WISE Pathways
Women in Sustainable Employment
Building awareness of careers in construction, energy & utilities, public safety, and manufacturing for women.

Teamwork
• Everybody works together
• All depend on others to do their part
• Help when you can
• Ask for help when needed
• Listen
• Speak up
Cooperation

- Work together
- It IS your job
- Offer to help when available
- Life may not seem fair
- No sulking

Communication & Listening

- Listen
- Put message in your own words
- Clarify (ask questions)
- Block out distractions
Active Listening

• Look the speaker in the eye
• Don't interrupt the speaker
• Don’t move around
• Nod your head
• Concentrate
• Repeat instructions and ask appropriate questions when the speaker has finished

Barriers to Listening

• Bias or prejudice
• Language differences or accents
• Noise
• Worry, fear, or anger
• Lack of attention
• Daydreaming
• Distractions

Sending Messages

Effective Verbal Messages

• Are brief, succinct, and organized
• Are free of jargon
• Do not create resistance in the listener
• Require practice/rehearsal
• Don’t include accusations and sarcasm
• Focus on behavior and actions needed
Listening Assessment

• Assess your listening skills
• Identify skills that would make you a better listener

Coded Communication Exercise

Case Study – Digging a Hole

• Study the case
• Identify options
• What should you do?
• Present decision and reasoning