



Basic Communication Skills

Module 00107-09



National Center
for Construction
Education and
Research

Core Curriculum
Module 00107-09

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Upon completion of this module, you will be able to:

1. Interpret information and instructions presented in both verbal and written form.
2. Communicate effectively in on-the-job situations using verbal and written skills.
3. Communicate effectively on the job using electronic communication devices.



1. Fill out a work-related form supplied by your instructor.
2. Read instructions for how to properly don a safety harness, and orally instruct another person to don the apparatus.
3. Perform a given task after listening to oral instructions.



Figure 1 The communication process.



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Are You a Good Listener?

Do you have good listening habits? Take the following self-assessment quiz to find out. Be sure to answer each question honestly.

	Always	Sometimes	Rarely
1. I maintain eye contact when someone is talking to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I pay attention when someone is talking to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I ask questions when I don't understand something I hear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I take notes when receiving instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I repeat instructions my supervisor has given me to make sure I understand them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I nod my head or say I understand to show others I am listening to them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I let others speak without interrupting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I move to a quieter spot or ask someone to speak up if I am in a noisy location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I put aside what I am doing when someone is speaking to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I listen with an open mind.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Scoring:

Give yourself 3 points for each "Always" you checked, 2 points for each "Sometimes," and 1 point for each "Rarely." Enter the total for each in the space provided, and then add up your total score.

Always	_____	× 3 =	_____
Sometimes	_____	× 2 =	_____
Rarely	_____	× 1 =	_____
TOTAL	_____		

Assessment:

25–30 points: You already have excellent listening habits. This section will help you review and practice your listening skills.

18–24 points: You have developed some good listening skills but can benefit from the advice presented in this section.

10–17 points: You have developed some undesirable listening habits. The goal of this section is to help you listen more effectively.



Are You a Good Speaker?

How good are your speaking skills? This self-assessment quiz will help you see your speaking strengths and weaknesses.

	Always	Sometimes	Rarely
1. When giving instructions to co-workers, I explain words they might not understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. When giving instructions for a task with several steps, I organize my thoughts first, then give the instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I give more details when explaining a task to inexperienced co-workers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. When giving instructions to others, I try to keep from sounding like a know-it-all.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. When giving instructions to others, I encourage them to ask questions about anything they don't understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I am patient and will explain instructions more than once if necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I try to speak more carefully when giving instructions to a co-worker for whom English is a second language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. When speaking on the phone or over a two-way radio, I repeat instructions and spell out words when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. If someone asks me a question I don't know the answer to, I admit it and then try to find the answer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. When I give instructions to others, I am confident, upbeat, and encouraging.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Scoring:

Give yourself 3 points for each "Always" you checked, 2 points for each "Sometimes," and 1 point for each "Rarely." Enter the total for each in the space provided, and then add up your total score.

Always	_____	× 3 =	_____
Sometimes	_____	× 2 =	_____
Rarely	_____	× 1 =	_____
TOTAL	_____		

Assessment:

25–30 points: You have developed some excellent speaking skills. This section will help you review and practice your speaking skills.

18–24 points: You have developed some good speaking skills but can benefit from the advice presented in this section.

10–17 points: You have developed some undesirable speaking habits. The goal of this section is to help you listen more effectively.

Burning - Welding - Hot Work Permit

Valid from _____ to _____, _____
(am/pm) (am/pm) DATE

Master Card No. _____

1. Work Description
Equipment Location or Area _____
Work to be done: _____

2. Gas Test

<input type="checkbox"/> None Required			
<input type="checkbox"/> Instrument Check	Test Results	Other Tests	Test Results
<input type="checkbox"/> Oxygen 20.8% Min			
<input type="checkbox"/> Combustible % LFL			

Gas Tester Signature _____ Date _____ Time _____

3. Special Instructions None Check with issuer before beginning work

4. Hazardous Materials None What did the line / equipment last contain? _____

5. Personal Protection Standard Equipment: welder's hood with long sleeves; cutting goggles

Goggles or Face Shield Respirator Forced Air Ventilation

Standby Man Other, specify: _____

6. Fire Protection None Required Portable Fire Extinguisher

Fire Watch Fire Blanket Other, specify: _____

7. Condition of Area and Equipment

Required

Yes	No	THESE KEY POINTS MUST BE CHECKED
		a. Lines disconnected & blanked or if disconnecting is not possible, blinds installed?
		b. Lines steamed, purged, or otherwise properly cleared of combustibles?
		c. Area and equipment satisfactorily clean of oil or combustibles?
		d. Trenches, catch basins & sewer connections properly covered or sealed?
		e. Immediate area and/or area under the work barricaded or roped off?
		f. Adjoining equip. & operations checked to have any effect on the job?
		g. Area fire suppression (fire water and sprinkler system) in service?

Comments _____



Figure 14 A hot work permit is a typical written product in a construction project. (2 of 2)



Burning - Welding - Hot Work Permit

8. Approval	Permit Authorization			Permit Acceptance		
	Area Supv.	Date	Time	Maint. Supv./Engineer Contractor Supv.	Date	Time
Issued by						
Endorsed by						
Endorsed by						

9. Individual Review

I have been instructed in the proper Hot Work Procedures

	Signed	Signed
Persons Authorized to Perform Hot Work	_____	_____
	_____	_____
	_____	_____
	_____	_____
Fire Watch	_____	_____

10. Job Completion

Yes No Is the work on the equipment completed?

Yes No Has the worksite been cleaned and made safe?

Worker answering above questions _____

Issuer's Acceptance _____

Forward to Production Superintendent within 7 days of job completion



Weekly Time Card

							Pay Period Ending	
							08/17/08	
Employee ID No.		Last Name	First Name	Employee Type			Employee Dept.	
				CONST			Const.	
Day	Date	Time In / Out - Note Daily Start / End Times and Lunch Break	Cost Code(s)	Straight Time	Overtime	PTO	Holiday Hours	Mileage / Other Due
MON	8/11/2008							
TUE	8/12/2008							
WED	8/13/2008							
THU	08/14/08							
FRI	08/15/08							
SAT	08/16/08							
SUN	08/17/08							
TOTAL				0.00	0.00	0.00	0.00	

Each time card must be signed as required by Wage and Hour Law.

I certify that the above hours and information are correct.

ST Hours Worked	0.00
OT Hours Worked	0.00
Total Hours Worked	0.00
Paid Time (PTO)	0.00
Holiday Pay	0.00
Total Paid Hours	0.00

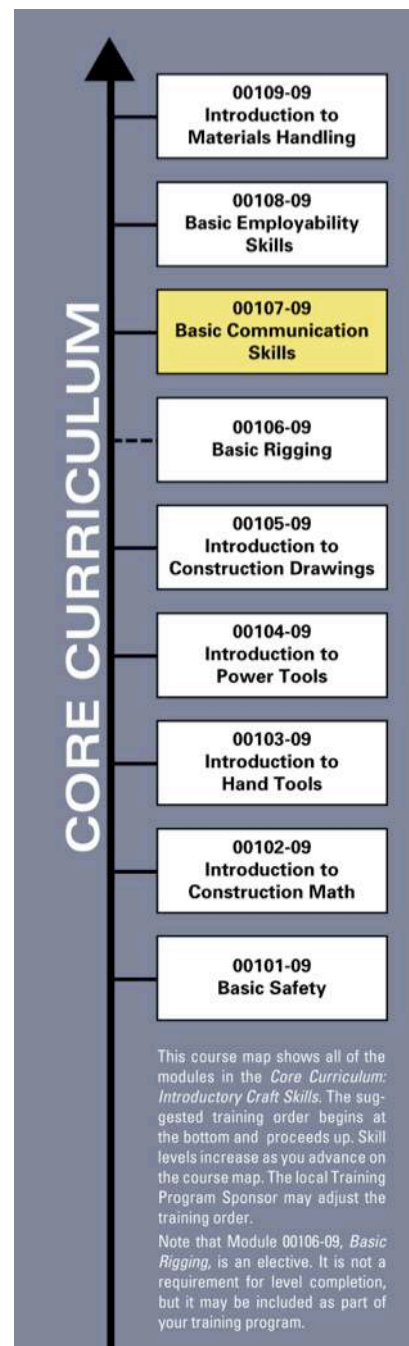
Employee Signature / Date: _____ / _____

Supervisor Signature / Date: _____ / _____



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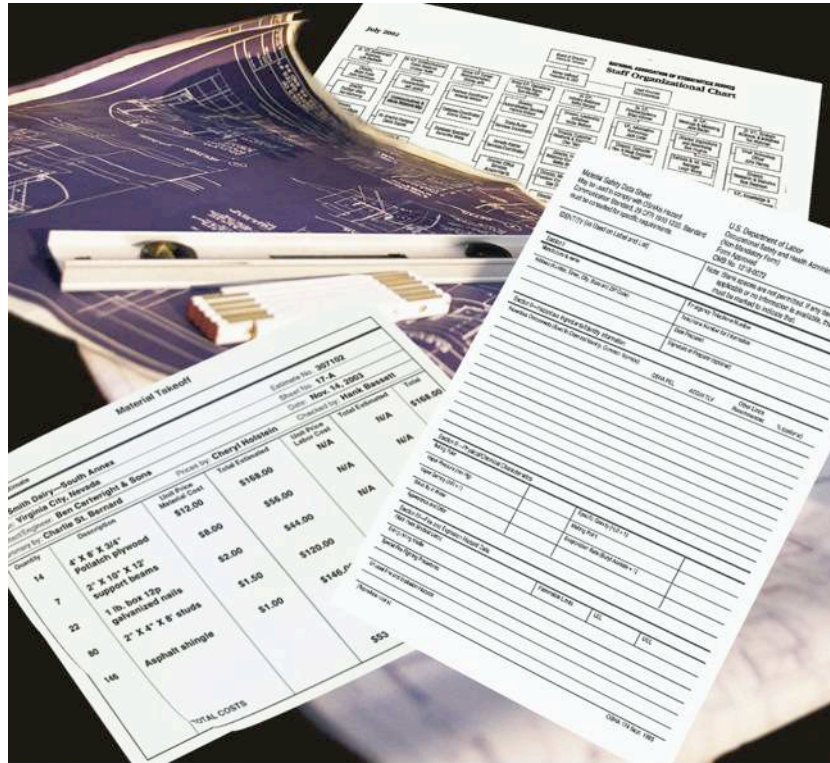


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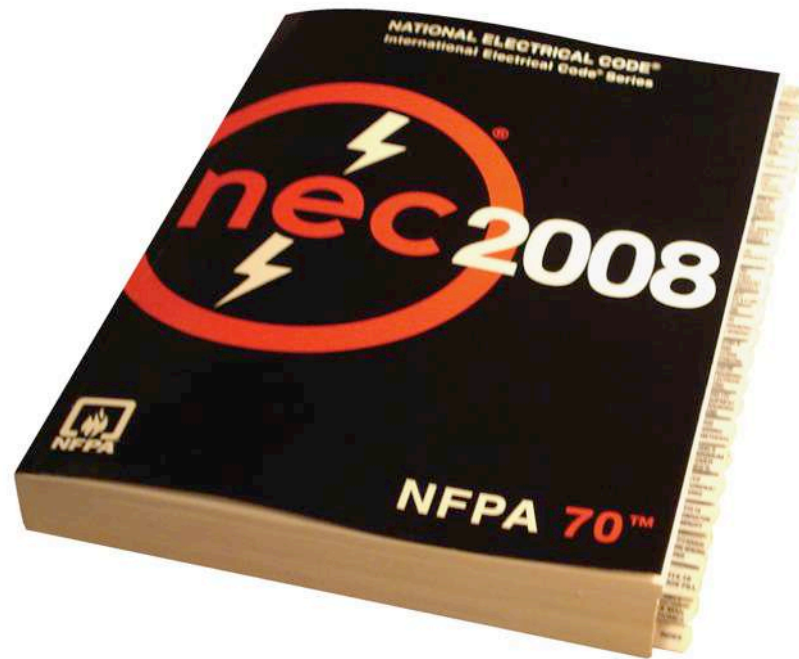


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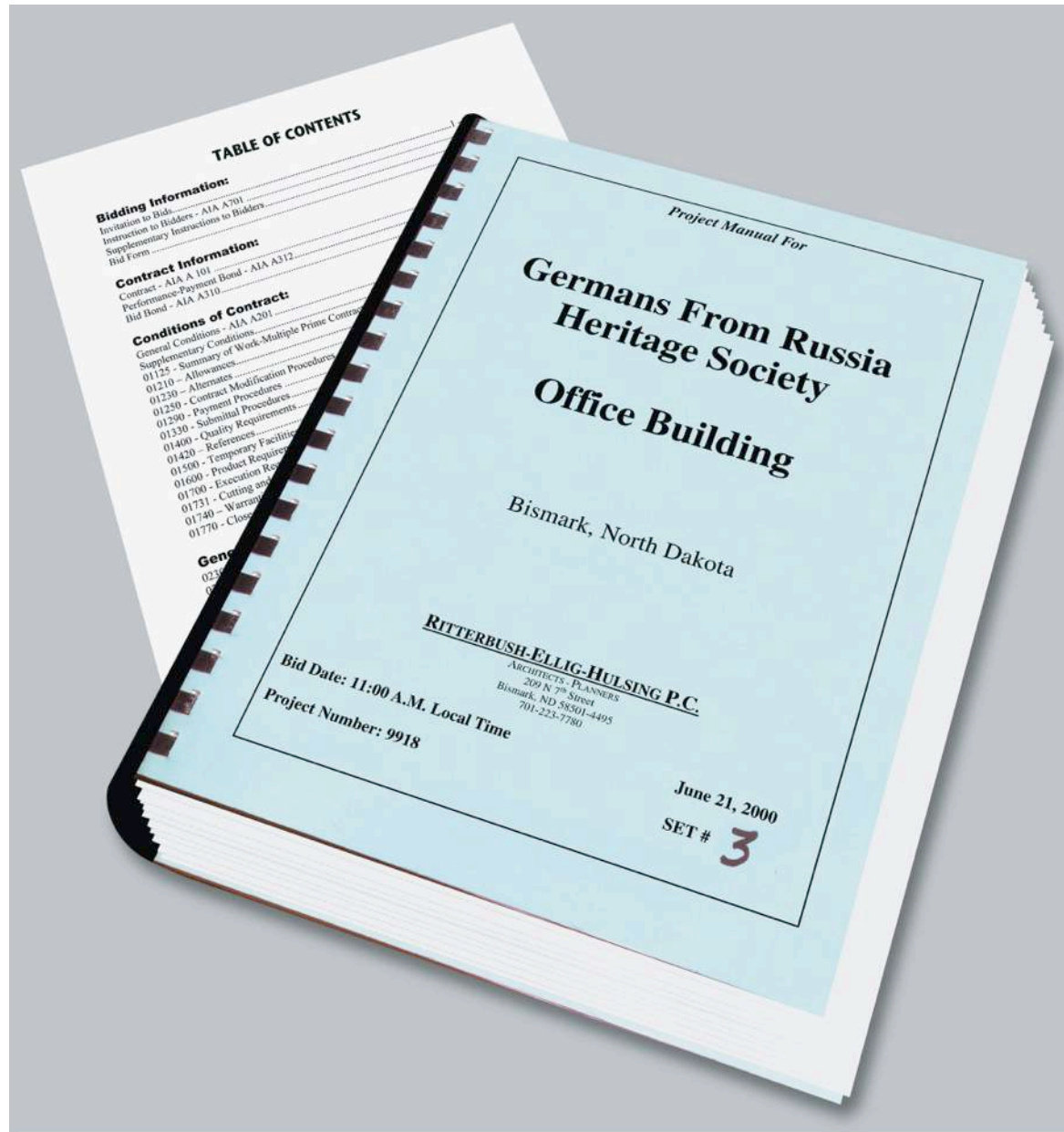
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Current Learning Goals
Sheet No. 1 of 2
German-Russian Heritage Society
Bismarck, North Dakota
August 2011
Printed in the USA

CODE INFORMATION	
CODE USED	1801 LRC
OCCUPANCY GROUP	B
TYPE OF CONSTRUCTION	TYPE # 4
DATE OF BUILDING PERMITS	JULY 2011
NO. OF FLOORS	5/200 02 FT.
MECHANICAL RISE	0.0 02 FT.
TOTAL	0.0 02 FT.

I HEREBY CERTIFY THAT THIS PLAN, SPECIFICATION, CONTRACT AND PERMITS IN ALL OF WHICH MY SERVICES HAVE BEEN USED, AND THAT I AM A DULY LICENSED ARCHITECT UNDER THE LAWS OF THE STATE OF NORTH DAKOTA.

TITLE SHEET



From: JQSmith@smithcontracting.com

Sent: Tue 6/24/2008 1:47 PM

To: WJones@paintersplus.com

Cc:

Subject: Bathroom Paint and Faucet Options

Attachments:

[View As Web Page](#)

Dear Mr. Jones,

The paint colors and faucets available for your bathroom are listed below (photos of faucets and paint colors are attached to this email). Please let me know what you decide by 5:00 pm on Friday, March 22nd. If you have any questions, please do not hesitate to contact me at 703-555-1212.

Paint Colors (Available in semi-gloss or eggshell finish)

- #1415—Soft Jade
- #1416—Garden Moss
- #1417—Forest Glen

Faucet Sets (Available in polished brass or polished chrome)

Model	Price	Handle Style
• Meridian	\$109.88	Single
• Mermaid	\$83.50	Dual
• Monitor	\$95.75	Dual

Regards,
John Q. Smith
Smith Contracting

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