcomes

- Know best practices for dealing with dysfunction
- Know how to set standards by which to measure function
- Become aware of personality types and conflict resolution styles
- Know how to positively influence/impact dysfunction

Target Audience: Come one – come all

Presenters: Paul Stout - Power Summit

**Date: December 19, 2018**

**Time: 8:00am - 4:00 pm**

**Course Tuition: AGC Members \$225 | Non Members \$325**

**Registration:** Online Registration Must be completed **WWW.AGCSD.ORG**

---

**Cancellations and/or Changes Policy:** Cancellation notification must be received in writing no later than three business days prior to the scheduled course date. Substitute registrants can be named at any time. A full refund - minus a 5% processing fee if paid by credit card - will be given if notification is received by AGC San Diego three business days prior to the course start date. If a cancellation is received within the three business day time frame, or if registrant(s) elects not to attend, attendee will forfeit the entire course fee. Those participants using AGC Journeyman Trust funds must adhere to the cancellation policy. If a late cancellation or NO SHOW occurs the participating COMPANY and not the AGC Apprenticeship Trust is liable for the tuition.

**Payment:** Payment can be made online by credit card or PayPal. Master Card, Visa, Discover and American Express are accepted. Checks to be made payable to AGC San Diego. Invoice option is only available for AGC San Diego Chapter members. Full course payment must accompany each registration for all attendees at least seven days prior to the course start date. Contact Inna Alizade in Accounting for payment confirmations, refunds or receipts. inna@agcsd.org