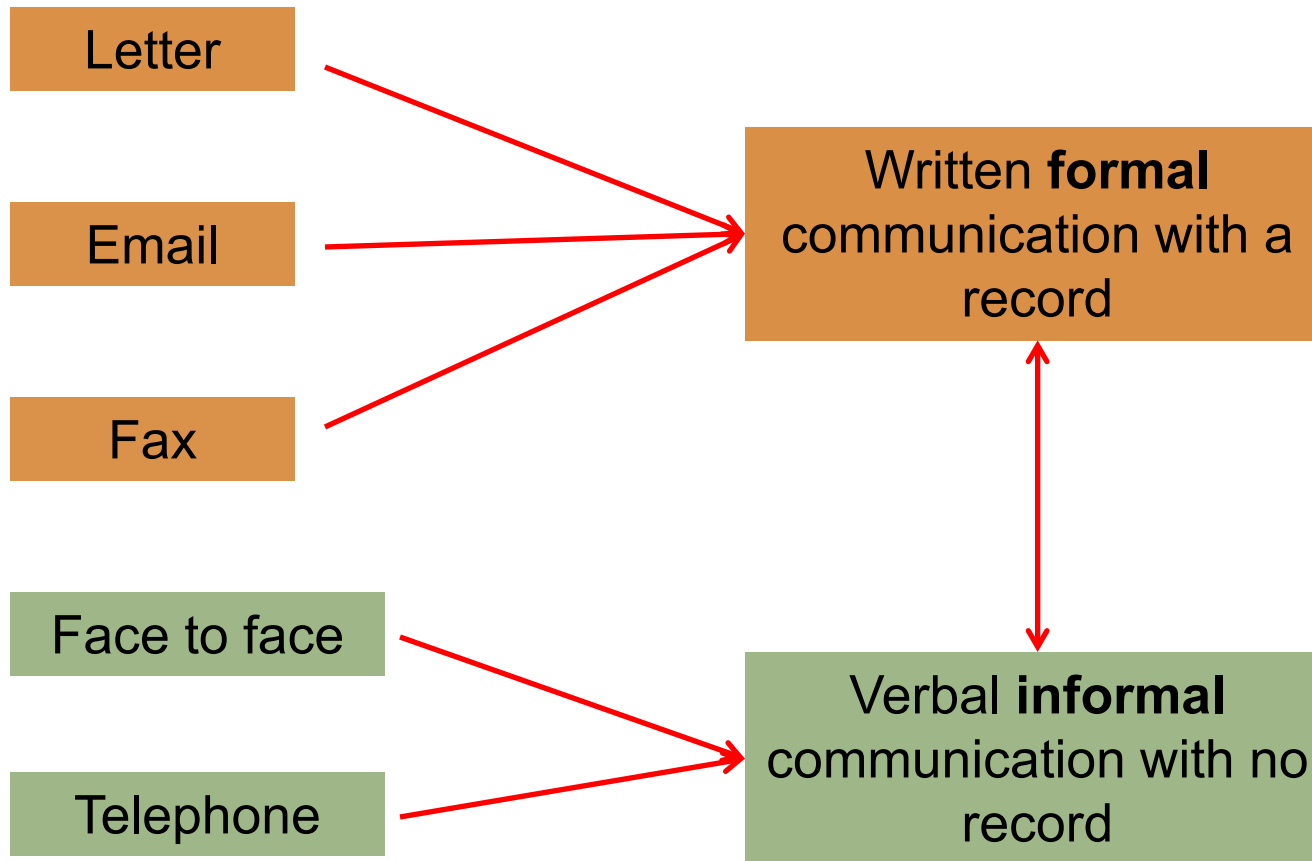


Unit 210: How to communicate with others

Outcome 3

**How to communicate with
others in the building services
industry**

Communicating with others



Communicating with others

Written formal communication

Letters: Official method of communication that can help towards a good image if written well. Official company business should always be in a written form on company headed paper: sales, quotations, information, enquiries.

Emails: The use of emails has increased dramatically over the past few years, due to convenience and speed.

Faxes: These can be used to convey copies of formal documents: invoices, quotations, contracts. With faxes, a cover page needs to be used.

Communicating with others

Verbal informal communication

More often than not, the spoken word is our main method of communication. We still have a responsibility to maintain the company image.

- What you are saying
- Tone of voice
- Body language
- The response
- Listen carefully

Verbal communication quite often needs to be backed up with written confirmation.

Communicating with others

Communication strategies

You should always think beforehand about the kind of information a customer may require. Good communication is crucial to completing a task safely and efficiently.

Your communication method may need to be adapted for certain individuals or groups.

The key is to make sure both parties completely understand each other.

Communicating with others

Physical disabilities

If a customer has a hearing impairment you may need to:

- Use written notes and drawings
- Use more leaflets, manufacturer's literature
- Use technology if available (computer, telephone amplifier)

If a customer has a visual impairment you may need to:

- Give more verbal detail
- Describe diagrams and instructions
- Inform the person of their surroundings (dangers, who is in the room)

Communicating with others

If a customer has a special learning need you may need to:

- Make sure the responsible person is present to hear details as well
- Keep information short and relevant
- Use visual aids

Communicating with others

In today's multicultural society, more people deal with customers whose first language may not be English, or they may have a strong accent or dialect.

Accent – The way people pronounce words.

Dialect – Combination of dialect, vocabulary and use of grammar.



Communicating with others

When communicating with a customer whose first language is not English, you may need to:

- Speak clearly, avoiding slang
- Use shorter sentences
- Ask questions to make sure they have understood
- Use diagrams and visual aids
- In some cases use an interpreter or another family member

The same guidance applies for people who have a strong accent or dialect.

Communicating with others

Conflict in the workplace

When people work together there will be occasions when they disagree. Whether disagreements develop into full-blown feuds depends on the person in charge.

- Unfair working conditions
- Pay
- Language/behaviour
- Culture

Deal quickly and effectively with these issues, as they can affect morale, motivation, productivity and cause stress and accidents.

Communicating with others

Conflict in the workplace

- Employer and employee
(may need union involvement or mediation)
- Employee and employee
(may need employer intervention)
- Customer and employer
(may need intervention by a professional body)
- Customer and employee
(may need employer intervention)

Communicating with others

ACAS: Advisory, Conciliation and Arbitration Service offers arbitration in large disputes.



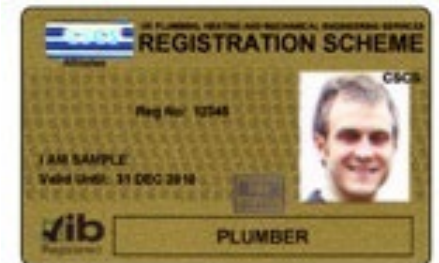
Union: Principle trade union of the plumbing sector is UNITE, who negotiate with employers on our behalf.



Testimonial: A customer may ask for a testimonial concerning your work and ability.

Toolbox talks: Help with overall communication.

CSCS card: JIB – Joint Industry Board for plumbing mechanical engineering services in England and Wales. Issue CSCS cards.



Communicating with others

There are many professional bodies you can join that offer support, help and advice throughout your career:

The Association of Plumbing and Heating Contractors



The Chartered Institute of Plumbing and Heating Engineers



The Institute of Plumbers



Communicating with others

Consequences of poor communication

This can be very harmful to your business and the individual, leaving the overall effect as negative within the company.

- Mistrust of management
- Argue/reject management input
- Grievances
- Avoidance
- No responsibility

Communicating with others

Consequences of poor communication

In the workplace it can disrupt the organisation and productivity, leaving staff stressed.

- Misunderstood instructions
- Frustration
- Material wastage
- Feeling left out
- Misinterpreted/misunderstood instructions
- Safety put at risk