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Element 1:

Gathering, conveying and receiving information

Overview

Gathering, giving and receiving information are the underpinning skills for effective communication. To ensure clear communication, all people in the process must ensure accurate information exchange.

The ability to convey or give instructions accurately, interpret signs, and ask questions to clarify information is a skill that should be developed in all team members.

Information can be gathered, given and received in a variety of forms. For example, information may be presented as plans and sketches, regulatory and legislative requirements, verbal information, organisational policies, procedures and plans and other methods specific to your worksite.

How information is gathered and conveyed varies from one worksite to another. Yet how information is received and understood is something that each person can improve by applying specific listening techniques and strategies.

Learning outcomes

You need to demonstrate competency in the following areas:

- Section 1.1 Gathering, receiving and responding to instructions
- Section 1.2 Conveying instructions accurately
- Section 1.3 Interpreting and responding to work signage and other safety requirements
- Section 1.4 Interpreting information and confirming messages conveyed in English
- Section 1.5 Using questioning to gain information and clarify understanding

Communication skills needed to gather, receive and respond to instructions in the construction industry include:



If you believe you need assistance with developing your communication skills, you can speak with your supervisor, attend literacy and numeracy classes or research the topic on the Internet to find useful communication techniques and strategies.

Find out more

Resource	Why it is useful
Brounstein, M 2001, <i>Communicating effectively for dummies</i> , Wiley Publishing, New York, USA.	This book provides interesting information for improving communications.
Open Loops <i>Ten ways to improve your communication skills</i> http://hwebbjr.typepad.com/openloops/2005/05/ten_ways_to_imp.html	This web page provides an article with tips for improving your communication skills.

- use of tools and equipment
- workplace environmental and safety policies
- waste removal and clean up policies.




You must be able to interpret, understand and follow any signage and safety requirements that relate to your workplace. Most signs and symbols are visual and self-explanatory but always query any sign or requirement that you don't understand.

Find out more

Resource	Why it is useful
Australia Signs <i>QS safety sign standards</i> www.australiasigns.com.au/safety/signage-standards.php	This web page provides an article on Australian standards for signs and symbols.
SAI Global <i>Development, testing and implementation of information and safety symbols and symbolic signs.</i> infostore.saiglobal.com/store/Details.aspx?ProductID=267317	This website provides information on the Australian standard for signs and symbols.

Section task 1.3

Describe what the following signs mean and describe a situation when they would be used.

	Sign	What it means	Example
1.			
2.			
3.			

Section 1.4: Interpreting information and confirming messages conveyed in English

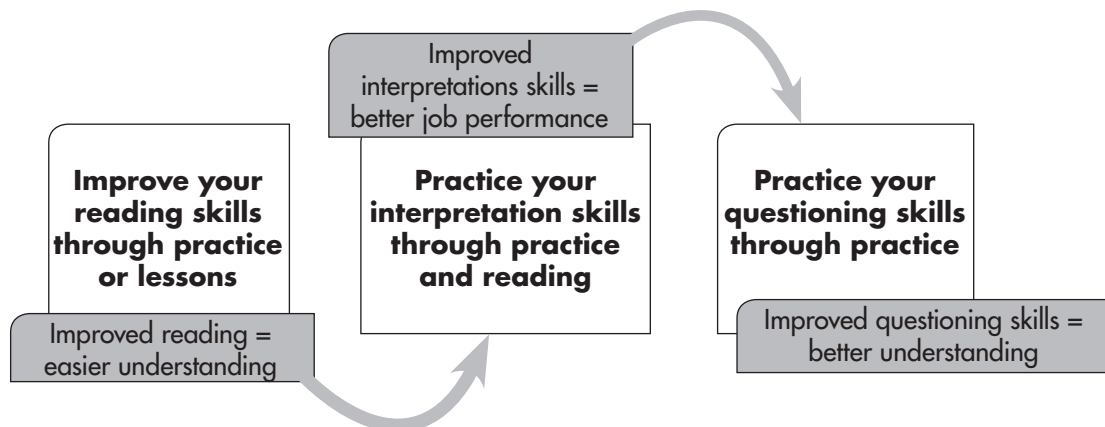
All information and messages on-site are usually in English. It is essential all people can understand and speak English well enough to function on the worksite. Some of the information that needs to be understood includes:

- diagrams or sketches, maps and signs
- instructions from within your organisation or from external personnel
- manufacturer specifications and instructions
- forms such as safety data sheets (SDSs), safe work method statements (SWMSs), job safety analysis (JSA) sheets
- memos, bulletins and checklists
- legislative and regulatory requirements such as occupational health and safety and quality assurance requirements
- organisational requirements, policies and procedures, emergency and induction procedures
- Australian standards for equipment, resources and work practices
- verbal, written and graphical instructions
- work schedules, plans and specifications
- delivery dockets
- industrial agreements.

You must be able to read, understand and act on this information and comply with the workplace and industry requirements. If there is anything you don't understand, always ask questions to confirm or clarify the information.



It may be necessary to review and improve your existing communication skills. To do this, you can take additional literacy and numeracy classes and practise the skills in your workplace or home. By improving your skills, you improve your work performance, job satisfaction and work options.



In the workplace you may work with people who come from different ethnic or cultural backgrounds. When working with people who use English as a second language, ensure you use communication methods that are clear and effective. If necessary, ask questions of the listener to check they have understood the information or instructions. This is particularly important with regard to safety issues. If you need help understanding the documentation or information, speak with your supervisor.

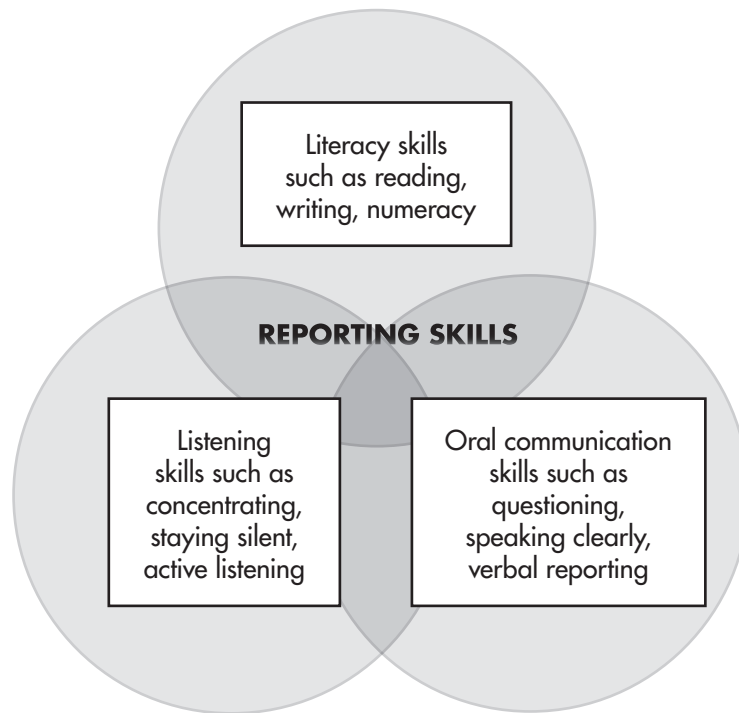
Never be afraid to ask questions about how to do your job properly. Your employer will prefer that you spend some time asking questions or clarifying information rather than risking your safety, the safety of others or causing damage to equipment. In some cases, it could mean the difference between life and death. Asking questions and double-checking information before you start a task is always better than trying to explain afterwards if things go wrong.

Find out more

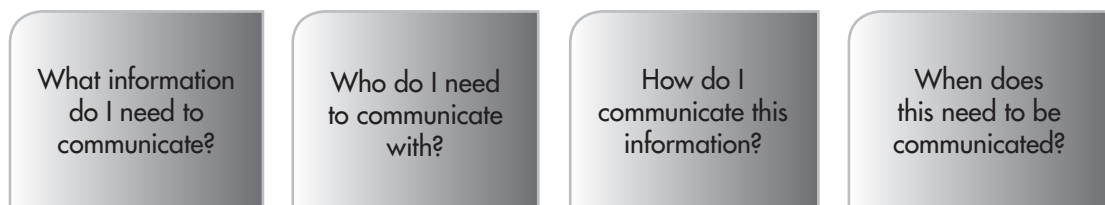
Resource	Why it is useful
LEO Network – Learn English <i>How to improve your English skills</i> www.learnenglish.de/improvepage.htm	This website provides information on improving your English skills. While this site is specifically for people from a non-English-speaking background, there is useful information for all people wishing to improve their communications skills.

Section task 1.4

1. List five types of information that may need to be conveyed on a worksite.
2. Outline the steps you would take to clarify information on your worksite or a worksite you know well.

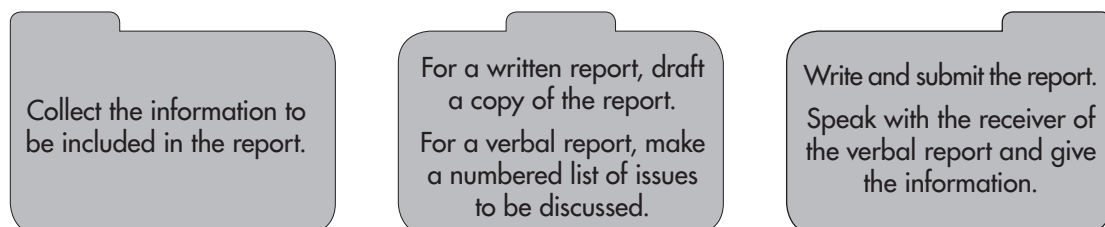


Remember, effective communication ensures others understand the information so the best action is taken. When reporting, either verbally or in writing, you should ask the following questions:



These questions help you gather the required information so you can communicate it in a way your audience understands and so the correct actions can be taken. You should also think about whether your audience understands the terminology you use.

Remember when creating a verbal or written report:



In ACTION

Lance's story

Lance has been asked to mentor a new worker who is having trouble communicating at the worksite. The apprentice, Chris, is having trouble interpreting information, following instructions and messages and reporting to his supervisor with the information required.

Lance sits and talks with Chris. 'I get so confused about where to find the right information and when the boss gives me instructions, I'm too scared to say if I don't understand something', says Chris. 'Don't worry Chris, we can work this out together', says Lance. Together they develop a plan for improving Chris's communication style.



- They review the company policies and procedures for worksite and work team communications information and expectations.
- They research information on common workplace communication styles and tips.
- Together they practice how to review information when it is presented verbally and in written form.
- They practice interpreting information to identify key pieces of information.
- Then they practice writing worksite reports by looking over old reports and filling out blank report forms.

Lance and Chris work together until Chris is confident he can interpret and follow instructions and communicate the information verbally and in written reports. Chris's supervisor is now happy with Chris's progress.

Revision

- Routine messages and instructions need to be understood and followed exactly.
- Each workplace has individual workplace procedures for dealing with communications.
- Information may be presented as signs, in policies, procedures and notes. Information can be verbal or written.
- Interpreting information depends on identifying key pieces of information, clarifying and asking questions and putting the information in a logical order if necessary.
- To correctly follow instructions, you need to first access and interpret the information correctly.
- To select information, you need to pick the information you need out of the information you have been given.
- To sequence information, you need to gather all the information you have selected and arrange or sequence it into the order you need it in.
- Reporting can be done verbally or in writing.
- When writing reports remember to follow your organisations policies, procedures or guidelines.

Are you ready?

Use this checklist to assess if you are ready for assessment activity 2.

I understand how to:

- ☐ Receive and follow routine instructions and messages
- ☐ Carry out workplace procedures in communication with others
- ☐ Access and interpret information from a range of sources
- ☐ Select and sequence information
- ☐ Complete verbal and written reports

Assessment activity 2

Carrying out face-to-face routine communication

The following table maps the assessment activity for this chapter against the element and performance criteria of Element 2 in *CPCCCM1014A Conduct workplace communication*.

Part	Element	Performance criteria
Whole activity	2	2.1, 2.2, 2.3, 2.4, 2.5

1. Name common types of communication in workplaces.
2. In one paragraph, explain why you should follow workplace instructions.
3. List the steps you would take to clarify information you have been given.
4. List three pieces of equipment that may be used to assist communication.
5. Explain the process for selecting and sequencing information.
6. Give two examples of when reports are used to track information in the workplace.
7. In one sentence, explain why it is important to follow the procedures of your organisation.
8. Give two examples of what you may need to exchange information at a worksite.
9. Compare the steps you would take to deliver a verbal report with the steps required to present a written report.
10. List three skills required for effective reporting.

Record your employability skills

When you have completed the assessment activity, make sure you record the employability skills you have developed in the table at the end of the learner guide. Keep copies of material you have prepared as further evidence of your skills.

In ACTION

Lance's story

Lance has noticed that a lot of hand signals and gestures are used on the worksite. While some of these signals are used regularly, some have been introduced by workers from another site. At the next toolbox meeting Lance speaks up: 'We need to get it together regarding our hand signals. I don't even understand what half of them mean.'

Together the team creates a list of acceptable hand signals and the meanings of the signals. One of the men has a sister in graphic design who volunteers to create a wall chart of the acceptable signals.

This discussion and the new chart minimises the communication issues and the worksite runs more smoothly.



Revision

- Visual communication includes signals and signs.
- Hand signals are the common form of visual communication in construction.
- Get the attention of the people you need to communicate with before starting.
- If you understand the communication, confirm your agreement and understanding with a positive visual response.
- If you don't understand the communication, clarify the signal before you proceed with the task.
- Always stop the communication so you can question unclear or ambiguous signals or visual communications.
- If an unclear signal is used, discuss the signal and its meaning at the next team meeting.

Are you ready?

Use this checklist to assess if you are ready for assessment activity 3.

I understand how to:

- ☐ Use visual communication
- ☐ Obtain the attention of communicating parties
- ☐ Clarify and confirm the intention of visual communication
- ☐ Question unclear or ambiguous visual communication
- ☐ Avoid repeated instances of unclear visual communication