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Dedicated to Serve



LANGUAGE ARTS for the **CONSTRUCTION INDUSTRY**

Student Workbook

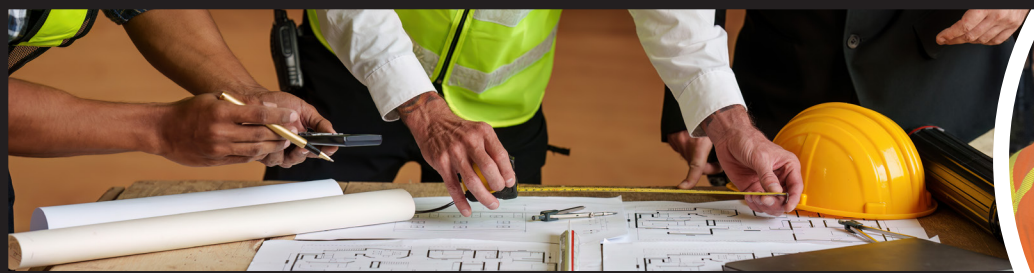
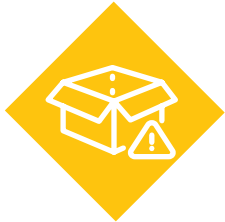


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Introduction

There are many tools used in the construction industry. These include the basics, such as hammers, tape measures, and specialized tools for different types of work. Each tool requires an understanding of its use and its application to a particular job.

The same can be said for the language arts skills required to complete certain job-related tasks. As you seek promotion within your company, you need to possess certain language arts skills to ensure effective communication, both oral and written. In addition, strong reading and writing skills are needed to complete various job-related tasks.

This course will use hands-on activities to teach you the basic language arts skills needed for working in the construction field, with a focus on such things as reading blueprints, creating work orders, composing emails, and professional communication with coworkers, vendors, and customers.

A construction worker in a red shirt and orange hard hat, wearing a high-visibility vest, talking on a mobile phone and holding a tablet. A yellow diamond icon with a clipboard symbol is overlaid on the image.

By the end of this course, you will be able to:

- Perform basic language arts functions in construction
- Explain what language arts means in the workplace
- Apply language arts thinking skills in the construction industry



1. Missing Inventory



In the construction industry, whether your focus is general construction, plumbing, or electrical work, language arts skills are necessary. For example, your boss may ask you to compose an email, compile a work order, contact customers, or problem-solve to find solutions to complete job-related tasks for a project.

The activities in this lesson will provide you with a basic understanding of language arts skills for reading, writing, oral and written communication, research, and listening and speaking. These skills will build a foundation for success in your job now and in the future.

After completing this lesson, you will be able to:

- 1 - Read a basic blueprint to determine plumbing fixture needs**
- 2 - Create lists and documents**
- 3 - Communicate professionally with customers and vendors**
- 4 - Review and compare documents to locate errors or issues**



Scenario 1: The Collier Project



As the Assistant Project Manager for the Collier project, a new home build, your supervisor has tasked you with ensuring you have all the plumbing fixtures and supplies needed for the project.

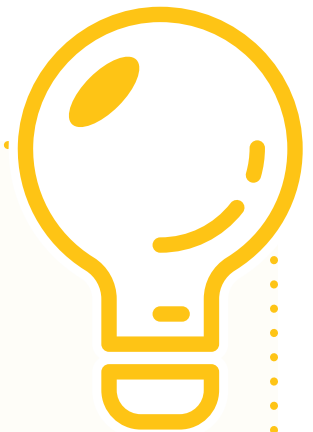
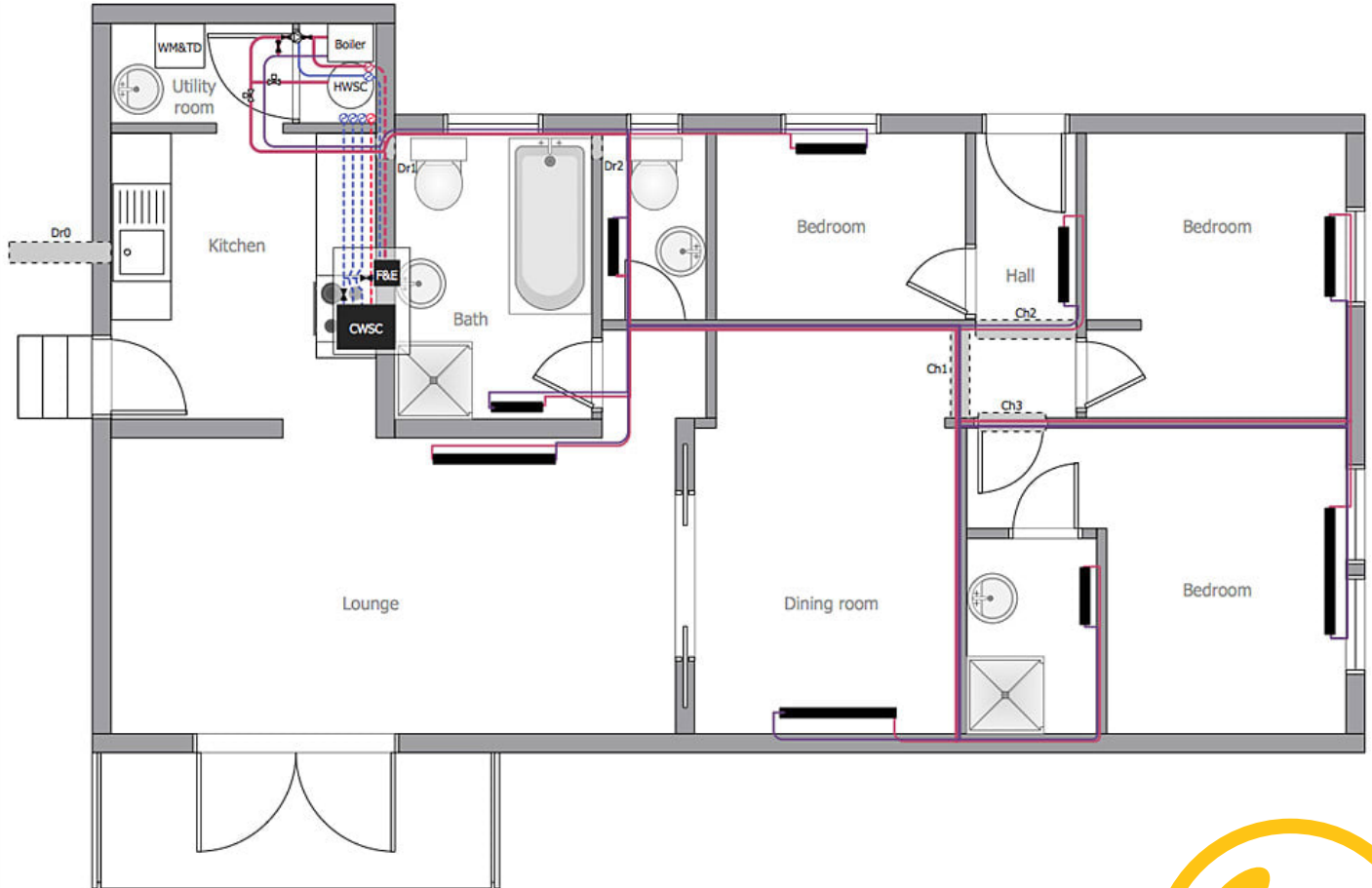


In this scenario, you will:

- review a blueprint
- make a list of fixtures and supplies to order
- submit the list to your supervisor for approval
- complete an inventory check to ensure the correct fixtures and supplies were received
- communicate with a vendor about the supply order

Activity 1: Reading/Writing

Review the blueprint for the home. Then, make a list of the fixtures and supplies needed (for example, sinks, toilets, plumber's tape, etc.) on the next page.



Hint:

Blueprints for plumbing and other professions will have common symbols that represent each item. The symbols will not always look exactly the same, but they should be similar. As you can see from the blueprint above, the symbols for toilets, sinks, and bathtubs are shaped like the items they represent.

Do you know what this symbol means?



If you ever need help figuring out a symbol, remember that you can search the internet for "plumbing blueprint symbols."

Activity 1: Reading/Writing

Plumbing Fixtures and Supplies Needed:



KITCHEN



BATHROOM



**UTILITY
ROOM**

Activity 2a: Oral/Written Conventions

Use the list of fixtures and supplies you made in Activity 1 to create an Excel spreadsheet containing the items and quantities needed.

A basic example of what the headings should look like is provided below.

	A	B	C	D	E	F	G
1	Item	Brand	Color/Finish	Model #	SKU	Quantity	Room
2							
3							
4							
5							

Provided below are the specific fixtures required for this standard-build home.

Note: For this exercise, you will use the same fixtures for several rooms, but in the workplace, these may be different for each room.

For the supplies not listed below, you may leave the numbers blank, but in a real work situation, you would need to search the vendor's website for the item numbers.



Standard Plumbing Fixtures (Vendor: Home Depot)

Kitchen

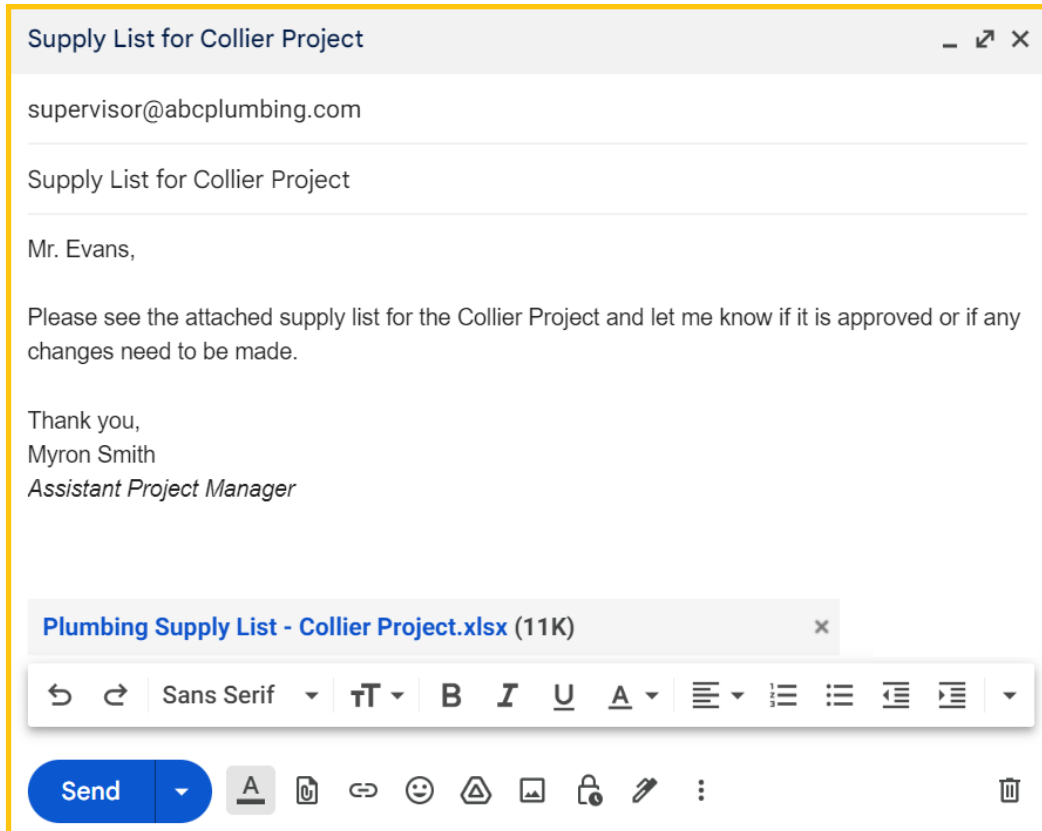
- Moen Kaden Faucet | Chrome | Model 7966 | SKU 1003954738
- Moen 2000 Series Sink | Stainless | Model GS202131Q | SKU 1004427409

Bathrooms and Utility Room

- Vanity Art Freestanding Tub | White | Model VA6815-XS | SKU 1005114973
- AKDY Floor Mount Tub Faucet | Chrome | Model TF0021 | SKU 1002257918
- Glacier Bay 2-Handle Faucet | Chrome | Model F5121054CP | SKU 217251
- Glacier Bay Vanity with Basin | White | Model GB18P2-WH | SKU 630204
- MAAX Corner Shower Kit | Chrome | Model 10560500129104 | SKU 678910
- Adler Shower Faucet | Chrome | Model 82604 | SKU 1002081930
- Glacier Bay Toilet | White | Model N2316 | SKU 215583

Activity 2b: Sample Email

A sample email is provided below. Depending on your work environment and your relationship with your supervisor, you may need to be more professional or possibly more casual. For example, you might address your supervisor by their first name.



Email Tips

- ✓ **Font:** Make sure to use a readable font that looks professional.
 - Arial and Calibri are good options.
 - Make sure the font size is at least 11 or 12 points.
- ✓ **Email length and message body:** Include all of the necessary information, such as why you are writing, but keep the email as brief as possible.
- ✓ **Subject:** Include a subject that summarizes the purpose of your email.
- ✓ **Greeting (Salutation):** If you know who the contact person is, address the person directly (for example, “Mr. Smith”).
- ✓ **Closing:** Use a formal closing line, such as “Sincerely” or “Thank You.”

Activity 3: Research

Your supervisor approved your list. You submitted a purchase order to a local vendor, and the fixtures and supplies were received. Compare the packing slip to your supply list to ensure all items were received.

Packing Slip			Home Depot
Deliver to: ABC Construction 1234 Anywhere Street Houston, TX 12348		Customer Order: 98765 Phone: 832-555-0102 Purchase Order: 123456 Date: 10/11/2022	
<i>Thank you for your order!</i>			
Item Description	Model #	SKU	Quantity
Adler Sh Faucet Chrome	82604	1002081930	1
Glacier Bay Toilet White	N2316	215583	2
Glacier Bay Faucet Chrome	F5121054CP	217252	4
Glacier Bay Vanity White	GB18P2-WH	630204	3
MAAX Shower Kit Chrome	10560500129104	678910	1
Moen Kaden Stainless	7966	1003954738	1
Moen 2000 Stainless	GS202131Q	1004427409	1
Vanity Art Tub White	VA6815-XS	1005114973	1
AKDY Tub Faucet Chrome	TF0021	1002257918	1
Caulk			10
Plumbing Tape			6
PVC Cement			1
Plumber's Putty			3
Wax Ring			2
Shut-off Valves			9
Water Lines (hot and cold)			12
PEX Piping: 8 ft. joints			12
Threaded Pipe Adapters, set of 25			1

Activity 3: Research

Do the items received match your list of ordered fixtures and supplies? _____

If not, use the space below to list any issues you found.



**MISSING
ITEMS**

Empty space for listing missing items.



**INCORRECT
ITEMS**

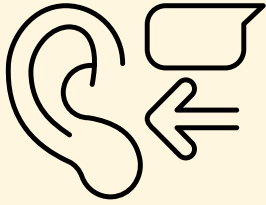
Empty space for listing incorrect items.

Additional Notes:

Four horizontal dotted lines for additional notes.

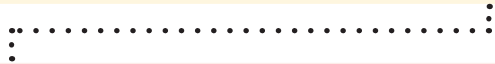
Activity 4: Tips for Speaking Professionally

The tips below will help you to speak professionally.



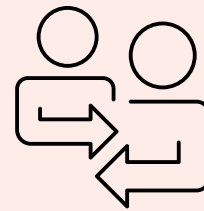
Listen actively.

When someone is speaking, really try to listen and understand what they are saying. Be patient.



Repeat back what you have heard.

This shows that you were listening and helps to clarify any misunderstandings.



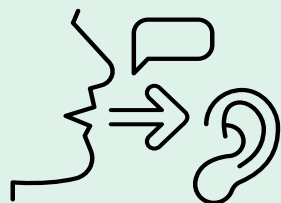
Ask questions.

If you are not sure about something, ask for clarification.



Use nonverbal cues.

If you are talking in person or on a video call, facial expressions, eye contact, and body language can all affect how well you communicate.



Be aware of your own communication style.

We all have different ways of communicating, so be aware of how you come across to others. Be polite.

Check Your Understanding

Reflect on what you learned in this scenario by answering the questions below.

Reflection

Do you feel confident that you can check inventory received and identify any issues? If not, what might you need help with in the future?

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In your job (or future job), why is it important to know how to communicate professionally on the phone, in an email, and in person?

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How comfortable are you with reading and writing on the job? What might you need help with?

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2. Cost Increase



There are many types of construction, and one of those is home construction, also known as residential construction. Building homes requires a collaboration between many people, which can include a general contractor and workers who complete specific tasks, like electrical wiring, plumbing, and carpentry. When you think of building homes, you might not think about language arts, but those skills are needed when you read blueprints or instructions, find and evaluate information, and listen and speak to coworkers and customers.

After completing this lesson, you will be able to:

- 1 - Study product information to acquire professional knowledge**
- 2 - Interpret diagrams to determine product or material specifications**
- 3 - Prepare and process correspondence and documents**
- 4 - Communicate details to customers**



Scenario 2: The Thompson Project



You are the Assistant Project Manager for the Thompson project, and the Thompson family has requested to view options for an upgrade in the kitchen countertops. Your supervisor has tasked you with working with the customer to ensure they get the ones they want.



In this scenario, you will:

- review the plan for the kitchen
- determine the measurements for the countertops
- work with the customer to select countertops that work for their budget

Activity 1: Reading/Writing

The original price quoted to the customer for kitchen countertops was for laminate, but they now want to review other options, such as marble, granite, and quartz. Use the space below to list the steps you would take to assist the customer.

A large rectangular area with rounded corners, outlined in orange, containing 20 horizontal dotted lines for writing.

Activity 1: Reading/Writing

The customer has asked you to send them an email with information about each countertop type (marble, granite, and quartz). Before you can communicate with the customer, you need to read about each type.



Marble

Marble is well-made and solid, but it is sensitive to acidic liquids, and it can be stained and scratched. Marble also tends to darken over time. However, it is heat-resistant and can get about twice as hot as quartz before it cracks. Marble is used in a lot of luxury builds, and it is typically more expensive than granite and quartz.

Price for this scenario: \$198 per square foot



Granite

Granite is a common option because it is solid, durable, and stain-resistant. This is a natural stone, so there are fewer color options compared to quartz. Granite needs to be resealed occasionally. Granite is heavy, so the cabinets must be able to withstand the weight. Granite has the most heat resistance. It can withstand over 500 degrees before it starts to crack. The price of granite is typically in between marble and quartz, but it depends on the quality and appearance.

Price for this scenario: \$149 per square foot



Quartz

Quartz has many of the benefits of granite, but it is not entirely natural. Quartz countertops are typically made from crushed quartz and resin, with some dyes for coloration. Quartz does not need to be resealed regularly. It is not very heat-resistant. It can become damaged at around 180 degrees. Quartz is traditionally cheaper than granite, but many variations of quartz cost the same or more than granite.

Price for this scenario: \$120 per square foot

Activity 2: Oral/Written Conventions

The customer has asked you to send them an email with general information about each countertop type (marble, granite, quartz). Write a professional email to the customer with a summary of each type, including cost differences, and provide your recommendation.

Email Draft:

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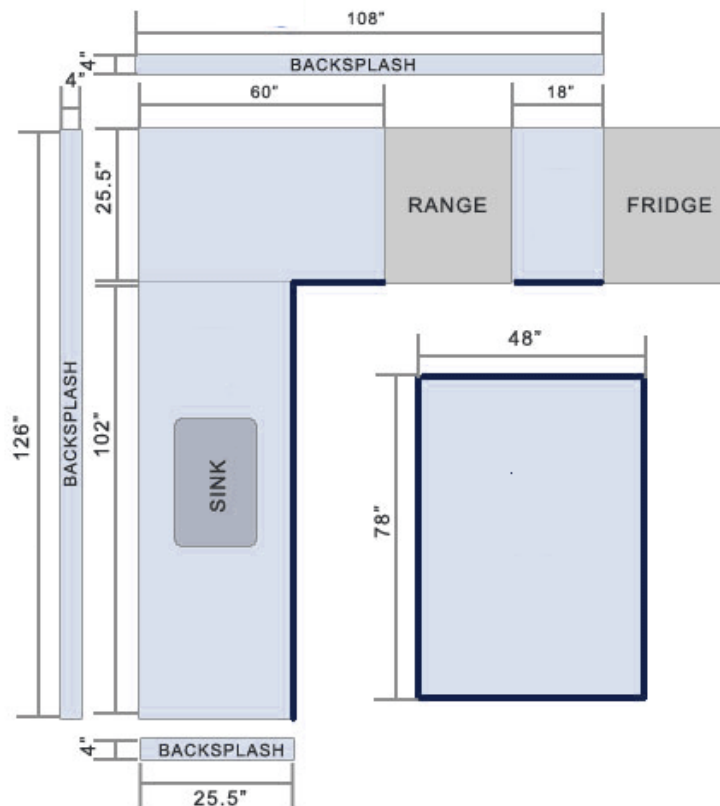
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Activity 3a: Research

The customer has now made a decision on the kitchen countertops they want to order. You will need to contact the local countertop vendor to get a price quote, but first you need to know how much product is needed. Use the kitchen drawing below to measure the countertops and determine how many square feet of product you will need.



- Record the length and width for each countertop piece needed.
- Multiply the length by the width for each section to get the square inches.
- Add all of the numbers in the sq. inches column together to get the total.
- Divide the total square inches by 144 to get the total square footage needed.

Countertop Measurements

Length	Width	Sq. inches
1 _____	x _____	= _____
2 _____	x _____	= _____
3 _____	x _____	= _____
4 _____	x _____	= _____
Total =		_____

Convert to Square Feet

Total Square Inches	= _____
<i>Divide by 144</i>	÷ 144
<hr/>	
Total Square Feet	= _____

Activity 3b: Research

Using your square foot calculation, plus the quotes below from the vendor, calculate the price. Then, use Microsoft Word to create a *Change Order Request Form* for the customer, to explain the price increase.

Cost of Material Per Square Foot			
Marble: \$198	Granite: \$149	Quartz: \$120	Laminate: \$45

ABC Construction | Construction Change Order Request Form

Change Order # _____ Contract #: _____
Project Name: _____

Under our AGREEMENT dated _____, you are hereby authorized and directed to make the following change(s) in accordance with terms and conditions of the Agreement:

(DESCRIPTION OF THE CHANGE)

FOR THE ADDITIVE SUM OF: \$ _____.

Original Agreement Amount: \$ _____

Sum of Previous Changes: \$ _____

This Change Order: \$ _____

Present Agreement Amount: \$ _____

The time for completion shall be (increased/decreased) by ____ calendar days due to this Change Order. Accordingly, the Contract Time is now _____ calendar days, and the substantial completion date is _____.

Your acceptance of this Change Order shall constitute a modification to our Agreement and will be performed subject to all the same terms and conditions in our Agreement indicated above, as fully as if the same were repeated in this acceptance.

The adjustment, if any, to this Agreement shall constitute a full and final settlement of any and all claims arising out of or related to the change set forth herein, including claims for impact and delay costs.

Accepted on _____ (Date)

By: _____ (Contractor) By: _____ (Owner)

Activity 4a: Listening/Speaking

In this scenario, a customer asked to make a change to an existing contract. You took the steps of reading about kitchen countertop options, distributing information to the customer, helping them make an informed decision, researching how much the cost increase would be, and drawing up a *Change Order Request Form* for the change in countertops. Now, you need to meet with the customer to explain the *Change Order Request Form* and have them sign it. Use the space below to outline or script what you will say to them when you meet.

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Activity 4b: Listening/Speaking

In the last step of this scenario, you spoke to the customer and discussed the *Change Order Request Form*. What would you have done if the customer had disagreed with the changes or the price listed on the form?

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Remember:

Give full attention to what the customer is saying. Take the time to understand the points they are making, and be sure not to interrupt. This is called *active listening*. You should also make sure you have a cooperative attitude and remain pleasant and patient.

Check Your Understanding

Reflect on what you learned in this scenario by answering the questions below.

Reflection

Why is it important to fill out a *Change Order Request Form* when changing something that is already under contract? How do language arts skills help when performing tasks like this?

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In your job (now or in the future), will you have to take measurements for customers? This requires math skills, but how do language arts skills help?

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Do you feel confident in your ability to speak with customers? What might help you boost your confidence?

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3. Employee Attendance



In any workplace, attendance is important. In the construction field, excessive employee absences could cause a loss of money due to project deadlines not being met and the need for increased overtime. As with any workplace issue, you will need language arts skills, such as reading, writing, listening, and speaking, to resolve attendance issues. For example, you will need to read attendance policies and potentially speak with employees professionally about difficult topics.

The activities in this scenario will help enhance your language arts skills to better prepare you for communicating in the workplace.

After completing this lesson, you will be able to:

- 1 - Read company policies and procedures
- 2 - Compose official documents, such as emails and conduct notices
- 3 - Communicate professionally with employees on difficult topics



Scenario 3: The Hernandez Project



You are on the construction site of the Hernandez Project, which is nearing completion, but the deadline is quickly approaching. One of your employees has not shown up yet, and work started over an hour ago. All of the other employees arrived on time.



In this scenario, you will:

- determine which steps to take to resolve the attendance problem
- have a conversation with the employee once you decide how to handle the situation

Activity 1: Reading/Writing

You are on the construction site of the Hernandez Project, which is nearing completion. One of your employees, Terrence Cooper, has not shown up yet, and work started over an hour ago. Write down the steps you think you should take.

A large rounded rectangular box with a purple border, containing 20 horizontal dotted lines for writing.

Activity 1: Reading/Writing

You have located your company's attendance policy in the Employee Handbook. Part of the policy is provided below. Read it before moving on to the next activity.

ABC Construction | Employee Handbook

Attendance and Punctuality

It is important for you to report to work on time and to avoid unnecessary absences. The Company recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action, up to and including discharge. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative impact on the success of the Company.

You are expected to report to work when scheduled. If you know in advance that you will be absent, you should notify your immediate supervisor or the designated manager. If your absence is unexpected, you should attempt to reach your immediate supervisor as soon as possible, but in no event later than one hour before you are due at work. If your immediate supervisor is unavailable, you must speak with a manager. When leaving a voicemail, you must provide a number where your supervisor may reach you if need be. Please note that some, but not all, absences are compensated under the Company's leave and benefits policies. An employee who is absent 3 or more consecutive days must present a written doctor's certification that the employee was unable to work during the period of absence. Any employee who "no-shows" or "no-calls" will be terminated.

The following reprimands will be implemented for contacting the Company later than one hour before you are due at work:

- 1st time – verbal warning
- 2nd time – written warning
- 3rd time – reviewed with possible termination

Leave Procedure

Requests for time off should be submitted to your supervisor as soon as you know when you wish to schedule your time off, but in no event less than two weeks prior to the time requested. Time off requests are approved by your immediate supervisor. This is coordinated so that sufficient staff is available to provide adequate coverage at all times. Time off requests are granted on a first-come, first-served basis. In the event of a conflict in requests, your supervisor will consider the Company's staffing needs during the relevant period, as well as the length of service with the Company of the employees involved.

(continued on next page)

Activity 1: Reading/Writing

ABC Construction | Employee Handbook

Leave Benefit

Employees accrue one hour of paid sick leave for every 30 hours of work performed. Unless a local ordinance requires otherwise, employees may not accrue more than 40 hours or five regularly-scheduled workdays of paid sick leave, whichever is greater, at any given time. Employees who reach the applicable cap will cease to accrue further paid sick leave hours until paid sick leave is used, at which point the employee will continue to accrue additional paid sick leave up to the cap.

Leave Usage

Employees may take the greater of 40 hours or five regularly-scheduled workdays' worth of paid sick leave per leave year for any of the qualifying reasons discussed below, as well as any reasons allowed for under an applicable local paid sick leave ordinance. For the purposes of this policy, the leave year is the employee's anniversary year. Paid sick leave may be used for the diagnosis, care (including preventive care), or treatment of an existing health condition of an employee and certain family members of the employee. A family member includes a child, parent, spouse, domestic partner, grandparent, grandchild, or sibling. For purposes of this policy, a "child" means a biological or adopted child, a foster child, a step-child, a legal ward, or a child to whom the employee stands in loco parentis (in the place of a parent). Similarly, a "parent" under this policy means a biological or adoptive parent, a foster parent, a step-parent, an employee's legal guardian, a legal guardian of an employee's spouse or domestic partner, or a person who stood in loco parentis when the employee was a minor child.

Civic Duty Leave: Jury Duty

The Company encourages employees to fulfill their civic duties. To that end, employees will be allowed leave to serve on a jury, if summoned. We request that you bring in a copy of your summons notice as soon as you receive it, so that we may keep it on file. If you are called during a particularly busy period, we may ask you to request a postponement. The Company will provide additional documentation in this regard, if necessary, to obtain such postponement. Jury duty can last from a portion of a single day to several months or more. During this time you will be considered on a leave of absence and will be entitled to continue to participate in insurance and other benefits as if you were working. While serving on jury duty, you are expected to call in to your supervisor periodically to keep him or her apprised of your status.

Activity 2: Oral/Written Conventions

After reviewing the attendance policy, you decide your next step is to email Human Resources (HR) to ask for the employee's record to determine if they have previous warnings for attendance. Compose an email to HR asking for the records.

Email Draft:

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Activity 3: Research

HR has provided the employee file below. Review the first page of the attendance policy again. It informs you that you should provide a written warning to the employee since they have already received a verbal warning for providing late notice of a tardy.

ABC Construction Employee Attendance Record		
Name: Terrence Cooper		Employee ID: 08946
Date	Type	Action
01/09/22	Tardy	On-time notice
02/11/22	Absence/Jury duty	Excused
03/14/22	Absence/Illness	Excused/leave used
03/15/22	Absence/Illness	Excused/leave used
03/16/22	Tardy	On-time notice
03/17/22	Tardy	Late notice/verbal warning

Sample Written Warning (Simple):

March 19, 2022

Dear Terrence Cooper,

Please consider this a letter of written warning concerning tardiness. Attendance records indicate that on March 17, you received a verbal warning for tardiness without notice of at least one hour. On March 19, you were tardy again without providing adequate notice that you would be late to the jobsite. Please note that employees who fail to provide notice for a third time will be under review and can be terminated.

You also recently used two sick days and had one tardy with on-time notice. Your good health and presence on the job are important to us and are essential for the smooth completion of the current project. Please reach out to HR if you need assistance or additional information.

Thank you,
Elyse Castillo
Construction Supervisor

Activity 4: Listening/Speaking

Now that you have written the warning, you should meet with the employee to discuss concerns and get them to sign the letter to acknowledge they received it. Use the space below to brainstorm what you will say to the employee.

A large rounded rectangular box with a purple border, containing 18 horizontal dotted lines for writing notes.

Check Your Understanding

Reflect on what you learned in this scenario by answering the questions below.

Reflection

Have you ever had to have a difficult conversation with a boss or a coworker? What are some strategies you can use to make sure it goes well in the future?

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Why is it important to read your company's handbook or policies?

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You have now written several emails to different people in the workplace. Do you feel confident doing this at your job, and if not, what do you still need help with?

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4. Employee Conduct



In any workplace, professionalism is important. In the construction industry, you will not only speak to coworkers and your boss, but you may also speak to customers, vendors, and other members of the public. If you or your employees fail to behave professionally, the consequences can be costly, because you may lose customers. If you are the one who treats someone poorly, you may even lose your job.

The activities in this scenario will guide you on what to do if one of your employees has been accused of speaking to a customer unprofessionally.

After completing this lesson, you will be able to:

- 1 - Read and write employee conduct files**
- 2 - Communicate details of a situation to appropriate personnel**
- 3 - Prepare and process emails and documents**
- 4 - Coach employees on professionalism**



Scenario 4: The Williams Project



You are a general contractor, so you are responsible for the day-to-day supervision of a construction site. This means creating and managing the construction schedule, organizing and managing the jobsite, hiring subcontractors, managing suppliers and vendors, renting equipment, and providing field management and labor.

You are acting as a foreman, so you are in charge of a crew. Your current project is the Williams Project. Mr. Williams has called to inform you that one of your crew members has spoken to him unprofessionally.



In this scenario, you will:

- determine steps to take to resolve the behavior problem
- have a conversation with the employee once you decide how to handle the situation
- have a conversation with the customer to assure them that the incident has been addressed

Activity 1: Reading/Writing

You are managing the Williams project, and Mr. Williams has called to tell you that one of your employees, Felix Bell, has spoken to him unprofessionally. Use the space below to list the steps you should take, given this limited information.

A large rounded rectangular box with a blue border, containing 20 horizontal dotted lines for writing.

Activity 1: Reading/Writing

You have contacted Human Resources (HR) to ask for Felix Bell's employee file. Review the partial *Comprehensive Personnel Record* below to determine if he has had previous warnings or write-ups.

ABC Construction | Comprehensive Personnel Record



Name: Felix Bell

Employee ID: 01334

Address: 14 Sky Rd.
Katy, TX 77494

Date of Birth: 11/07/1995

Job: Construction/General Labor

Supervisor: Salvador Estes

Phone: 832-123-4567

Email: fbell@abcconstruction.com

Wage: \$3,750

Emergency Contact: Kristina Bell

Relationship: Spouse

Benefits Enrollment

401(k): Yes

Life - Voluntary: Yes

Dental: Yes

Vision: No

Latest Evaluation

Description: Annual Evaluation

Date: 01/05/22

Total Score: 75/100

Documents

Annual_Eval_01-05-22.PDF

Benefits_Change_Form_06-05-22.PDF

Training_Completion_Safety_Fall_Protection_12-02-21.PDF

Training_Completion_Safety_OSHA_12-05-21.PDF

Verbal_Warning_Conduct_03-24-22.PDF

Workshop_Diversity_02-14-22.PDF

Did you find anything in the file? If so, what did you find?

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Activity 3a: Research

Your supervisor has emailed back with the discipline procedures and verified that the next step is to give the employee a verbal warning. Use the space below to brainstorm what you will say to the employee when you give the verbal warning.

ABC Construction | Progressive Discipline Procedures



1. Verbal Warning
2. Second Verbal Warning
3. First Written Warning
4. Second Written Warning
5. Final Written Warning or Termination

A large rounded rectangular box containing ten horizontal dotted lines for brainstorming notes.

Activity 3b: Research

Your company uses a *Record of Counseling* form to document verbal warnings. Fill out the form below as the supervisor.

ABC Construction | Record of Counseling

Employee: _____ **Job Title:** _____

Date of Discussion: _____ **Supervisor:** _____

Nature of Discussion: To be completed by the supervisor. Briefly provide facts surrounding the situation; pertinent background information; a description of unacceptable performance, conduct, or behavior; dates; established performance expectations; specific improvements or changes required to meet expectations; action plans for achieving improvements, etc

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Employee Response: Provide the employee an opportunity to respond in writing.

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Employee Signature: My signature indicates that my supervisor discussed the above issue with me on this date.

..... (Date)

Supervisor Signature: On this date, I discussed the above issue with the employee.

..... (Date)

Activity 4: Listening/Speaking

In this scenario, you need to follow up with Mr. Williams to assure him that the incident has been addressed and that no further issues will occur.

Brainstorm what you would say to the customer to reassure him without breaching any employee confidentiality policies. Use the space below to draft your conversation.

A large rounded rectangular box with a blue border, containing 15 horizontal dotted lines for writing.

Check Your Understanding

Reflect on what you learned in this scenario by answering the questions below.

Reflection

Why is important to document conduct issues in the workplace?

How does language arts benefit you when you need to discipline an employee or discuss employee conduct accusations with a customer?

You have now had various conversations with employees and customers in the workplace. Do you feel confident doing this at your job, and if not, what do you still need help with?



5. Job Safety Analysis



Creating a safe workspace is important in any industry, but in construction, there are many potential hazards, so safety is a top priority. A Job Safety Analysis (JSA), also called a Job Hazard Analysis, is a process used to identify potential hazards on a project site. This process allows construction crews to break jobs down into tasks, identify potential hazards, assess the risks of those hazards, and hopefully eliminate or mitigate the hazards.

In this scenario, you will work with your crew to create a JSA and make sure everyone understands the importance of workplace safety.

After completing this lesson, you will be able to:

- 1 - Read, understand, and write Job Safety Analysis (JSA) documents**
- 2 - Research workplace hazards**
- 3 - Communicate job safety information, including the importance of workplace safety**



Scenario 5: The Stevens Project



You are part of a construction crew that is responsible for completing the electrical work on the Stevens Project. You have been asked to create a Job Safety Analysis (JSA) for tasks you will complete on the site.



In this scenario, you will:

- create a JSA
- communicate with your team during a safety meeting
- ensure everyone on your team understands what JSAs are and why they are important

Activity 1: Reading/Writing

Read the sample Job Safety Analysis (JSA) form below.

ABC Construction | Job Safety Analysis - Task Specific

Date: _____

Workplace Task to be Analyzed:

Install and Repair Electrical
Devices/Equipment

Category:

Energy Hazard

Job Classification:

Install and Repair Electrical
Devices/Equipment

Hazard Type:

Electricity

Required Equipment and/or Personal Protective Equipment (PPE):

Safety glasses, safety footwear, lockout/tagout tags and lock, rubber gloves, test meter, ladder

Task/Sequence	Potential Hazard	Action/Hazard Containment
Access work site	Slip, trip, fall from height	Ladder safety training
Isolate electrical circuit	Electrical shock	Lockout/Tagout
Test electrical circuit with tester	Electrical shock	Wear safety gloves, test meter
Remove defective equipment		
Install new equipment		
Remove lock		
Re-energize circuit		

Activity 1: Reading/Writing

Use the space provided to write down why it is important to fill out a Job Safety Analysis (JSA) for tasks that will be performed on a construction site.

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Hint:

Some of the benefits of a Job Safety Analysis are **improved worker safety; improved communication** (the JSA opens a dialogue between crew members and management); **better training for employees** (especially for new hires who need to learn best practices); and **transparency** (the JSA plays a large role in incident investigation and lessons learned).

Activity 2: Oral/Written Conventions

Were you already aware of JSA forms? Discuss your experience with JSAs, including when and how they are used in your current workplace. If you do not know how they are used in your workplace, discuss how you think they might be used.

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Look back at the JSA example shown in Activity 1 (page 48). Is there anything you would add to the form?

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Activity 3: Research

Search the website of the Occupational Safety and Health Administration (OSHA) and other sites on the internet for electrical safety information. You can also look up other examples of JSA forms online.

Keep in mind that every company will have their own version of the forms, so the forms you locate online will not be exactly like the ones at your workplace.

Once you have located examples, create a new JSA form with an electrical task that might be performed on your job site. An example of an electrical task that could be found on a JSA is shown below.

Task: Sub panel conduit installation

Potential Hazard	Action/Hazard Containment
Running lift into people or products	Certified lift operators only
Dropping tools/materials	Use a ground guide
Falls	Clean work surface on lift
Pinch points	Material box on lift for parts
Sprains/strains	Set up work zone below with caution tape, cones, etc.

Activity 3: Research

Use the space below if you need to sketch or outline what your JSA will look like before creating the document in Microsoft Word.



Activity 4: Listening/Speaking

Conduct a mock safety meeting with your group. Many construction jobs with hazardous tasks follow the OSHA suggestion to conduct these meetings every day to ensure workers know how to stay safe on the jobsite. Work through the JSA you created and discuss any challenges you faced while creating the form, along with any suggestions for improvement or revisions needed. Use the space below to take notes.

A large rounded rectangular box with a green border, containing 18 horizontal dotted lines for taking notes.

Check Your Understanding

Reflect on what you learned in this scenario by answering the questions below.

Reflection

Why is it important to conduct a Job Safety Analysis (JSA)?

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Do you feel confident filling out a task-specific JSA? If not, what do you still need help with?

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Do you feel confident speaking at a safety meeting to help the crew identify safety hazards and how to prevent them? If not, what can you do to gain confidence?

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End-of-Course Reflection

This course used real workplace scenarios to allow you to practice language arts skills. Use the space below to reflect on the language arts areas covered in the course.

Reflection

Why are reading and writing important in the construction industry? What types of documents will you need to read, and what will you need to write, especially as you advance in the field?

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Do you feel confident composing professional documents with good grammar and punctuation? What can you use to assist with those areas (*hint: spell-check*)?

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Why is it important to know how to locate and evaluate sources of information and compile information in order to present it to others? When might you do this in your job?

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What can you do to show coworkers and customers that you are actively listening when they speak? Do you feel confident speaking to customers about products and procedures? What could you do to practice your listening and speaking skills?

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