

Safety Hour Discussion Pack

Topic: Why good Structure in Safety Critical Communications matters

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.

Poor message structure is a common feature that leads to misunderstanding of the message being passed between the parties involved in the safety critical communication.

This safety hour focuses on some techniques on improving how we need to structure 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 Structuring a Safety Critical Communication is important?</i></p>	<p>Structuring a conversation will help:</p> <ul style="list-style-type: none"> • Identify the parties involved • Provide information about the situation • Agree the actions to be taken • Confirm our agreement by a repeat back <p>It sounds simple doesn't it but it is a fact that we do not always think about what we are going to say before we make the phone call.</p> <p>Do you plan/think about your call before making it?</p>
<p><i>Question? What message structure do you think a safety critical communication should have?</i></p>	<p>Structuring a conversation :</p> <ul style="list-style-type: none"> • Opening – who you are, your role, where you are, confirm you are speaking to the right person • Information – the reason for the SCC • Actions – what is required to happen next? • Confirming Understanding - repeating back key parts of the message to reach a clear understanding <p>Following the four key points above will help structure our safety critical conversations</p>

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<p><i>What will keeping to this structure also help with?</i></p> <p><i>Why is ABC-P safety critical conversations important?</i></p> <p><i>Accurate</i> <i>Brief</i> <i>Concise</i> <i>Professional</i></p>	<p><i>will help us have ABC-P safety critical conversations?</i></p> <p><i>Accurate</i> <i>Brief</i> <i>Concise</i> <i>Professional</i></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 • help us listen carefully • help us confirm understanding
<p><i>Why is being professional 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, but 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</p> <p>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.