Objectives

When trainees have completed this session, they should be able to do the following:

1. Describe the communication, listening, and speaking processes and their relationship to job performance.
   a. Describe the communication process and the importance of listening and speaking skills.
   b. Describe the listening process and identify good listening skills.
   c. Describe the speaking process and identify good speaking skills.
Performance Task

1. Perform a given task after listening to oral instructions.
1.0.0 – Forms of Communication

ESSENTIAL COMMUNICATION SKILLS

• **Listening** – Workers must hear instructions clearly and know how to respond to certain sounds.

• **Speaking** – Allows experienced workers to train others and share essential information.

• **Reading** – Construction personnel must be able to read and interpret drawings, specifications, and manufacturer’s documentation.

• **Writing** – Leadership positions come with higher expectations of a worker’s writing skills.
1.1.0 – The Communication Process

The communication channel can be an audible (spoken) or written event. Either way, there is a sender and one or more receivers involved.
1.1.0 – Communication Interference

“Noise” can interfere with (and sometimes completely stop) communication at any point in the process.
1.1.1 – Non-Verbal Communication

People communicate non-verbally (intentionally or unintentionally) through these methods:

• Grooming
• Dress
• Condition of their personal environment or work area
• Use of time
• Facial expressions
• Posture and gestures
• Physical distance from another party
1.1.2 – Listening and Speaking Skills

Listening and speaking are required skills to learn and teach. For example, learning and teaching on the job takes place when:

- Giving or taking instructions
- Offering or listening to presentations
- Participating in team discussions
- Talking with co-workers and supervisors
- Talking with clients
1.2.0 – Active Listening

Active listening requires effort and concentration, but it is an extremely valuable skill to develop.
1.2.0 – Body Language

Your body language (non-verbal communication) can easily send a message to a speaker. Think about what non-verbal message you are sending the next time you are the listener.
1.2.0 – Paraphrasing

Abbott and Costello’s Famous Skit

This famous routine provides a perfect example of the need for paraphrasing for clarity. The entire piece can easily be found on the internet and is worth the effort.

*The final paraphrase:*

Costello: “Now I throw the ball to first base, Who drops the ball, so the guy runs to second. Who picks up the ball and throws it to What. What throws it to I Don’t Know. I Don’t Know throws it back to Tomorrow — a triple play. Another guy gets up to bat and it’s a long fly ball to Because. Why? I Don’t Know! He’s on third, and I don’t give a darn!”
HOW TO BE AN EFFECTIVE SPEAKER

• Think about what you wish to say, but not while listening!

• Tell them what you are going to tell them. Tell them. Then tell them what you told them.

• Organize ideas logically.

• Speak at the appropriate place and time.

• Encourage note-taking.

• Do not over-explain things.
1.3.0 – Speaking on the Job (2 of 2)

HOW TO BE AN EFFECTIVE SPEAKER (continued)

• Speak clearly and maintain eye contact.
• Do not communicate with others while talking to someone else.
• Be certain all listeners understand the jargon (terms) you are using.
• Provide time for questions and offer clear answers.
• Ask if the listener understands.
1.3.1 – Phone Communication Guidelines

GENERAL GUIDELINES

• Do not allow phone calls—in or out—to distract you from the job at hand. Wait for a designated break.

• Do not operate telephones and similar devices any time it can pose a safety hazard, such as while driving or operating a power tool.

• Be aware of all company and/or job site policies regarding telephone use.

• Telephone cameras represent a serious threat to a company’s intellectual property; respect that!
1.3.1 – Guidelines for Placing Calls

• When placing a call, identify yourself first, and then politely ask them to identify themselves.
• Speak clearly and explain the purpose of your call.
• Take notes as necessary.
• Keep voicemail messages brief.
• Have a clear message prepared for recording before you make the call.
• Leave your contact number and best time-of-day to call back. Speak the number slowly and clearly, and then repeat for clarity.
1.3.2 – Guidelines for Receiving Calls

• Identify your company and yourself clearly when you first accept the call.
• Do not place any caller on hold for very long.
• Transfer calls politely and let the recipient know who is calling.
• Keep calls brief.
• It is best to hold telephone conversations in a private location rather than in front of others.
Laboratory – Performance Task 1

LISTENING FOR THE DETAILS

Each trainee will listen to the reading of a set of instructions and then follow those instructions, without them being repeated!
Next Session...

Reading and Writing

Read all of Section 2.0.0 to prepare for the next session. Also complete the Section 1.0.0 and 2.0.0 Reviews.