



SAFESTART HUMAN FACTORS CONFERENCE



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Was it something I said? Effective
communication in Safety

Introduction & Overview

- Safestart Consultant Since 2014
- 20+ Years Management Experience in Environmental,
Safety and Health in the Mining Industry

Was it something I said

A successful training process relies heavily on clear and impactful communication, but how that communication is perceived by the audience can be an entirely different story. What the trainees hear can depend on many factors such as the country or region they're from, their age, or education among other things. This session is a humorous and educational look at some of the most common communication pitfalls.

Session Objectives

1. Common communication fails
2. Improve communication in existing training programs
3. Communication in the “New World”
4. Have Fun

What is Communication

- Communication is about conceiving, sending, receiving, interpreting messages and forming a response
- A failure at any point in this chain is ineffective communication

Why is communicating so hard?

Just wanting something is not enough

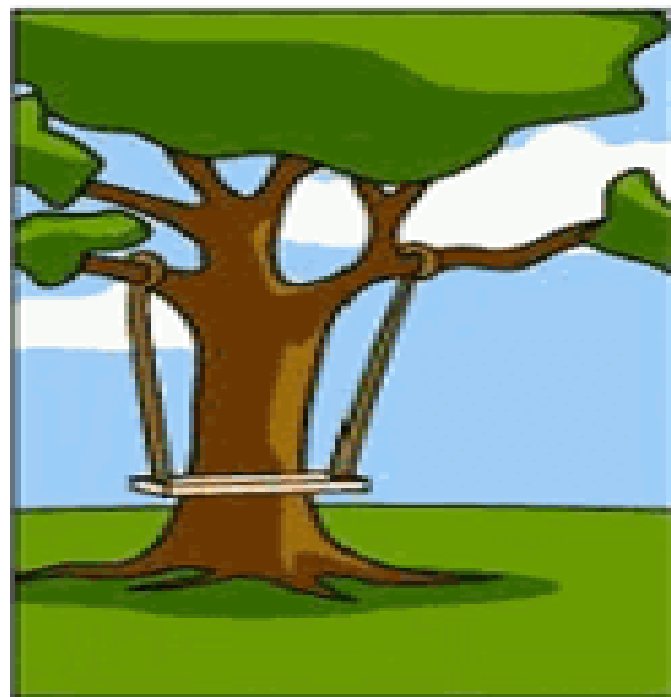
- We have to know what we want
- We have to be able to effectively communicate what we want

Just wanting something is not enough



How the customer
explained it

Just wanting something is not enough . . .



How the project leader
understood it

Just wanting something is not enough . . .



How the engineer
designed it

Just wanting something is not enough . . .



How the sales
executive described it

Just wanting something is not enough . . .



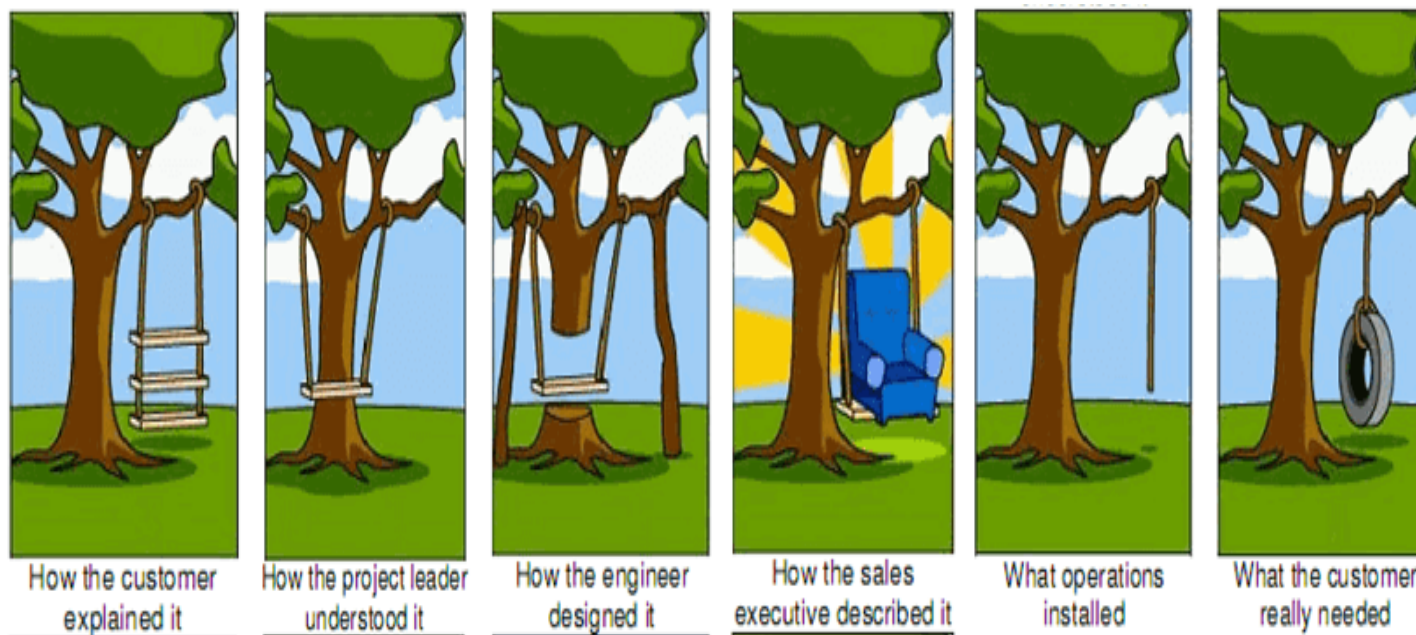
What operations
installed

Just wanting something is not enough . . .



What the customer
really needed

Just wanting something is not enough . . .



We have to know what we want and be able to communicate what we want

**Was it
Something I
Said?**

**Finish the
following
statement**



I was driving to work the other day and as I approached the traffic light my phone rang. I was expecting a call from the doctors office that morning so I looked over and

In every conversation there are actually six conversations happening at once



.The Speaker hears:

- What they intended to say
- What they think they said
- What they actually said

In every conversation there are actually six conversations happening at once



The listener hears:

- What they expected to hear
- What they thought they heard
- What they actually heard

In every conversation there are actually six conversations happening at once



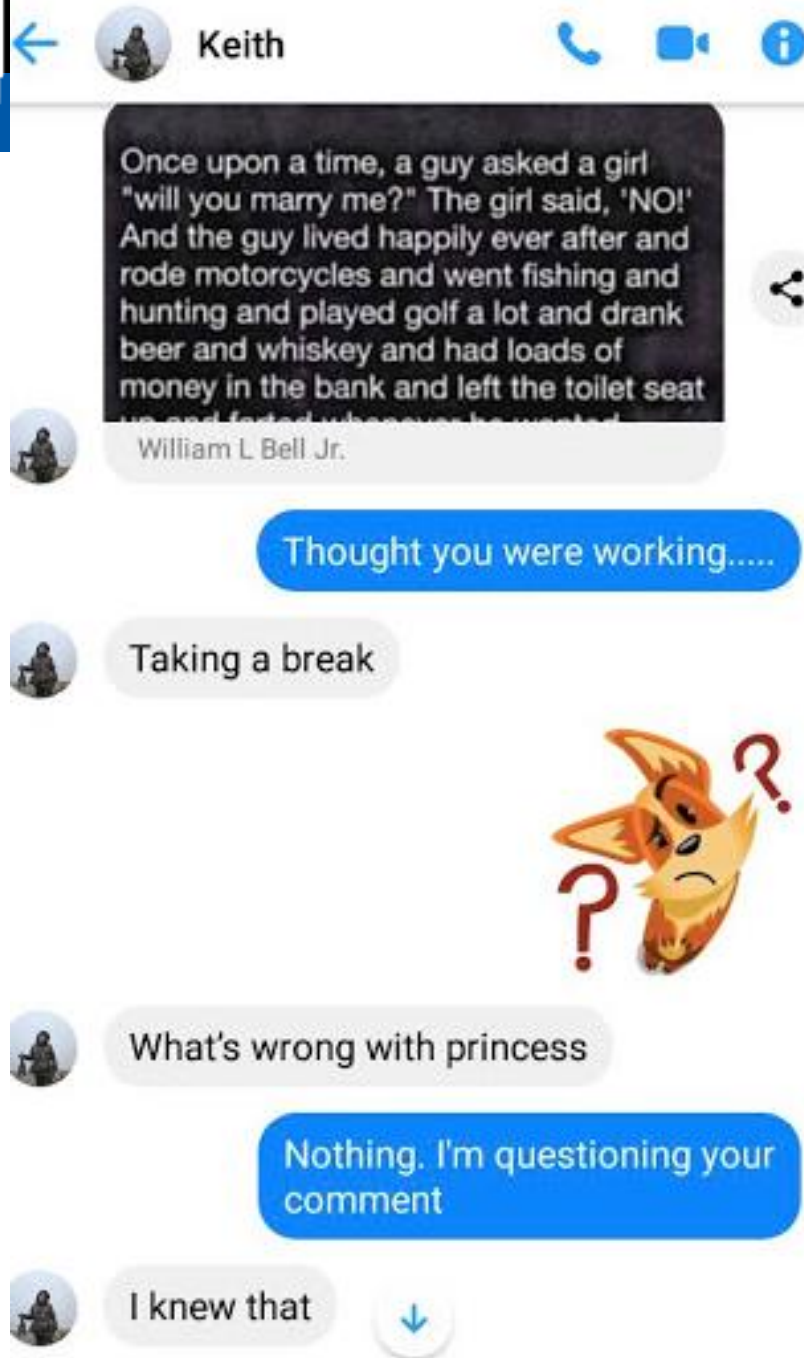
The Speaker hears:

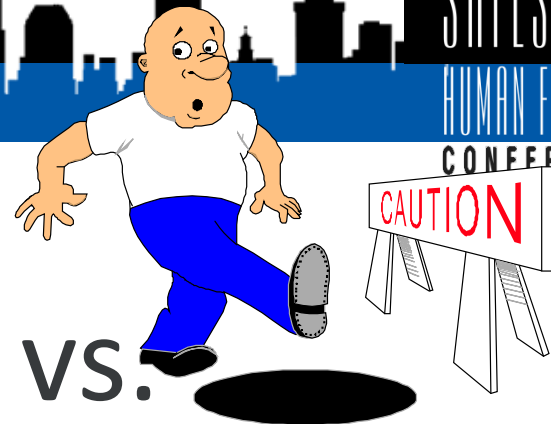
- What they intended to say
- What they think they said
- What they actually said

The listener hears:

- What they expected to hear
- What they thought they heard
- What they actually heard

While all this is happening, the listener is also forming a response. Then the roles reverse and the whole thing starts all over again





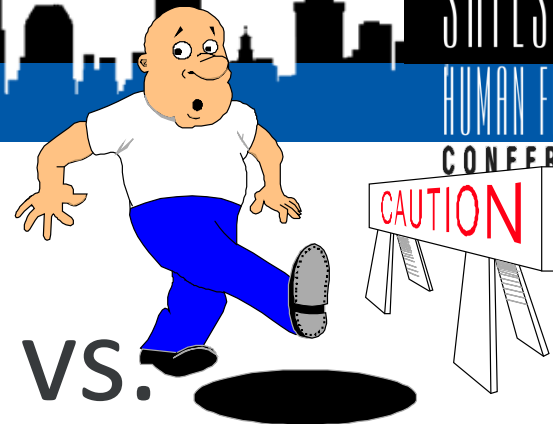
How we communicate vs. how we learn

- Auditory learners
- Visual learners
- Kinetic learners



Pitfalls in verbal communication

- Do you overwhelm them with words?
- Do you assume they have understood you?



How we communicate vs. how we learn

- Auditory learners
- Visual learners
- Kinetic learners

Lowes is making it way too easy for serial killers...

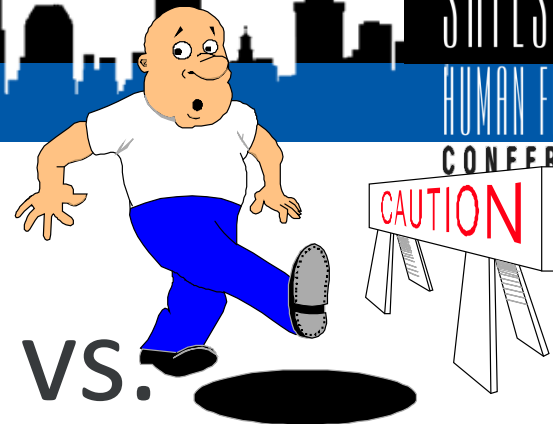


Freezers

Capacities

- One person 3-7 cubic ft.
- Small family 8-14 cubic ft.
- Medium to large family 15-26 cubic ft.

- Frost-free
- Power windows
- Locking doors
- Easy-to-use controls
- Adjustable shelves



How we communicate vs. how we learn

- Auditory learners
- Visual learners
- Kinetic learners

Non-Verbal Communication



- Eye Contact
- Body language

Non-Verbal Written Communication

- Signs
- Email
- Texts





KEEP



RIGHT



People Are Eating
Children
In This Area

Please —————
Leash Your Dog &
Clean Up After Them
————— *Thank You*

SHERRILL'S
EAT HERE
AND
GET GAS
TIPTON, INDIANA



**Parking
For
Drive-Thru
Service
Only**

Thank You



**WHEN YOU GET
OFF THE INTERSTATE**



IN SOUTH GEORGIA

ATTENTION DRIVERS

**BEFORE YOU LEAVE, IS THE FORKLIFT
OPERATOR OUT OF YOUR TRAILER?**

Non-Verbal Communication

- Email
- Texting





BULLETIN BLOOPERS



Low Self-Esteem
Support Group will
meet Thursday at
7 to 8:30 p.m.

Please use the
back door.





Communication in the Training Process

- How do you train new employees or existing employees on new tasks

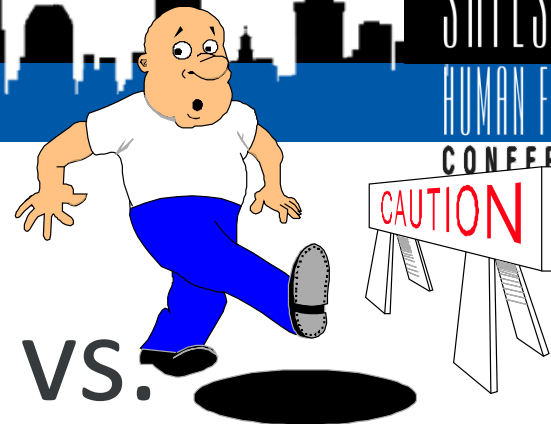
Who does the training at your facility?

- Experienced vs Non Experienced
- Book vs hands on

Why don't they just say they don't understand?

- You only know what you know
 - Do you have the proper vocabulary to understand what is being taught
- Employee may be afraid of how feedback will be received
- Communication is viewed negatively , because it usually happens in bad situations

Using the “One size fits all” approach doesn’t work



How we communicate vs. how we learn

- Auditory learners
- Visual learners
- Kinetic learners

Creativity in Training

- Effective Training Includes:
- Laughter
- A Team Challenge
- Laughter

Communicating in the “New World”



The “New New World”



How has our ways of communicating changed?



Team Exercise

ALPHABET SOUP

WHAT DOES IT MEAN?

1. LOL
2. SMH
3. NC
4. CUS
5. JK

1. LMK
2. ILY
3. LMAO
4. BFF
5. ROFL





Team Exercise

WHAT DOES IT
MEAN TO YOU

Team Exercise

- SPIDER
- HARD QUARTER/CASE
QUARTER
- SKY BUGGING
- POKE
- GRINDER
- TORCH
- BUGGY
- BOOT
- PIG

Understanding how/why adults learn is key to motivational communications

- Adults need to understand why they are learning the material and how they can apply the knowledge
- Everyone has prior experiences to which they will add the new knowledge
- Adults feel the need to be in control of their learning – they want to be involved
- Adults desire to learn in order to be effective and successful

Effective Task Training

- Clearly describe the purpose of the training
- Ask about previous experience or similar experience
- Training needs to include: written material, verbal instructions, visual material, hands on training
- More than one trainer: someone who has experience or knowledge of the topic
- Make the employee feel comfortable enough to ask questions, or challenge the information
- Laughter and a team challenge

Effective Team/Task Training

- Keep up to date on the information/technology
- Keep training materials up to date
- Keep employees involved in developing and delivering the training
- Don't get in a hurry or get frustrated, training and learning styles may not match
- Have Fun
- Audit, Audit, Audit

KEEP CALM,
KEEP AN OPEN MIND,
BE FLEXIBLE

EVERYTHING WILL CHANGE NEXT
WEEK



These four states...

- ☐ Rushing
- ☐ Frustration
- ☐ Fatigue
- ☐ Complacency

can cause or contribute to these critical errors...

- ☐ Eyes not on Task
- ☐ Mind not on Task
- ☐ Line-of-Fire
- ☐ Balance/Traction/Grip

...which increase the risk of injury.

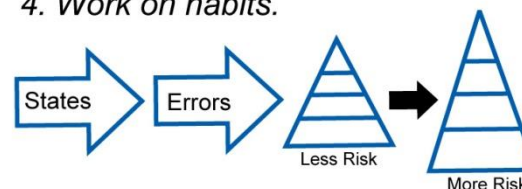
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Critical Error Reduction Techniques (CERT)

1. Self-trigger on the state (or amount of hazardous energy) so you don't make a critical error.
2. Analyze close calls and small errors (to prevent agonizing over big ones).
3. Look at others for the patterns that increase the risk of injury.
4. Work on habits.



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THANKS FOR
Your Participation!