

Safety Hour Discussion Pack

Topic: Why Repeating Back 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 safety critical communications is a major or contributory factor.

Not using an accurate repeat back 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 repeat back 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 to have a repeat back in a Safety Critical Communication?</i></p>	<p>The repeat back confirms the parties in the SCC understand the message that has been passed. In addition it can be that they agree on the next steps to be taken if required.</p> <p>The SCC also needs to be:</p> <ul style="list-style-type: none"> Accurate Brief Clear Professional
<p><i>Question? What key skills do you think are required when on the receiving a SCC?</i></p>	<p>Active listening:</p> <p>Think about what is being said, how does it affect you and others</p> <p>What can you do to help this process? Ideally a location that is quiet enough to hear what is being said. Not always possible we all know.</p> <p>You could try and picture in your mind what is being said or write down some notes, if practical to do so.</p>

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<p><i>Question? What would you do to get the other person on the call to repeat back?</i></p> <p><i>Do you know when to ask for a repeat back?</i></p> <p><i>Why is ABC-P safety critical conversations important?</i></p> <p><i>Accurate/ Brief/ Concise Professional</i></p>	<p>Read back – key parts of the message, the;</p> <ul style="list-style-type: none"> • Opening – the handshake • Information – the reason for the call • Actions – what is to happen next <p>You do not always have to ask for a repeat back, sometimes the other party will repeat back with a prompt. You must ask for one though if none is forthcoming.</p> <p>The repeat back, it does not have to be word for word. It is a repeat back of the key points, e.g. what you want me to do is...</p> <p>In practice, this means we focus on:</p> <ul style="list-style-type: none"> • using the SCC protocols (Rule Book Module G1) • a focussed structure of our conversations
<p><i>Why is being profession important to 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"> • We should not rely on one person to make sure we communicate well, we all must all take responsibility for our operational conversations. <p>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</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.