



ENGINEERING LTD

NUMBER ONE FOR PLANT HIRE
OPERATED AND SELF DRIVE HIRE

Target Audience: PTS Cardholders

Subject: Safety Critical Communication

Why have the Toolbox talk, what is the purpose?

To remind those who work on site of the importance of clear communications and refresh their terminology of safety critical communications.

Date:.....

HEALTH & SAFETY TOOLBOX TALK

What Makes Good Communication?

- Make sure that you speak clearly
- Avoid ums and ers which can confuse the conversation
- Establish who in the conversation has lead responsibility and who is conveying the information
- Pronounce difficult words by spelling them using the Phonetic Alphabet
- Pronounce numbers individually, e.g. 203 is said Two, Zero, Three. Don't use nought or oh when saying zero.

(At this point ask each person being briefed to give the phonetic pronunciation of 2-3 letters of the alphabet followed by their name spelt phonetically.)

(Explain that without this standardised system, individuals would not have a clear understanding of the letters being communicated, simply saying "N for Norman" is not good communication.)

- When speaking over a phone or radio speak a little slower than you would do when face to face, this also helps with areas of poor reception where parts of the conversation may be missed
- If in any doubt ask the other person to "repeat back" the information they have received from you to understand what they have heard
- Don't shout, it will distort the microphone on the device
- If it's windy when making the call, try to shield the mouthpiece
- Make sure that the mouthpiece is in front of your mouth and not too far away
- Before the conversation ends confirm all actions that are to happen as a result of the conversation taking place

(At this point stop and ask a couple of questions to those who are being briefed)

