

# Workplace Communication Skills for Construction Trades

**Workplace Communication Skills for Construction Trades** is occupation-specific language training that teaches participants how to better communicate on the job in the construction trades and in specific construction occupations, and to understand the socio-cultural dimensions of construction trades workplaces.

This course is for newcomers who

- have training or experience in construction with a specialty in one of the following:
  - carpentry
  - electrical
  - plumbing
  - steamfitting
  - bricklaying.
- have a language level of Canadian Language Benchmark or Niveaux de compétence linguistique canadiens of 5/6 to 8.
- are permanent residents or protected persons.

Participants may be working in, or want to re-enter, an occupation related to their training and experience in the construction trades, or want to undertake a program of study to bridge to employment in construction.

The in-depth curriculum is sector specific, focusing on construction trades workplaces in Ontario, relevant provincial workplace legislation, occupational regulation and certification, labour market trends and workplace culture. The curriculum is supplemented by occupational tool kits and language learning activities tailored for participants of different construction trades backgrounds.

An activity that focuses on the language skills needed when making progress updates, for example, provides the broad sector-based communication framework for relaying information, while also addressing the specific types of data-sharing communication used by carpenters, electricians, plumbers, steamfitters or bricklayers when updating clients, supervisors or contractors about projects.

Practical and relevant communication activities such as dialogue practice, role play and simulations teach participants how to

- clearly and effectively interact with supervisors, contractors, customers and other tradespeople.
- understand the task, material and safety requirements of assignments.
- confidently communicate over the telephone and two-way radio.
- competently present status updates on projects.
- improve interviewing, networking and career-building communication skills.

**Workplace Communication Skills for Construction Trades** equips graduates to apply their workplace communication training in a variety of construction trades settings, including

- residential development sites
- commercial development sites
- public works projects
- private homes.