



Workplace Communication

Strong communication skills are necessary in any work setting, but especially on a construction site. Good communication can improve teamwork and lead to better project collaboration. Poor communication can result in misunderstandings and delays.

According to an [article](#), **lack of communication and technology costs the construction industry \$177 billion annually.**

1. Establish Chain of Command

Having a clear chain of command on a construction site standardizes communication, creates efficiency and accountability, and eliminates confusion.

The hierarchy for a work site should be laid out in the initial contract documents and include:

- Project owner
- General contractors
- Subcontractors
- Members of individual crews like engineers, architects, plumbers, and electricians

2. Be an Active Listener

[Indeed](#) defines active listening as the ability to focus and comprehend the speaker's message as well as responding thoughtfully to whatever they say. This contrasts with passive listening where a person only hears the speaker without retaining or understanding what's actually being said.

Some ways that Indeed suggests practicing active listening include:

- **Asking direct questions** to get specific details from the speaker.
- **Paraphrase the speaker's main points** to confirm you understand what they meant and give them a chance to clarify.
- **Maintain eye contact** to non-verbally affirm you are listening.

3. Write and Speak Clearly

On the job site, you will need to be able to communicate questions, directions, and decisions to your team as well as craft emails, reports, and documents.

When communicating in construction, you want to make every effort to have your message understood the first time you send it. Your message should be focused and to the point. Keep it short and simple as much as possible.