Safety Hour Discussion Pack

Topic: Why using the Protocols in Safety Critical Communications is important

Purpose of the discussion:

This has this been chosen as a Safety Hour topic as too many incidents happen that has safety critical communications is a major or contributory factor.
Not using the communication protocols, Rule Book Module G1 Section 5 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 communication protocols 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
Question? Why do you think using communication protocols in a Safety Critical Communication is important?	The protocols help reach a clear understanding, and especially when conditions are not idea They help avoid errors as the protocols have been designed to use in creating a clear message structure Structuring in a conversation is vital to reach a clear understanding. We need to think about what we are going to say before we make a SCC. It only takes a few seconds to do this. Do you plan/think about your call before making it?
Question? Do you know when to use communication protocols?	They need to be used as follows: (Not an exhaustive list) **Phonetic alphabet** - difficult place name or person names, that could be misunderstood. **Numbers** – said singularly, signal numbers. **Time** – use the 24 hour clock **Correction** – a mistake has been made in the message, just state correction, ask for confirmation the other party understands the correction More over the page.

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Discussion points	Supporting notes
Question? Do you know when to use communication protocols? (Continued)	**Read back** – key parts of the message; • Opening – the handshake • Information – the reason for the call • Actions – what is to happen next **This is an emergency call** – a message that needs immediate attention Used for radio communications: **Over** – you are expecting a reply **Out** – you are not expecting a reply
Why is ABC-P safety critical conversations important? *Accurate/ Brief/ Concise Professional*	In practice, this means we focus on: • using the SCC protocols (Rule Book Module G1) • a focussed structure of our conversations • help us listen carefully • help us confirm understanding
Why is being professional important to SCC?	We must all take personal responsibility for how we conduct ourselves at work, including how we communicate. • We should not rely on one person to make sure we communicate well, but must all take responsibility for our operational conversations. In this way, we will be doing our part to improve the way we have safety critical communications This will help us achieve Home Safe Every Day

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.

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