

Safety Hour Discussion Pack

Topic: The Handshake 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.

Not having an effective 'Handshake' can lead to the misunderstanding between the parties involved in the safety critical conversation. This includes the locations where the parties are and the roles they are performing.

This safety hour focuses on discussing the need to improve how we carry the handshake at the beginning and subsequent safety critical communications with the same parties.

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>It helps us:</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>The SCC also needs to be:</p> <p>Accurate Brief Clear Professional</p>
<p><i>Question? What is a safety critical communication?</i></p>	<p>All operational communication by front-line staff is safety critical.</p> <p>Discuss what this means in practice.</p>

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Topic: *Why Repeating Back in Safety Critical Communications is important.*

Discussion points	Supporting notes
<p><i>Question? ‘The Handshake’ why is getting this right so important?</i></p>	<p>The Handshake – the reason it is so important, discuss with the group / person.</p> <p>You must include:</p>
<p><i>What makes a good Handshake?</i></p>	<p>It sets the tone for the rest of the safety critical communication It helps identify who you are, where you are, the reason for the SCC</p> <p>What makes a good Handshake? Take a few seconds to think about what you want to say</p>
<p><i>Interactive Session: Simulating a handshake</i></p>	<p>Make sure you are talking to the right person / give your exact location / give name if appropriate / role performing / employer / phone or radio call number / the task you are performing</p> <p>You require two people to act as different front line roles e.g. Signaller to COSS / PICOP to ES. (Taylor to meet the attendees).</p> <p>Simulate the hand shake process (do with several different people)</p> <p>Discuss each simulation.</p>
<p><i>Why is ABC-P safety critical conversations important? (Accurate/ Brief/ Clear /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
<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</p>
<p>For further information:</p>	<p>This will help us achieve Home Safe Every Day</p>

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.