

# Safety Hour Discussion Pack

## Topic: Why Lead Responsibility in Safety Critical Communications is important

### Purpose of the discussion:

*This has been chosen as a Safety Hour topic as too many incidents happen that have safety critical communications as a major or contributory factor.*

*The purpose of lead responsibility is not always understood, this can lead to the misunderstanding of the message being passed between the parties involved in the safety critical communication.*

This safety hour focuses on discussing the need to improve how we need to use lead responsibility in safety critical communications.

Discussion points: Use below to plan your facilitated discussion. Remember, you don't have to have all the answers – the role of the facilitator is to create an engaging discussion where everyone identifies and commits to solutions.

Discussion points	Supporting notes
<p><i>Question? Why do you think there is a requirement for someone to take lead responsibility in a Safety Critical Communication?</i></p>	<p>That one person leads the communication.</p> <p>This term although mentioned in the Rule Book is often confused as to its real meaning (RSSB research). This session is designed to clarify meaning.</p> <p>The person with lead responsibility ensures that a clear understanding is reached by all.</p> <p>The person who has lead responsibility is normally the signaller or it can be the person that has initiated the call.</p>
<p><i>Question? What is the purpose of having a person lead a SCC?</i></p>	<p>Some to take charge of the safety critical communication</p> <p>This means in practice that the call is not ended until both parties fully understands:</p> <p><b>Opening</b> – who they have been talking to  <b>Information</b> – the reason for the call  <b>Actions</b> – what is going to happen next  <b>Clarification</b> – the message is repeated back, with the key information to do the actions</p>

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**Topic:** *Why Lead Responsibility in Safety Critical Communications is important*

Discussion points	Supporting notes
<p><i>Question? Is it good practice to challenge a person who has lead responsibility?</i></p>	<p>Yes, this is acceptable and is encouraged.</p> <p>There are ways to do this without embarrassing the person with lead. e.g. can I just clarify what you have just stated from...? If I heard that correctly you said... is that correct?</p> <p>Lead responsibility means that one person leads the communication. We must support that person and sometimes that can be by asking for clarification.</p> <p>Discuss with your group who they are likely to have safety critical communications with and who will be the lead.</p>
<p><i>Why is being professional important in a SCC?</i></p>	<p>We must all take personal responsibility for how we conduct ourselves at work, including how we communicate.</p> <ul style="list-style-type: none"> <li>• We should not rely on one person to make sure we communicate well, we all must all take responsibility for our operational conversations.</li> </ul> <p>In this way, we will be doing our part to improve the way we have safety critical communications.</p> <p>This will help us achieve Home Safe Everyday</p>

## For further information:

Safety Central Page. Frontline Safety Critical Communications. More briefing materials are available and there is a communications manual that discusses with examples with ways to improve safety critical communications.

A Safety Critical Communications Key Points Booklet is available from Wilson's the printers.