

# TOOLBOX TALK:

## Safety Climate: Successful Communication

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**Speaker:** Safety Manager/Foreman

**Audience:** Workers

### I. Introduction

1 min

The goals of today's toolbox talk are to:

1. Understand why good communication is crucial to health, safety, and well-being
2. Better understand how to build your communication skills

### II. Discussion Questions

5 min

- Do you know what the company's policy is regarding communication on safety issues?
- Who do you go to if you need to communicate something regarding safety?
- Do you report safety issues? If so, why? If not, why not?

### III. Importance of Good Communication

5 min

It makes sense that effective communication greatly affects safety, health, and well-being, but why is this the case?

1. Communication tells us what is important
2. It also provides the flow of information between workers, supervisors, and managers

Unfortunately, sometimes communications can get mixed up.

Does your company have the "x days without an accident" program? Or have you worked for a company that has this program?

It implies that traditional employee safety incentive programs believe that not having an injury is best and should be rewarded.

So for people who have experienced the traditional safety incentive program, has anyone not reported an injury so they are not responsible for resetting the injury free cycle?

Why is not reporting injuries bad?

1. No information is fed back to management that contributes to learning and adapting
2. Injured workers may not get adequate treatment for their injuries

Good communication and communication systems can improve health and safety by letting management learn what is going on and how to investigate further.

#### **IV. How to Best Communicate Health and Safety Concerns** 4 min

Here are a few principles to keep in mind for effective health and safety communication:

##### **1. Be proactive rather than reactive**

- a. “If you see something, say something.”
  - i. Don’t wait until an incident occurs to fix the problem. If you see that there is an unsafe working condition, address it immediately by communicating with management so it can be quickly and properly resolved.

##### **2. Actively listen**

- a. Treat team members with respect when they are speaking
- b. Listen to hear what is being said instead of coming up with a response
- c. Ask clarifying questions

##### **3. Practice 3-way Communication**

- a. Make sure you have the listener’s attention
- b. Be direct and concise
- c. Ask a team member to repeat the message they have just heard
- d. Clarify any misunderstandings

Example: You and your family are dining at a restaurant. It is busy and loud. The waitress comes over and begins to take down everyone’s order. When everyone is done ordering, the waitress repeats everyone’s order back to

them to make sure it has been jotted down correctly. Everyone at the table either confirms or clarifies their order.

## **V. Conclusion**

1 min

If you have any questions about what we discussed today, please reach out to the safety manager or your foreman.

Are there any questions?

Thanks for your time!