

Certificate I in Construction

CPCCCM1014A Conduct Workplace Communication



ABOUT THESE RESOURCES

The Construction Industry Training Board (CITB) has developed this set of Learner Guides and accompanying documents to support people undertaking the Certificate I in Construction CPC10111. The Learner Guides have been written to directly correspond with each of the core Units of Competence and a number of elective Units of Competence.

Each Learner Guide contains information that will help students meet the underpinning knowledge requirements of the corresponding Unit of Competence. To form a complete learning program each Learner Guide should be delivered with as much opportunity to apply this knowledge in a practical situation as is possible. Further advice to trainers about structuring an effective learning program is provided in the Assessment Plans resource.

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The contents of this Learner Guide are intended for general educational purposes. The Learner Guide does not purport to be and should not be taken as being, or providing, professional advice and guidance.

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TO THE TRAINEE

This Learner Guide is one in a series of guides that have been prepared to help you achieve competence in the Certificate I in Construction. Your answers to the questions contained in this guide will be assessed as an important part of your course work so please keep it in good condition.

If you already have experience, knowledge or skills that relate to the content of this Learner Guide it is your responsibility to draw this to the attention of your trainer. If you are able to provide evidence of your experience, knowledge or skills you may be given recognition for your current competence.

TERMINOLOGY

These Learner Guides and their accompanying documents are designed for use by school students, trainees, apprentices undertaking the Certificate I in Construction in a learning environment such as a school, public or private training organisation.

The terms trainer and trainee, which are used throughout the guides, can also mean:

Trainer: teacher, supervisor, lecturer, facilitator, Registered Training Organisation (RTO).

Trainee: student, apprentice, new apprentice, learner, participant.

MODIFICATION HISTORY

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INTRODUCTION

The construction industry, put simply, is an industry of which the purpose is to erect structures, from simple house structures to major multi-storey civil and commercial structures. A construction project begins with an idea and ends with the completion of the final structure. From beginning to end there are several stages and each stage has its own series of steps. In order for each stage of the project to be completed successfully effective communication is vital.

AIM

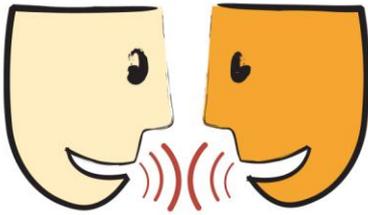
The aim of this unit is to provide the trainee with the ability to communicate effectively within the general construction industry. This Learner Guide will cover:

- verbal communication
- giving and receiving instructions
- non-verbal communication
- visual communication
- audio communication
- written communication
- meeting processes.

TOPIC 1: VERBAL COMMUNICATION

INTRODUCTION TO EFFECTIVE COMMUNICATION

Communication is the means by which we interact with one another. Communication can refer to:



- the act of communicating, that is physically relaying information such as talking or writing
- the information being communicated, such as the contents of a speech or a plan
- the method of communicating. Safety, signage and barrier requirements.

Communication can only be considered successful when the receiver of the information understands exactly what the sender of the information intended. Feedback from the receiver of the information to the sender of the information can determine if the communication was successful.

Workplace communication is how we convey or share information in the workplace. People use a wide variety of ways to communicate with each other. Sometimes these are used alone or combined together to make the message or information clearer.

COMMUNICATION AUDIENCES

In the construction industry you are likely to have the following main groups that you will need to communicate with:

- your supervisor
- other construction workers/trades people
- customers/ clients
- suppliers.

To communicate effectively you will need to tailor your methods to suit each audience. For example when speaking with other construction workers it is appropriate to speak informally and use industry jargon as they will understand what you mean. Whereas when you are speaking with a client, more formal language and plain English words are likely to be more appropriate.

METHODS OF COMMUNICATION

Communication in the workplace is very important. It is needed so that a group of people can work together safely to complete a construction project to the specifications provided.

Some methods of communication you are likely to encounter on a construction site include:

Type	Method	
Verbal	Speech Industry terms and vocabulary Abbreviations Two way radio	Telephone/Mobile Phone Voice messages Instructions
Written	Work instructions Work schedules/trade sequences Bulletins Time sheets Notices Charts Agreements/contracts Specifications Orders Delivery slips/cart notes Australian Standards Manufacturer's specifications and instructions OH&S requirements	Company procedures Emergency procedures Induction procedures Regulations Quality requirements Industrial agreements Checklists Workplace policies Text messages Material Safety Data Sheets (MSDS) Memos Letters Emails
Visual	Hand signals Gestures Mime Para-language	Tags, labels and stickers Signs using symbols Plans/diagrams/sketches Maps
Audio	Alarms such as: Emergency Lunch Reversing truck	Whistle Bell Buzzer

COMMUNICATION BARRIERS

Although we each think that we have communicated clearly, sometimes things do not go as planned - you might interpret something differently from how the other person intended it or you might not receive the full information.

Communication can be hindered by barriers or blocks such as:

- physical barriers – noise, obscured view
- emotional barriers – anger, resentment, frustration
- psychological barriers – inappropriate behaviour during the communication process
- intellectual barriers – lack of knowledge
- cultural differences – language differences and accents.

VERBAL COMMUNICATION

SPEECH



One of the most important methods of communicating is speech. It is a very effective and efficient method of communicating on a building site as it is fast, you can speak with more than one person at the same time and it provides the opportunity for the listener(s) to provide feedback as to their understanding of what is being said.

Tips for better speaking include:

- think and plan before you speak
- try to find a good way of starting off; clear and straightforward is best
- keep your tone of voice even and neutral in most work situations; a heavy tone puts up barriers immediately, a light and joking tone is not always appropriate either
- stick to the point
- do not blame people for not understanding you
- say what you want to say in short, clear chunks
- do not communicate your assumptions and prejudices; for example, do not assume that because a person is older, that they cannot hear

- give and get feedback; you could say things like, 'does that seem to make sense?' or 'have I got that right?'
- avoid double meanings or unclear messages
- allow the listener to speak too
- use words and concepts the listener will understand; do not use complicated language or vocabulary to impress
- watch for the listener's body language; does the listener seem to be bored, confused, trying to get a word in too.

Swearing or using inappropriate language towards another person is not appropriate in any workplace and the construction industry is no exception. There are significant penalties in place where such verbal abuse constitutes workplace bullying.

As a general rule remember to treat others as you would like to be treated.

PARA-LANGUAGE

Para-language refers to the nonverbal communication that often goes with speech but can also be used on its own. Para-language can be expressed consciously or unconsciously and is used to convey emotions and attitudes. For example: speaking rapidly and emphatically can convey enthusiasm, mono-tonal speech might signal boredom, terse or loud tones might indicate fear or anger.

When communicating use para-language skills to:

- model confidence and enthusiasm
- use your tone of voice to emphasise key points
- vary your voice volume
- build rapport
- be consistent with your verbal messages
- (if addressing a group) speak to each person individually, making eye contact
- ensure your gestures are relaxed and not forced or theatrical
- use appropriate facial expressions.

BODY LANGUAGE

Body language refers to facial expressions, gestures and the ways in which we hold our bodies whilst communicating. In very general terms:

- eye contact indicates interest and listening
- leaning forward indicates involvement or enthusiasm
- smiling indicates warmth and welcome
- nodding your head demonstrates understanding or agreement
- shaking your head signals poor understanding or disagreement.

TERMINOLOGY

The construction industry has its own vocabulary, as does each trade within the industry. It is necessary to familiarise yourself with these industry specific terms and use them correctly. Some examples of trade terminology are listed below:

Term	Explanation
pour	lay concrete from a ready mix truck
glazing	fitting glass by various methods
plumb	establish vertical levels
plumb bob	a weight on a string used to determine true centre
direct a lift	give signals to a crane drive
box up	prepare formwork for concrete
noggin	A piece of timber or steel that is laid horizontally between vertical wall studs to provide equal spacings and provide a solid frame for wall linings
cap	A method of sealing a roof apex with metal ridge capping or tiles. It can also apply to the sealing of sewerage or stormwater pipes by the means of a glued or screwed cap

If you are not sure what a term means ask questions and take notes until you are familiar with the terminology of a construction site.

Correct use of terminology is also vital when communicating in writing. Using a wrong term can result in confusion, lost time and money and, at worst, the wrong task being carried out.

TELEPHONE, MOBILE PHONE, VOICE MESSAGING



There usually a number of people involved in the completion of a construction project and they are not always located in close proximity to each other. Telephone and mobile phones are ways for these people to verbally communicate with each other.

When communicating by phone you should:

- ensure that you have clear line e.g. make sure that you have good mobile phone coverage, there is no noise in the background
- answer the phone with the your name and the name of your business
- speak clearly
- avoid speaking too quickly
- use plain English so that you are easily understood
- ask for feedback so you can determine if instructions have been understood
- ask for the caller's name and phone number if you need to call them back
- make notes during the conversation if you need to
- confirm the key points of the conversation in writing if necessary e.g. a follow up email.

Having a message recording facility on your land line and/or mobile phone can help you be more efficient and provide greater customer service.

When recording a message for your own phone make sure that you:

- record it when there is no background noise
- state your name and your company name

- speak clearly and fairly slowly – especially if you are giving another number to call
- use a tone of voice that is friendly and encouraging.

Example message 'Hi, you have called Tony from XYZ Builders. I can't take your call at the moment but please leave me a message and I'll call you back as soon as I can.'

When leaving a voice message for somebody else your aim is to be as clear as possible and to avoid playing 'phone tag' with the other person.

- state your name and your company name
- give the reason for your call
- clearly state any action that you need the other person to take eg please call me back, please go ahead and order these items, please check your email for my message
- give any specific details that will help the other person carry out your request eg the best time to call me back is after 4pm today, can you add the items to my account rather than billing me.

TWO WAY RADIO



Two way radios are often used by workers directing cranes, communicating with truck drivers or instructing flag people. When using a two way radio remember to:

- use a call sign when trying to contact somebody
- sign off each time you have finished speaking. The term 'over' is often used to sign off
- turn your microphone on when speaking and off when listening
- be aware that there is no privacy when using a two way.

GIVING AND FOLLOWING VERBAL INSTRUCTIONS

The giving and receiving of verbal instructions is a fundamental part of work in the construction industry and as a beginning worker it is particularly important that you learn to listen, understand and respond to them effectively as well as give your own instructions to others.

RECEIVING VERBAL INSTRUCTIONS



Use the following guidelines when receiving instructions.

Be a good listener	<ul style="list-style-type: none">▪ pay attention▪ keep quiet, listen and look▪ respond when you understand▪ speak up if you do not understand▪ check to see if you have understood correctly
Be attentive	<ul style="list-style-type: none">▪ face the person and listen▪ pay attention▪ do not be distracted▪ make notes if necessary
Use good verbal skills	<ul style="list-style-type: none">▪ speak clearly▪ use appropriate language/terminology▪ request an explanation if you do not understand▪ ask for instruction if required▪ make yourself understood

QUESTIONING

Always ask if you do not understand or are not sure what is being conveyed. It is not foolish to ask questions especially within the construction industry, as mistakes can cost money and lives.

Some suggested questions are listed below.

Excuse me, would you mind explaining that again?

I am not sure I fully understand. Could you please repeat what I need to do?

Would you mind demonstrating how you do that?

Would you mind making a sketch so that I don't make any mistakes?

Do not forget to show your appreciation of any assistance you may receive by saying thanks.

GIVING INSTRUCTIONS

There is no point giving an instruction unless the person receiving the instruction clearly understands what you are saying. Use the following tips to help you give clear instructions.

Set the context	<ul style="list-style-type: none">▪ explain the purpose or goal of the instruction or activity
Be accurate	<ul style="list-style-type: none">▪ say exactly what you mean▪ use words that the receiver can understand▪ ensure the receiver understands what is required▪ get the receiver to paraphrase (repeat in their own words) what you have said
Be clear and concise	<ul style="list-style-type: none">▪ be specific▪ fully explain what is being conveyed▪ break down large pieces of information into smaller steps▪ demonstrate what you mean▪ be brief – do not use a lot words when a few will do▪ repeat yourself if necessary
Be logical	<ul style="list-style-type: none">▪ give instructions that are in a logical sequence▪ number the steps of the instruction if necessary
Check understanding	<ul style="list-style-type: none">▪ ask questions to check the receiver has understood your instructions▪ observe their body language to see if they look confident of their ability
Communicate in a way that is consistent with the skills of the receiver	<ul style="list-style-type: none">▪ give instructions at a level the receiver will understand

TOPIC 2: VISUAL & AUDIO COMMUNICATION

VISUAL COMMUNICATION

Visual communication can be very effective and efficient, particularly when:

- the environment is noisy
- face to face communication has to be carried out over a large distance
- there are language barriers
- there is no one physically present when the communication needs to occur
- spatial relationships need to be shown
- information is better conveyed in a drawing than in written or spoken words.

Visual communication has three main categories:

- hand signals and gestures
- signage, tags and stickers
- drawings such as diagrams/ sketches/ plans.

It is important to note that there are cultural differences in hand signals and gestures. What is considered appropriate in Australia may cause offense to workers from other cultures or simply will not be understood. For example the thumbs-up sign means Ok in Australia but in Thailand and Iran is it an obscene gesture.

HAND SIGNALS

Hand signals are the specific movements of a person's hands designed to convey a particular meaning. They are often specific to the construction industry or the machinery being guided.

Hand signals are often used to guide a:

- truck driver
- crane-operator
- surveyor
- excavator.

GESTURES



Gestures often include the hands but can also include the rest of your body. They tend to be less formal than hand signals and are not specific to the construction industry. For example:

- shaking the head and waving the hands
- shrugging shoulders
- nodding the head
- gesturing that something is heavy or noisy.

Hand signals and gestures are very effective in conveying the intended information. However care needs to be taken when using visual means of communication to ensure that both the recipient and the sender understand the signals and/or gestures being used. For example the hand signal of a thumb up could mean that something is good or it could mean that an item needs to be lifted up.

SIGNS/TAGS/LABELS



Signs, tags, and labels are commonly used throughout the construction industry. They can use symbols only, or a combination of symbols and words.

Signs, tags and stickers are particularly effective when there are language barriers, no one physically present and/ or there are safety issues.

There is a very large variety of signs and tags used in the industry including, but not limited to:

- warning signs
- construction signs
- exit signs
- no smoking signs
- caution signs
- danger signs
- general industry safety signs
- electrical tags.

Labels are placed on products to convey important information. The Occupational Health and Safety Act 1995 states that 'a supplier must ensure that any container which holds a

hazardous substance supplied for use at work is appropriately labelled.'

Signs, tags and labels are visual forms of communication and are an essential part of communication and safety in the workplace.

DRAWINGS

Drawings, diagrams, plans and sketches are all commonly used in the construction industry. Almost every job that you work on will have a drawing of some sort associated with it – ranging from a simple sketch for small projects such as a pergola to large numbers of comprehensive, architectural plans for a big project.

The advantage of drawings over written or spoken word is that they are a permanent record that can be referred back to over time and they can more easily show relationships and spaces.

Construction drawings are often produced for each phase of a project and will be used by different trades. For example in a renovation of a house the following drawings might be created:

- demolition plan
- construction plan
- electrical and lighting plan.

It is essential that you know how to read and interpret construction plans and drawings correctly. This is covered in more detail in the Learner Guide Read and Interpret Plans and Specifications.

AUDIO COMMUNICATION



Alarms are an audible form of communication across the whole workplace and can take the form of:

- whistles
- horns
- sirens
- bell
- buzzers.

An audible alarm may be accompanied by flashing lights.

Alarms can be used to convey a number of messages including:

- fire
- evacuation
- lunchtime
- knock off time
- reversing truck
- calling a meeting
- attracting attention.

Note: During any blasting there is a requirement to completely evacuate the area. Always check with your supervisor regarding your work site blasting procedures, signs and signals.

TOPIC 3: WRITTEN COMMUNICATION

Written communication is another important form of communication in the construction industry. You need to be able to read and write at an appropriate level for your position. Effective written communication will enable you to:

- follow safety warnings and procedures
- correctly follow instructions
- prepare accurate estimates
- prepare and follow builders' quantities
- correctly complete time sheets.

INTERPRETING WRITTEN INFORMATION

There are many documents providing information/instructions that are used in the construction industry including:

- specifications
- contracts
- safety information e.g. Job Safety Analysis Sheets (JSAS) and Safe Work Method Statements (SWMS)
- Material Safety Data Sheets (MSDS)
- orders
- bulletins and notices – official reports, public news or progress reports which could be related to work, personnel or safety issues
- delivery slips and cart notes
- work instructions
- work schedules – could be timetables, plans or programs prepared to structure a job
- accident reports
- product labelling
- time sheets – legal records showing workers attendance
- licences
- union cards
- references
- qualifications.

When reading any document take your time; read one point at a time and make sure you understand what you are reading before going on

to the next point. If you need to clarify any information ask for help, as mistakes can be very costly in the construction industry.

WRITING

As a part of your job, now or in the future, you are likely to have to write a number of documents. These can range from simple, handwritten notes to formal, word processed letters. The style of your writing will need to vary to suit each situation and for the intended audience.

When writing notes for yourself, ensure that you:

- write legibly enough that you can read it easily at a later date
- capture key words and all important points
- order things in sequence
- underline or asterisk * priority items.

When writing something for somebody else to read use the following eight steps to effective writing:

1. Determine your objective i.e. what do you want the reader to do as a result of having read your document?
2. Determine your audience eg more formal language in a letter to a client, less formal in a note to a fellow worker.
3. Decide what to say.
4. Put your thoughts in sequence.
5. Write using simple words and short, simple sentences.
6. Ensure each word is spelled correctly.
7. Use correct punctuation.
8. Edit and revise.

EMAIL



Email is now a common business tool and has largely replaced the fax. Emails are very useful as they are quick, environmentally friendly and allow for a wide range of files to be sent to one or more people in a single instance.

When writing an email you should take the same care that you would if it were a business letter. Emails should be constructed carefully and use correct punctuation and grammar – they are not text messages!

Tips for writing effective emails include:

Do	Don't
Plan your email	Write without thinking
Consider your reader	Overuse exclamation marks
Be clear and concise	Use complicated words and jargon
Use a subject line that clearly indicates what your message is about	Type 'Re' at the beginning of the subject line
Use formatting	Use clichés or send rude messages
Check spelling and grammar	Use all capitals or lower case
Keep your message short – use attachments and links for longer documents	Send an email with spelling or grammatical mistakes
Check attachments are attached	Reply to all unless you really need to
Use an automatic signature	Send and email in haste or when angry

FORMAT OF A STANDARD LETTER

The example shown below is the recommended way to format a business letter.

Letterhead
Your ref
Our ref
Date
Addressee's name
Addressee's position (optional)
Name of organisation
Address of organisation
Salutation
Subject heading
Opening paragraph
Body paragraphs
Closing paragraph
Complimentary close
Signature
Sender's name
Sender's position (optional)
Enc/cc

SOURCING INFORMATION

As a beginning worker most of the information you need to perform your job will be provided to you by your immediate supervisor. However, as a contractor you may have to source your own information. Depending on what information is required, you could get it from the:

- architect/draftsperson
- site supervisor
- project manager
- other contractors on site
- federal government
- state government
- local government
- product manuals
- libraries
- internet.

Note: When using the Internet it is particularly important to verify the credibility and reliability of the information. Anyone can set up a web page and post information on it and there are no checks to ensure that it is correct or current.

REPORTING

You may be required to provide a report on work that you have performed or information that you have found out. Regardless of whether a report is written or verbal it needs to be:

- accurate
- clear
- concise
- comprehensive
- explanatory
- consistent
- logical.

In addition to the above there may also be set guidelines of what information your company requires to be included in a report.

PROCEDURES

A procedure is a specified series of actions which tell workers what they have to do in a particular circumstance. They are often written down but can be verbal. Procedures are a very important tool for ensuring quality standards as they help workers to get the same result under the same circumstances.

For example JSAs are documents that set out the correct procedure for a particular task so as to ensure the safety of those performing it.

Procedures are also a way for companies demonstrate their legal compliance on certain issues. For example many organisations are required to have documented policies on:

- emergency procedures
- OHS issues e.g. JSAs and SWMSs
- site management for environmental factors
- employee issues

Procedures are an effective way to communicate information amongst large groups of people and across long periods of time. The larger an organisation is the more important it is that it has clear and documented procedures.

TOPIC 4: MEETINGS

As a trainee you will probably have a limited amount of involvement in meetings and committees; however you need to know how they operate.

An effective workplace meeting relies upon the participants having a clear understanding of the purpose of the meeting and its procedures. Meetings vary between informal meetings of employees, to semi-formal meetings on site regarding work procedures, to formal meetings involving managers, developers, architects and regulatory officials.

An effective meeting is one that takes a minimum time to achieve its objectives and satisfies all participants.

Workplace meetings are held for a range of reasons; including:

- hearing opinions
- discussing concerns
- problem resolution
- discussing schedules
- information gathering
- decision making
- accident investigation
- progress reporting
- policy development.

MEETING TYPES

On the following pages we discuss some of the types of meetings found in the construction industry.

SIMPLE ON-SITE MEETINGS



In a site meeting you, your supervisor and any other personnel working on the site, meet to discuss a particular aspect of the work or progress generally.

An advantage of conducting this meeting on-site is that you can actually see what you are talking about. These types of meetings are informal and do not have an agenda or minutes.

TOOL BOX MEETINGS

A little more formal than a simple on-site meeting the Tool Box meeting got its name from the fact that construction workers traditionally sat on their tool boxes, on-site, to discuss the job with their supervisor. Today, Tool Box meetings tend to focus on OHS issues (although they can cover other topics), are short (10- 15 minutes in duration), are attended by all the employees working at the time and are held regularly eg every Monday morning.

PRE-CONSTRUCTION MEETINGS



Held prior to any works beginning these meetings help to ensure that all parties understand what is to be done and how it is to be done. Pre-construction meetings are typically attended by the client, the head contractor/project manager and other contractors.

PROJECT PROGRESS MEETINGS

Held either on or off-site, progress meetings are attended by key construction personnel as well as the client. They are often held at milestones of the project and may be required in order for progress payments to be made.

PROJECT HAND OVER MEETINGS

When a large construction project is completed it is common for a formal hand over meeting to take place where the builder hands back responsibility for the site to the client. It is common for documentation such as warranties, final plans and certificates to be handed over at this meeting.

UNION MEETINGS

Many sites will have meetings for employees to discuss important work issues. Some sites require the meetings to be held outside work hours or sites. These meetings normally follow a set agenda and are run by elected leaders.

WORKPLACE COMMITTEES

A committee is a name that is given to a group of people that meet formally to address a specific issue. Committee members are often elected.

One example of a committee is the Health and Safety Committee, which provides a way for managers and workers to meet regularly and discuss workplace OHS&W issues.

Formal committees are usually required to:

- keep records
- formally appoint office bearers,
- advise in writing of times of meetings
- forward agendas in advance to relevant personnel.

MEETING TOOLS

MEETING AGENDAS

In a formal meeting an agenda is used to list the business that needs to be discussed and to keep the discussion on track. It is also used as a way of notifying the people who need to attend of the details.

There are a number of ways to create an agenda.
The following is an example suitable for a site meeting.

Example Site Meeting Agenda

Weekly Site Meeting - Fred's Constructions	
Location	Site Shed
Date	___/___/___
Start	_____
Finish	_____
Items	Welcome and apologies
	Previous minutes
	Business arising
	•
	•
	Builder's report
	Architect's/ engineer's report
	Information / reports required
	•
	•
	•
	Variations to routine
	Delays / Safety issues
	General business
Closure	_____
Next Meeting	___/___/___

MINUTES

Minutes are the formal record of what occurred at a meeting. They are useful to help people remember what was agreed and may be referred back to in the case of a dispute. Some meetings

such as OHS meetings have a legal requirement to be minuted.

If you are responsible for taking the minutes of a meeting you should record:

- who was present at the meeting
- a summary of any discussion – not the entire discussion
- all decisions and action items
- who is responsible for carrying out each action and the time frame allocated

After the meeting write up/type up your notes as soon as possible and give your draft minutes to the chair of the meeting to approve. Aim to circulate the minutes within 3 working days of the meeting.

ACTION LISTS

Sometimes, instead of full minutes an action list is the outcome of a meeting. Whereas minutes record a summary of what was discussed, action lists simply list what has to happen (the actions) with who is responsible for actioning it and the date by when it must be completed.

PARTICIPATE IN MEETINGS

When participating in meetings ensure that you:

- familiarise yourself with the agenda (if there is one)
- take any required documents with you
- arrive on time
- actively listen
- contribute constructively to the discussion
- ask questions appropriately
- Follow up promptly on any action items you have been assigned.

ASSESSMENT TASKS

Complete these assessment tasks in your copy of the student answer book.

1. Where would you source the following information:

Information on Occupational Health and Safety Issues?

--

Information on the location of underground telecommunications cables?

--

How to mix a batch of mortar?

--

Requirements for storm water run off?

--

2. Imagine that your supervisor has asked you to carry out a complicated task that you haven't done before. Describe what you could do to ensure that you are able to carry out their instructions properly.

--

3. Using the same scenario you used in the previous question, imagine that you are about to knock off for the day but haven't yet completed the task. Describe how and what you would report back to your supervisor about your progress.

[]

4. Choose a simple task that you will instruct a co-worker, who doesn't speak very good English, to complete.
- Describe how you will give these instructions, and what you will say, in order for the task to be carried out successfully.
 - How will you check that your co-worker has understood what you want them to do?

[]

5. Give an example of a construction procedure that you have carried out. Describe how useful the procedure was in helping you to understand what you had to do.

[]

6. Give an example of when you successfully followed a routine instruction or message. Comment on the aspects of the communication that allowed you to complete the task properly.

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7. List 5 types of visual communication you have observed at your work placement and state why this was a good way to communicate this information.

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8. If you were unsure of a visual communication you had received describe how you would clarify the communication.

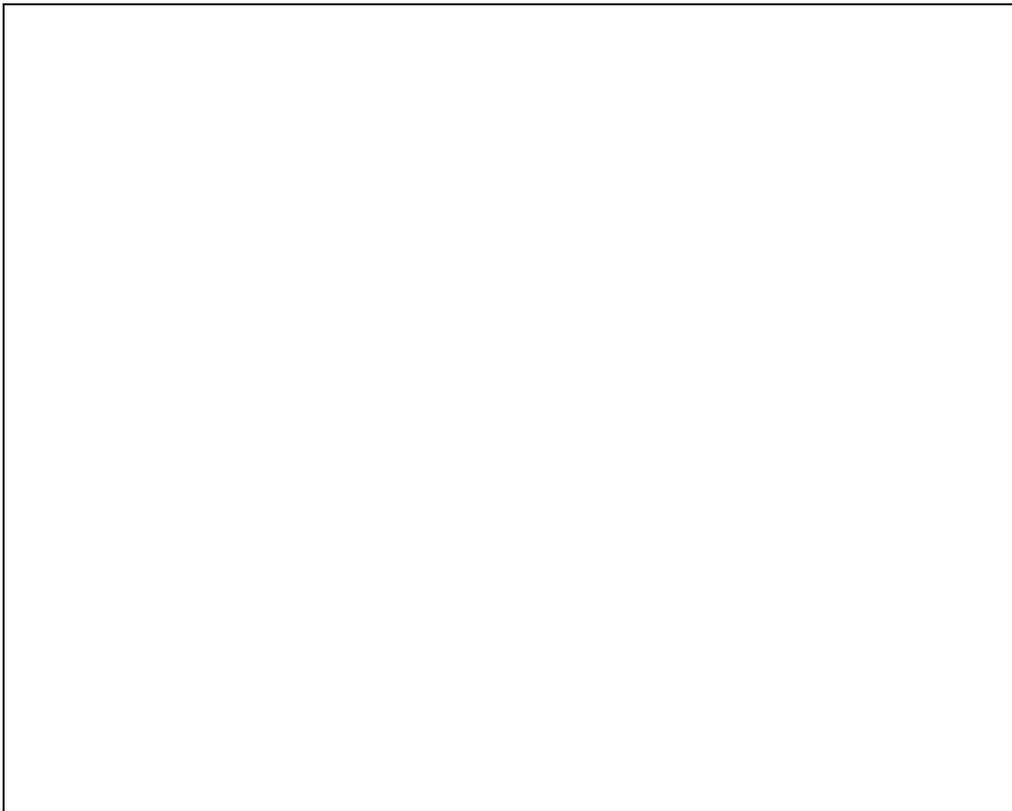
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9. Why are alarms commonly used on construction sites? Give 3 examples of alarms you could expect to hear.

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10. Describe an on-site meeting that you have witnessed or been a part of. Discuss:

- the purpose of the meeting
- who attended
- key topics that were discussed
- how people contributed to the meeting
- outcomes of the meeting and how these were recorded
- how effective the meeting was.



APPENDIX A: GLOSSARY OF TERMS

abbreviation	shortened form of a word
agenda	list detailing the order of business for a meeting
attentiveness	paying attention, listening, watching
audible	you can hear it
ballot	vote, poll
bulletin	written notice or announcement
comprehensive	detailed
consensus	agreement
concise	short or brief
courteous	well-mannered, pleasant
document	an official paper
emergency	situation needing urgent attention
empathy	understanding of another's feelings
evaluation	judgment, assessment
gestures	hand movements
group dynamics	pattern of relationships
interpersonal	personal between you and others
jargon	terminology
logical	ordered, rational, intelligent
mime	gestures and body movements used to communicate
paraphrasing	repeating in your own words
rapport	harmony, agreement, compatibility
specifications	details relating to a project to be constructed or made
symbol	an emblem or mark we all recognise
verbal	spoken, stated by word of mouth

APPENDIX B: EMPLOYABILITY SKILLS

The following table contains a summary of the key employability skills covered by this workbook.

Employability Skills	Industry/enterprise requirements for this qualification include
Communication	<ul style="list-style-type: none"> ▪ Communicates with clients, colleagues and others using effective and appropriate communication techniques, including: <ul style="list-style-type: none"> ▪ Clear and direct communication ▪ Active listening ▪ Verbal and non-verbal language ▪ Questioning to identify and confirm requirements ▪ Language and concepts appropriate to cultural differences ▪ Understands, interprets and applies information as required from relevant: <ul style="list-style-type: none"> ▪ Environmental and OHS requirements ▪ Codes and standards ▪ Plans and drawings ▪ Specifications ▪ Safety signs and symbols ▪ Organisational policies and procedures ▪ Designs ▪ Understands relevant definitions, terminology, symbols, abbreviations and language ▪ Records relevant information using standard workplace documentation ▪ Applies measurements and calculations using appropriate equipment, formulas and records as required ▪ Reports and records hazards and risks
Teamwork	<ul style="list-style-type: none"> ▪ Works as part of a team to prioritise and action tasks ▪ Provides assistance and encouragement to other team members ▪ Initiates and encourages improvements in team performance ▪ Identifies and utilises the strengths of other team members ▪ Relates to people from diverse social, cultural and ethnic backgrounds and with varying physical and mental abilities ▪ Participates in on-site meetings

APPENDIX C: SUGGESTED RESOURCES

How to Get Your Point Across in 30 Seconds Or Less, Frank, Corgi

Memory Skills In Business Burley-Allen, Crisp

Getting Your Ideas Across Moss, Geoffrey, CCH Australia

Working It Out Video, Recording and Book, Mawer Et Al Nceltr

Working It Out: Cross-Cultural Communicating Problems In The Workplace
VHS Video – Nceltr

Words Fail Me, Video Recording