

**Construction Trades I Virtual Learning**

# **One Trade Many Careers**

## **Chapter 3**

**April 20, 2020**

## Construction Trades I

### Lesson: April 20, 2020

### **Objective/Learning Target:**

- Describe the modern workplace and understand the reasons people work.
- Identify the skills and attitudes employers expect of employees.
- Describe the elements of effective communication.
- Apply learning skills to acquire information and apply knowledge to solve problems and make decisions.

# Chapter 3: The Modern Workplace

In recent years, there have been big changes in where people work, how they work, and why they work. These include:

- Working in teams, rather than having workers repeat one process in an assembly-line fashion
- Providing more and equal opportunities for all people
- Commitment to fair hiring practices
- More rules and regulations regarding safety
- People work to enhance their personal identity and have a purpose in life

# What Do Employers Expect?

In order to be successful in the changing workplace, you'll need to constantly upgrade your knowledge and skills. Employers expect the following:

- Ability to work with others
- Cooperation
- Teamwork
- Pulling your own weight
- Sharing ideas
- Helping new co-workers
- Resolving conflicts
- Following the organizational structure
- Leadership and initiative

# Effective Communication Skills

Your success in the world of work depends on your ability to listen attentively, speak clearly, and say exactly what you mean.



# Effective Communication Skills *cont.*

## Listening Carefully

People who listen carefully are more likely to understand exactly what to expect and exactly what is expected of them. When you can listen carefully:

- You may be more appreciated as a co-worker and as a person
- People feel more respected
- You may be able to avoid conflicts and misunderstandings



# Effective Communication Skills *cont.*

## Active Listening

The process of **active listening** consists of two parts:

- Paying close attention when another person is speaking by staying focused and remaining engaged in the conversation.
- Clarifying what you thought you heard by paraphrasing your understanding.

# Effective Communication Skills *cont.*

## Speaking Clearly

It is necessary to tell people what you want them to know, rather than making people struggle to figure it out for themselves. When talking about something important:

- Keep your remarks as brief as possible
- Use words that make your point entirely clear
- Keep idle chatter to a minimum
- Stay focused and don't get off track or distracted



# Effective Communication Skills *cont.*

## Saying What You Mean

Sometimes thoughts can be hard to put into words. Practice the following communication skills to ensure you say what you mean.

- Be prepared
- Use written notes
- Be brief
- Keep to the topic
- Avoid getting emotional

# Ability to Understand and Use Information

## Good Learning Skills

Even experienced workers who have been on the job for a long time must constantly refresh and update their knowledge and skills. The following learning techniques are useful:

- Concentrate
- Organize
- Repeat
- Associate
- Refresh
- Test
- Keep at it



# Ability to Understand and Use Information *cont.*

## Concentrate and Organize

- Pay attention and take an interest in what you are learning.
- Frequently, information must be learned in the proper order. Don't get ahead of yourself, and concentrate on each step until you have mastered it, then go on to the next step.

# Ability to Understand and Use Information *cont.*

## Repeat and Associate

- Most learning is accomplished by going over an idea or repeating a process until you remember it.
- When learning something new, it is often helpful to associate it with something that you already know.

# Ability to Understand and Use Information *cont.*

## Refresh, Test, and Keep at It

- The best way to remember something you learned is to refresh your memory periodically.
- Testing your knowledge is helpful because it ensures you understand the information and it makes what you have learned a more permanent part of your memory.
- Learning takes time. Some people learn faster than others. Continue the learning process even if you don't do well the first or second time.

# Ability to Understand and Use Information *cont.*

## Ability to Problem Solve

Employers place high value on workers who can find ways of overcoming problems. Problem solving is basically a matter of:

- Clearly identifying the problem
- Suggesting solutions
- Analyzing the solutions
- Selecting a solution or aspects of several solutions that best solve the problem



# Ability to Understand and Use Information *cont.*

## Ability to Problem Solve, *cont.*

When trying to problem solve, ask yourself the following questions:

- What is the problem?
- What are the possible solutions?
- What are the benefits of each of the possible solutions?
- Which possible solution or combination of possible solutions is best?

# Ability to Understand and Use Information *cont.*

## Ability to Make Decisions

Work-related decisions usually carry important consequences, so they should be made in a thoughtful manner.

- When making any decision, it is important to take responsibility for both the decision and the result.
- Even if the decision turns out poorly, you can learn from the experience and gain valuable information.





# Ability to Manage Time and Resources



## Time Management

- Getting the most out of the available time requires a skill known as **time management**.
- Employers want people who can handle their work in a responsible and organized fashion.
- Getting to work on time and meeting deadlines are sure signs that you are responsible and organized.

# Ability to Manage Time and Resources *cont.*

## Time Management Skills

- Recognize the importance of deadlines
- Establish priorities
- Set and stick to schedules
- Keep track of schedules
- Use reminders

# Ability to Manage Time and Resources *cont.*

## Resource Management

Wasted materials are like wasted time – they both cost the employer money.

**Resource management** is a practice that shows you respect and value people, materials, and your workspace.

Although skilled workers are the most important resource a company has, tools, materials, and even the workplace itself are also important resources.