

Good communication

- Speak up
- Talk face-to-face as much as possible
- Communication must be two-way



Good communication

Good two-way communication is important for successful work. It makes sure everyone knows the plan for the day, what the risks are and how to keep themselves safe.

Speak up

- Tailgate meetings are a great time to talk and plan, so don't hold back if you have something to say.
- Remember you can raise any issues – including health and safety issues – at any other time.
- Play your part in recording what's been discussed or decided – you could take a photo of a whiteboard you've written on, or use your RT to record conversations.

Talk face-to-face as much as possible

- Talking to someone in person is always the best way to get your message across.
- If you give information in writing keep it as short and simple as possible and make sure it's kept up to date, if necessary.
- Reinforce your point – for example, talk about what you want to say, then write it on the whiteboard.

Communication must be two-way

- You have permission to talk openly and honestly about anything, including health and safety.
- If you don't understand something, ask – you're probably not the only one with the same question.
- Speak up if you don't feel like you're being listened to, or find someone who can help you be heard.