



SAFETY ALERT

Communication – The Key to Great Safety

Communication and safety go hand in hand. Without good communication skills, you run the risk of not being heard or most importantly, not being understood.

The following tips can help how you interact and influence your team members.

- People come to work to do what is right.
- Create an environment to be heard and set the stage for conversation.
 - When providing corrective feedback, the conversation would be better in private.
- Be tactful.
 - Discuss what was observed, quickly getting the issue out in the open for an immediate resolution. Ask your team for their input as to a solution.
- Avoid abrupt, accusatory statements, maintain a nonthreatening approach.
 - Address the inappropriate behavior, not the individual.
 - Body posture, tone of voice and facial expressions convey the meaning behind your words.
- Listen and agree where you can.
 - Listen to the individual and make every attempt to ensure you understand their perspective and give credit where credit is due.
- Encourage the crew to hold to standards.
 - Some members may not know the standard so you need to educate and reinforce that standards are in place to protect people & equipment.

With a little practice of these basic concepts, communication can be achieved that will allow team members to learn from each other and enable the crew to work out issues as they see them.