

CONSTRUCTION ACADEMY

Confident Communication for New Construction Professionals Program

LENGTH: 5.5 HOURS • INSTRUCTOR: SUSAN YOUNG • LEARNING LEVEL: BEGINNER



PROCORE

About the Program

Jump-start your construction career by building the communication skills needed on every jobsite, including speaking up with confidence, building trust, handling conflict, and working with different teams. This program gives you practical tools and real-world tips to help you communicate clearly and grow in the industry.

Strong communication is the real foundation.

The **Confident Communication for New Construction Professionals Program** is an introductory communication program designed for anyone entering or progressing in the industry.

The program demonstrates how communication is not just a “soft skill” — it’s a core operational tool that directly impacts safety, productivity, and team performance. You’ll learn the fundamentals of interpersonal communication, mindset, and practical leadership skills for both the jobsite and the office.

By understanding these concepts, you’ll learn how clear communication reduces rework, improves site safety, and keeps projects moving forward.

Upon completing the program, you’ll be able to handle difficult conversations, execute effective shift handoffs, communicate confidently across all roles, and present information with impact.

The program provides practical frameworks you can apply immediately to strengthen teamwork, improve project outcomes, and grow into a trusted advisor and leader.

What You’ll Achieve

By the end of Confident Communication for New Construction Professionals, you won’t just understand communication; you’ll confidently be able to:

- **Develop** self-awareness to form deeper connections and trust.
- **Identify** team structures on jobsites to learn leadership skills.
- **Distill** complex data and streamline information for a multi-generational workforce.
- **Utilize** clear, concise, and compelling communication to reduce frustration and avoid project delays.

Who this is for:

- Those **new to construction** who want an introduction to interpersonal communication, overcoming imposter syndrome, and confidently navigating the jobsite chain of command.
- **Early construction career professionals** who want to strengthen day-to-day communication skills, prevent project bottlenecks, execute clear shift handoffs, and move from pointing out problems to becoming part of the solution.
- **Industry veterans** and leaders who want to bridge generational gaps, pass on institutional knowledge to newer staff, and build a more collaborative, empathetic team culture program to their teams.

Course Path

The program is structured into 6 progressive courses, ensuring a comprehensive and logical learning journey:

1. **Human Communication:** Develop the self-awareness and mental habits needed to communicate clearly, lead with confidence, and connect with others.
2. **Data Sharing:** Build the communication and decision-making skills needed to prevent bottlenecks, work effectively through the chain of command, and collaborate across multigenerational teams.
3. **Questions and Listening:** Learn how to listen deeply, ask better questions, and move from pointing out problems to helping solve them.
4. **Speaking:** Learn how to use tone, pace, and structure to communicate clearly, apply the V4 framework, and speak with confidence and credibility.
5. **Mitigating Risks:** Learn practical tools and leadership skills to keep projects on track and teams working well together.
6. **Program Outro:** Complete the final exam and discover ways to keep strengthening your communication skills.



About your Instructor

Throughout this program, you'll have a facilitator who will guide you with practical insights and real-world experience, helping you navigate construction communication challenges with confidence. They'll share tips for speaking up effectively, building trust on the jobsite, managing conflict, and collaborating across teams—giving you the tools you need to communicate clearly.

Meet your instructor, Susan Young

Susan Young is an award-winning CEO, communications facilitator, and A/E/C keynote speaker with 40 years of experience.

Susan began her career as an on-air radio news reporter in New Jersey.

Today, she works with A/E/C professionals who want to be clear communicators so they have more confidence, visibility, and respect.

A native of New Jersey, Susan now lives in Myrtle Beach, South Carolina. She has two grown children.

AEC Amplify, the website she founded, is a communication training platform for architecture, engineering, and construction professionals.

It helps technical experts clearly explain ideas, build client trust, and collaborate more effectively by treating communication as a practical professional tool.



"I work with construction professionals who want to be clear and confident so that they win trust, respect, and clients. A former on-air radio news reporter, I have interviewed everyone from homeless people to presidents. I also co-managed the Governor's Office of Radio & TV for New Jersey Gov. Christine Todd Whitman and was a PR director for a statewide nonprofit. My curiosity, listening, storytelling, writing, and news skills bring a unique perspective to A/E/C."

-Susan Young



PROGRAM CERTIFICATION

Certificate Information

This program requires you to complete each course in the intended order. Upon successful completion of all courses and passing the final exam, you'll receive a Confident Communication for New Construction Professionals Program Certificate —available to add to your LinkedIn profile and professional resume. This certificate verifies that you have developed practical communication skills for the jobsite, including building trust across teams, delivering clear handoffs, preventing misunderstandings, and presenting information with confidence and credibility. It demonstrates your ability to apply effective communication strategies that support safety, efficiency, and stronger working relationships across construction projects.

Earn AIA Learning Units

This program qualifies for continuing education credits.

Course Title: Confident Communication for New Construction Professionals

Course Number: PC-01-03032026

Session Number: 1

Curriculum Group Name: AIA Providers

Credit: 5.5 AIA LU

Course Expiration Date: 03/11/2029



Procore's Continuing Education courses may qualify for continuing education credits with other professional organizations or fulfill state licensing requirements. If you are a member of a different organization, you can download your course completion certificate from your learning profile and report your completion yourself to the organization for potential credit. Please refer to the organization's continuing education requirements for course eligibility information.

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Your Questions, Answered.

Why was this program created?

This program was created to empower construction professionals to use confident communication as a core operational tool to mitigate safety risks, prevent expensive bottlenecks, and build strong team cultures. By applying these practical frameworks, you will learn how to translate your Return on Communication (ROC) into measurable Return on Investment (ROI).

Do I need to complete all the modules to take the exam?

Yes, you must complete all the instructional modules in the Confident Communication for New Construction Professionals program before you can access and take the Final Exam. This ensures you've gained the comprehensive knowledge needed to succeed and earn your Certificate of Completion.

Can I complete the modules in any order?

No. To ensure a comprehensive and progressive learning experience, you must complete the modules in the sequential order of the program. You cannot proceed to the next module until you have successfully completed the previous ones.

Do I need to complete this program in one sitting?

Absolutely not! Each lesson is self-paced and flexible, allowing you to work through the material whenever it fits your schedule. Your progress is automatically tracked, so you can easily pause and resume your learning at any time.

What is the cost of the program?

The modules, exam, and certificate are free!

How long will I have access to the course materials?

You are always welcome to return to past courses to refresh your memory or read articles in the Procore Library before the exam.

What are the technical requirements for taking the program?

You will need a reliable internet connection and a computer (desktop or laptop) or tablet. While the course can be viewed on mobile devices, a larger screen is recommended for optimal viewing of the presentations, data visualization graphics, and course frameworks. No special software beyond a modern web browser is required.

What if I don't pass the final exam? Can I retake it?

We encourage you to review the course materials thoroughly before each attempt, but you will have as many opportunities as you need to pass the exam.