

Top 10 Communication Skills:

1. **Active listening:** Active listening means paying close attention to who you're communicating with by engaging with them, asking questions and rephrasing. Practicing active listening can build respect with your coworkers and increase understanding in the workplace. As you actively listen, focus on the speaker, avoiding distractions like cell phones, laptops, or other projects, and by preparing questions, comments, or ideas to thoughtfully respond.
2. **Communication method:** Using the right way to communicate is an important skill. There are benefits and disadvantages to talking through emails, letters, phone calls, in-person meetings or instant messages. Communicating is better when you consider your audience, what information you want to share and the best way to share it.
3. **Friendliness:** Friendly traits like honesty and kindness can help foster trust and understanding when communicating at work. Try to communicate with a positive attitude, keep an open mind and ask questions to help you understand where they're coming from. Small gestures such as asking someone how they're doing, smiling as they speak or offering praise for work well done can help you foster productive relationships with colleagues and managers.
4. **Confidence:** In the workplace, people are more likely to respond to ideas that are presented with confidence. There are many ways to appear confident, including by making eye contact when you're addressing someone, sitting up straight with your shoulders open and preparing ahead of time so your thoughts are polished and you're able to answer any questions.
5. **Sharing feedback:** Strong communicators can accept critical feedback and provide constructive input to others. Feedback should answer questions, provide solutions, or help strengthen the project or topic at hand. Providing and accepting feedback is an essential workplace skill, as it can help both you and the people around you make meaningful improvements to their work and their professional development. A great way to learn how to give feedback is to take notes from others on the feedback they offer you. When you come across a well-explained piece of feedback, take some time to observe and analyze why it was good, why it resonated with you and how you might apply those skills in the future.
6. **Volume and clarity:** When you're speaking, it's important to be clear and audible. Adjusting your speaking voice so you can be heard in a variety of settings is a skill, and it's critical to communicating effectively. Speaking too loudly may be disrespectful or awkward in certain settings. If you're unsure, read the room to see how others are communicating.
7. **Empathy:** Having empathy means that you can not only understand, but also share in the emotions of others. This communication skill is important in both team and one-on-one settings. In both cases, you will need to understand other people's emotions and select an appropriate response.

8. **Respect:** A key aspect of respect is knowing when to initiate communication and respond. In a team or group setting, allowing others to speak without interruption is seen as a necessary communication skill tied to respectfulness. Respectfully communicating also means using your time with someone else wisely, staying on topic, asking clear questions, and responding fully to any questions you've been asked.
9. **Nonverbal cues:** A great deal of communication happens through nonverbal cues such as body language, facial expressions, and eye contact. When you're listening to someone, you should be paying attention to what they're saying as well as their nonverbal language. By the same measure, you should be conscious of your own body language when you're communicating to ensure you're sending appropriate cues to others.
10. **Responsiveness:** Whether you're returning a phone call or sending a reply to an email, fast communicators are viewed as more effective than those who are slow to respond. One method is to consider how long your response will take. *Is this a request or question you can answer in the next five minutes?* If so, it may be a good idea to address it as soon as you see it. If it's a more complex request or question, you can still acknowledge that you've received the message and let the other person know you will respond in full later.

Top 10 Communication Skills:

Rank skills based on most important to least important.

1.

2.

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Top 10 Communication Skills:

Match each Skill with a Skilled Trade.

1. Active Listening:

Trade:

2. Communication Method:

Trade:

3. Friendliness:

Trade:

4. Confidence:

Trade:

5. Sharing Feedback:

Trade:

6. Volume and Clarity:

Trade:

7. Empathy:

Trade:

8. Respect:

Trade:

9. Nonverbal Cues:

Trade:




10. Responsiveness:











Trade:



Trades:

Find the full list [here](#)

Designated Occupations	Technical Training	Appren. Hrs.	Trade Qualifier Hrs.		
Agricultural Equipment Technician	Yes	7,200	10,800		
Appliance Service Technician	Yes	5,400	8,100		
Automotive Painter	Yes	3,600	5,400		
Automotive Service Technician	Yes	7,200	10,800		
Automotive Service Technician (Steering, Suspension and Brakes)	Yes	5,400	8,100		
Baker	N/A	N/A	7,200		
Blaster	N/A	N/A	¹		
Bricklayer	Yes	5,400	8,100		
Cabinetmaker	Yes	7,200	10,800		
Carpenter	Yes	7,200	10,800		
Commercial Trailer Technician	Yes	5,400	8,100		



Designated Occupations	Technical Training	Appren. Hrs.	Trade Qualifier Hrs.		
Computerized Numerical Control Machinist	Yes	7,200	10,800		
Concrete Finisher	N/A	N/A	8,100		
Construction Boilermaker	Yes	5,400	8,100		
Construction Craft Worker	Yes	3,600	5,400		
Construction Electrician	Yes	7,200	10,800		
Cook	Yes	5,400	8,100		
Distribution Construction Lineman	Yes	5,400	8,100		
Distribution System Operator	N/A	N/A	5,400		
Electric Motor System Technician	Yes	7,200	10,800		
Engineering Assistant	N/A	N/A	5,400		
Floorcovering Installer	N/A	N/A	5,400		
Glazier	N/A	N/A	7,200		
Hairstylist	N/A	N/A	²		

Designated Occupations	Technical Training	Appren. Hrs.	Trade Qualifier Hrs.	 
Heat Treatment Technician	N/A	N/A	²	
Heavy Equipment Operator (Compaction Roller)	N/A	N/A	900	
Heavy Equipment Operator (Dozer)	No	N/A	3,600	
Heavy Equipment Operator (Excavator)	No	N/A	3,600	
Heavy Equipment Operator (Grader)	No	N/A	3,600	
Heavy Equipment Operator (Loader)	No	N/A	1,800	
Heavy Equipment Operator (Tractor Loader Backhoe)	No	N/A	3,600	
Heavy Duty Equipment Technician	Yes	7,200	10,800	
Industrial Electrician	Yes	7,200	10,800	
Industrial Mechanic (Millwright)	Yes	7,200	10,800	
Instrumentation and Control Technician	Yes	7,200	10,800	
Insulator (Heat And Frost)	Yes	7,200	10,800	

Designated Occupations	Technical Training	Appren. Hrs.	Trade Qualifier Hrs.		
Ironworker (Generalist)	Yes	5,400	8,100		
Ironworker (Reinforcing)	Yes	3,600	5,400		
Ironworker (Structural/Ornamental)	N/A	N/A	5,400		
Landscape - Horticulturist	Yes	5,400	8,100		
Lather (Interior Systems Mech.)	Yes	5,400	8,100		
Locksmith	N/A	N/A	9,000		
Machinist	Yes	7,200	10,800		
Metal Fabricator (Fitter)	Yes	5,400	8,100		
Mobile Crane Operator	Yes	5,400	8,100		
Mobile Hoisting Equipment Operator	Yes	1,800	2,700		
Motor Vehicle Body Repairer (Metal and Paint)	Yes	7,200	10,800		
Motorcycle Mechanic	N/A	N/A	7,200		

Designated Occupations	Technical Training	Appren. Hrs.	Trade Qualifier Hrs.		
Oil Heat System Technician	Yes	7,200	10,800		
Painter and Decorator	Yes	5,400	8,100		
Partsperson	N/A	N/A	7,200		
Plumber	Yes	7,200	10,800		
Power Engineer (2nd Class)	Yes	7,200	N/A		
Power Engineer (3rd Class)	Yes	3,600	N/A		
Power Engineer (4th Class)	Yes	1,800	N/A		
Powerline Technician	Yes	7,200	10,800		
Power System Technician	Yes	7,200	10,800		
Recreation Vehicle Service Technician	No	N/A	7,200		
Refrigeration and Air Conditioning Technician	Yes	7,200	10,800		
River Control Operator	N/A	N/A	7,200		

Designated Occupations	Technical Training	Appren. Hrs.	Trade Qualifier Hrs.		
Roofer	Yes	5,400	8,100		
Sheet Metal Worker	Yes	7,200	10,800		
Sprinkler System Installer	Yes	7,200	10,800		
Staker / Detailer	N/A	N/A	3,600		
Steamfitter - Pipefitter	Yes	7,200	10,800		
Switchboard Operator	Yes	5,400	N/A		
Tilesetter	N/A	N/A	9,000		
Tool and Die Maker	N/A	N/A	7,200		
Transport Refrigeration Service Technician	Yes	5,400	8,100		
Truck & Transport Mechanic	Yes	7,200	10,800		
Utility Arborist	N/A		5,400		
Water and Waste Water Operator	N/A	N/A	²		
Water Well Driller	Yes	5,400	8,100		

Designated Occupations	Technical Training	Appren. Hrs.	Trade Qualifier Hrs.	 
Welder	Yes	5,400	8,100	