# Unit 302: Working in the construction sector in Wales.

# Learning Outcomes 2: Understand how to work effectively with others.

**Learner Task Criteria 2.2**

This worksheet covers how to communicate effectively with clients, employers, colleagues and with other stakeholders throughout built environment projects.

Research and answer the following questions relating to this topic area. Use the links listed below to help you and any other relevant web links.

1. Suggest ways on how to confirm and communicate the work project to relevant people e.g., colleagues, employers, customers, contractors, suppliers of products and services and the level of detail and degree of urgency.
2. Relate to your own workplace and give an example of how good and bad communication in the workplace affected individuals and others when running a project.
3. Explain how the following relevant documents shows progress when planning and running a project:

* Method Statements
* Risk Assessment Method Statements **(RAMS).**
* Gantt and Bar Charts

1. What are the benefits of good customer care to current and potential future customers (such as referrals, repeat business, good feedback, satisfied customers, more revenue opportunity)?

Suggested website links:

[Construction Gantt Chart Excel Template - Gantt Excel](https://www.ganttexcel.com/construction-gantt-chart-excel-template/)