



MODULE 2

Jobsite Communication, Teamwork & Conflict

“The Work Depends on Communication”

Adapted from the “Journey Up: Workforce Foundations” Learner Workbook (WF-1.0-RC1) — Journey Forward Life Skills Curriculum.



From Individual Habits to Team Performance

- ✓ Reliability makes you dependable; communication makes you useful to a team.
- ✓ Miscommunication causes rework, safety risk, and lost trust.
- ✓ Later modules assume you can report status clearly.
- ✓ By the end: handle handoffs, updates, and conflict with confidence.



LESSON 1

**Listen → Clarify →
Confirm**

The Three-Step Habit That Prevents Rework

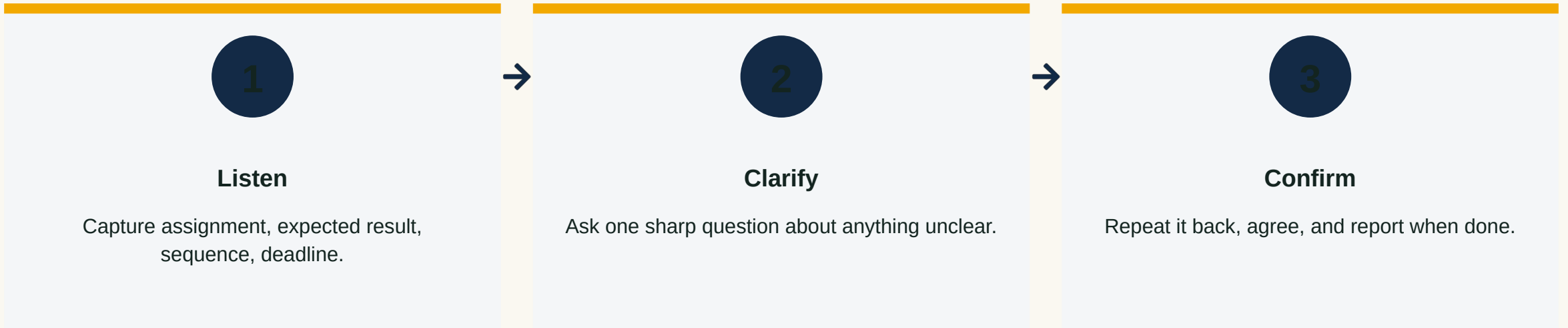
- ✓ **Most errors start with an unclarified instruction.**
- ✓ Assuming you understood is riskier than asking.
- ✓ One clarifying question can save hours of rework.
- ✓ Today: master Listen → Clarify → Confirm.

THE HOOK & CONCEPT



Three Steps Before You Start Working

DEEP DIVE & FRAMEWORK





Scenario: “Finish Up the West Side”

PRACTICAL APPLICATION / EXAMPLE

Listen:	Unclear what “finish” or “west side” means
Clarify:	“Does that include the trim work too?”
Confirm:	“So west wall, trim included, done by 3pm.”

Now practice on your own ambiguous instruction.



LESSON 1 RECAP

Listen → Clarify → Confirm

KEY TAKEAWAYS

- ✓ A clarifying question shows professionalism, not weakness.
- ✓ Confirming out loud catches misunderstandings before they cost time.



QUICK KNOWLEDGE CHECK

What's a clarifying question you avoided asking in the past?

Exercise: Try Listen → Clarify → Confirm on your very next task.



LESSON 2

Crew Coordination & Handoff Card

THE HOOK & CONCEPT

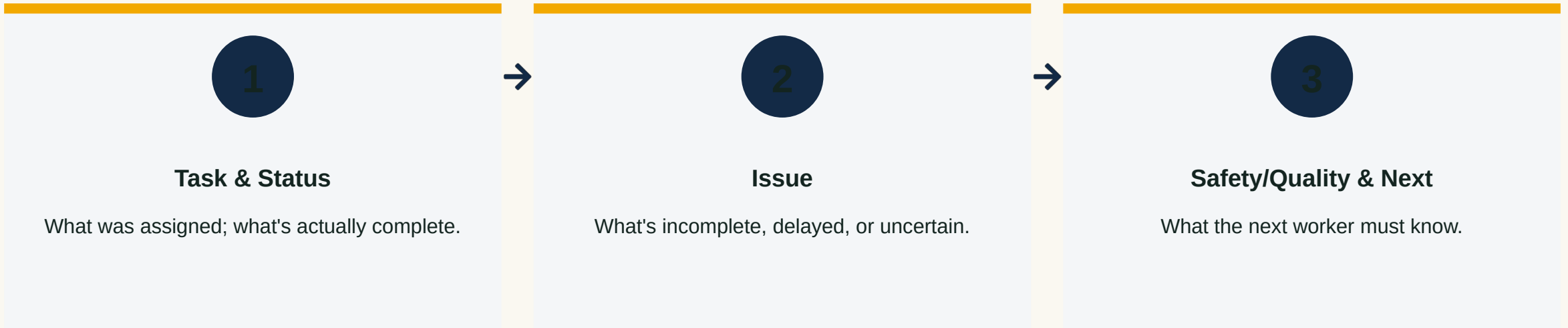
Your Work Doesn't End When You Stop

- ✓ Someone depends on your work; you depend on someone else's.
- ✓ An incomplete handoff creates hidden risk for the next worker.
- ✓ A clean handoff protects safety, quality, and schedule.
- ✓ Today: build a handoff the next worker can trust.



The Four-Part Handoff Structure

DEEP DIVE & FRAMEWORK





Sample: Electrical Rough-In Handoff

PRACTICAL APPLICATION / EXAMPLE

Task:	Run wiring for east-wing outlets
Status:	8 of 10 outlets wired and tested
Issue / Next:	2 blocked by framing; confirm before finishing

Now write a handoff card for a real or hypothetical task of yours.



LESSON 2 RECAP

Crew Coordination & Handoff Card

KEY TAKEAWAYS

- ✓ A good handoff names what's incomplete, not just what's done.
- ✓ The 'Next' field prevents dropped or duplicated work.



QUICK KNOWLEDGE CHECK

What information gets left out of handoffs most often?

Exercise: Write your own handoff card for a current task.



LESSON 3

Supervisor Status Update

30 Seconds to Sound Credible

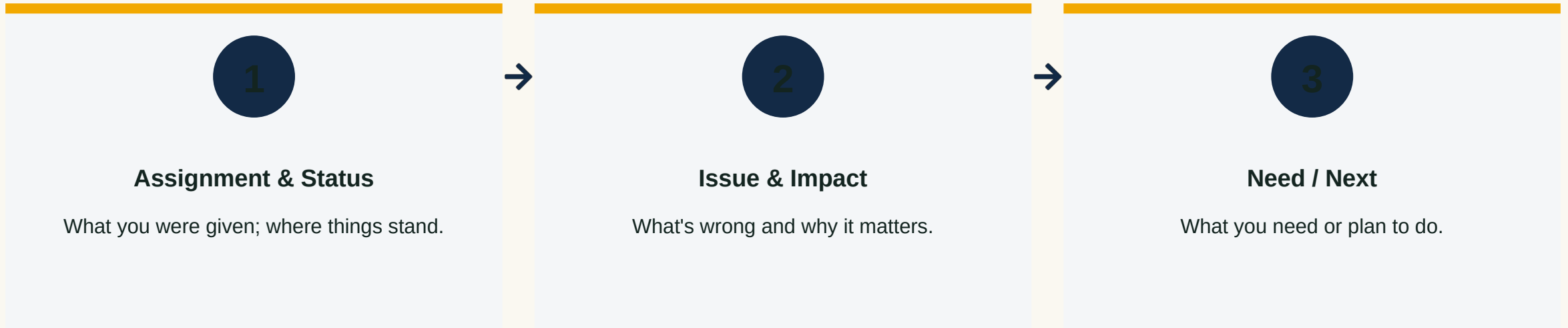
- ✓ **Rambling updates waste time and bury the real issue.**
- ✓ Supervisors need the point, fast, in the right order.
- ✓ Structure makes you sound confident, even under pressure.
- ✓ Today: build a 30-second status update formula.

THE HOOK & CONCEPT



The Five-Part Update Formula

DEEP DIVE & FRAMEWORK





Sample 30-Second Update

PRACTICAL APPLICATION / EXAMPLE

Assignment / Status:	Install trim, unit 4; 70% complete
Issue / Impact:	Short 12 feet of trim; unit won't finish today
Need:	Can you approve a supply run?

Draft and time your own update — aim for 30 seconds.



LESSON 3 RECAP

Supervisor Status Update

KEY TAKEAWAYS

- ✓ Structure makes a short update sound more credible.
- ✓ Always end with a clear need or next step.



QUICK KNOWLEDGE CHECK

How does structure change how confident you sound?

Exercise: Practice your update out loud before your next shift.



LESSON 4

CLEAR Conflict Planner

Routine Conflict Isn't a Crisis — If You Handle It Right

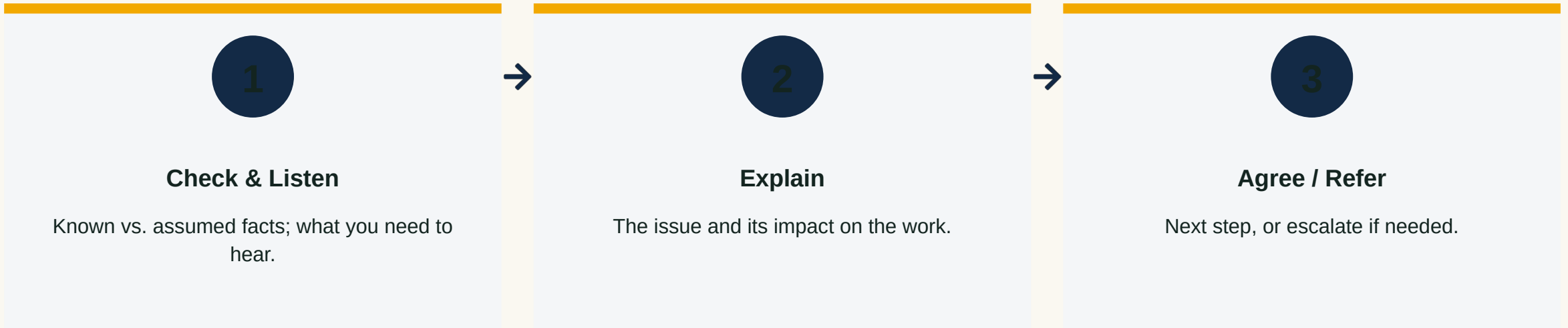
- ✓ Most jobsite conflict is routine, not personal.
- ✓ Reacting emotionally turns a small issue into a big one.
- ✓ A calm process protects relationships and the work.
- ✓ Today: apply the CLEAR method to real friction.

THE HOOK & CONCEPT



Check → Listen → Explain → Agree → Refer

DEEP DIVE & FRAMEWORK





Scenario: Two Workers, Conflicting Priorities

PRACTICAL APPLICATION / EXAMPLE

Check:	Coworker assumed their task was more urgent
Listen:	They were told a different deadline than you
Agree:	Check with supervisor to confirm real priority

Work through your own real or hypothetical conflict.



LESSON 4 RECAP

CLEAR Conflict Planner

KEY TAKEAWAYS



Separate facts from assumptions before reacting.



Most conflicts resolve with one agreed-on next step.



QUICK KNOWLEDGE CHECK

What's a fact vs. an assumption in your own example?

Exercise: Classify your issue — routine, or needs escalation?



LESSON 5

Customer / Resident Communication Practice

You Don't Have to Solve It — You Have to Handle It Well

- ✓ Customers and residents raise concerns you can't always fix.
- ✓ Overpromising damages trust more than saying “I'll find out.”
- ✓ Staying within your authority is a professional skill.
- ✓ Today: practice acknowledging concerns you can't personally resolve.

THE HOOK & CONCEPT



What You Know, What You Don't, What's Next

DEEP DIVE & FRAMEWORK





Scenario: “Why Is This Taking So Long?”

PRACTICAL APPLICATION / EXAMPLE

Concern:	Resident frustrated about construction noise
Acknowledge:	“I understand that’s disruptive for you.”
Route:	“I’ll have the site supervisor follow up today.”

Role-play your own acknowledge-and-route response.



LESSON 5 RECAP

Customer / Resident Communication Practice

KEY TAKEAWAYS

- ✓ Acknowledging a concern matters even without a solution.
- ✓ Never promise something outside your authority.



QUICK KNOWLEDGE CHECK

Why does acknowledgment build trust on its own?

Exercise: Practice your acknowledge-and-route response out loud.



LESSON 6

Communication in Action (Capstone)

THE HOOK & CONCEPT

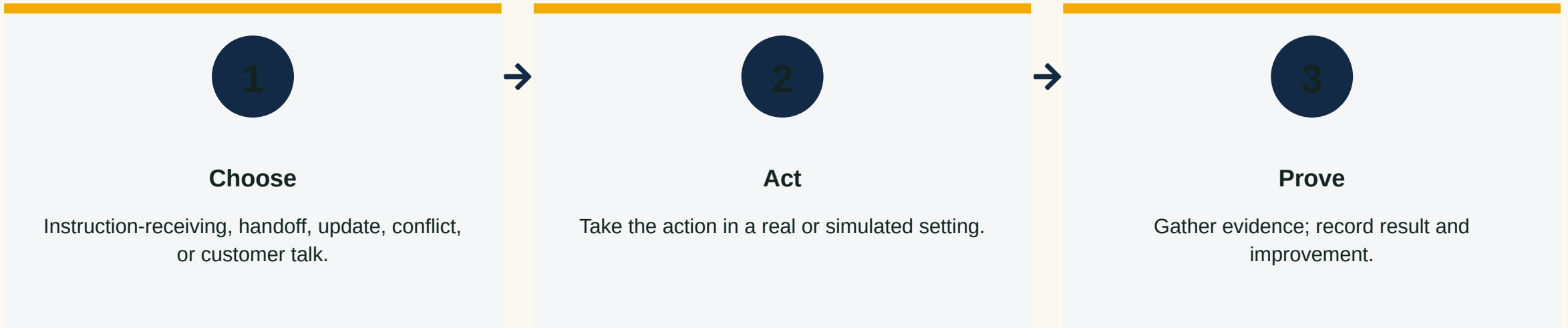
Time to Communicate for Real

- ✓ You've practiced listening, handoffs, updates, conflict, and customers.
- ✓ Now: use one skill in a real or realistic situation.
- ✓ Evidence beats a description of what you'd do.
- ✓ Today: commit to one communication action within 48 hours.



Pick a Skill, Then Complete Four Fields

DEEP DIVE & FRAMEWORK





Sample: Practicing a Clarifying Question

PRACTICAL APPLICATION / EXAMPLE

Action:	Asked supervisor to clarify a vague deadline
Evidence:	Text thread confirming revised due date
Result:	Task done right the first time

Draft your own commitment for the next 48 hours.



LESSON 6 RECAP

Communication in Action (Capstone)

KEY TAKEAWAYS

- ✓ A question can show professionalism, not uncertainty.
- ✓ Clear communication protects time, trust, and safety.



QUICK KNOWLEDGE CHECK

What will you do differently in your next handoff?

Exercise: Name the communication skill you'll keep practicing.



What You Built in Module 2

- ✓ A three-step habit for receiving instructions accurately.
- ✓ A clean, structured handoff for the next worker.
- ✓ A 30-second update formula supervisors respect.
- ✓ CLEAR conflict resolution and confident customer conversations.



Next: Financial Readiness & Career Stability

- ✓ A paycheck is a tool — learn to read it.
- ✓ You'll plan for real employment-related costs and disruptions.
- ✓ Compare opportunities on more than just wage.
- ✓ Same structure: learn, practice, demonstrate, apply.