

Construction Trades II Virtual Learning

One Trade Many Careers

Chapter 3

April 20, 2020

Construction Trades II

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.