

TOOLBOX TALK # 1009 Date : September 28, 2020

## **Three Way Communication**

Communication is critical to working safely and efficiently. The process of verbal communication seems straight forward and there are many issues to consider. Verbal communication, using a best practice called three way communication to improve communication between employees during work tasks will be covered here.

There are many issues that affect whether or not our desired message is getting across to the receiver correctly. Some common issues to consider:

* Culture Barriers- Many people speak English as a second language and may not understand what is being said. Even in different geographical regions of the same country cultural barriers can exist.
* Assumptions- Making assumptions about what someone is trying to say or will say can be a dangerous mistake at work. Making assumptions about what message someone is trying to convey can be affected by mood, distractions, time pressure, etc.
* Mixed or Confusing Messages- Poor word choices or long-winded messages can lead to confusion.

Verbal communication through face to face conversations can experience any or all of the issues mentioned above. Any issue or problem with the message being sent is increased when using a radio or phone to verbally communicate with coworkers. There are multiple issues when communicating with these devices such as interference, poor reception, background noise, and lack of nonverbal cues.

Three-way communication can be very effective in validating the message being sent between the sender and receiver thus reducing the chance of a mistake occurring during a work task.

The basic outline of three-way communication is as follows:

* The sender states his message to the receiver.
* The receiver acknowledges the communication by repeating the critical information in the communication back to the sender. If the receiver did not understand the communication then he has to ask the sender for clarification.
* The last step is the sender confirms the message is correctly understood by the receiver or if it is not understood the sender has to indicate that the message is not understood and the three way communication process has to start over.

There are many issues in every form of communication. While verbal communication seems like a  straight forward way to convey a message compared to an email or text, there are still many issues that can be present while using it. Three way communication can be critical in verifying a message is understood during a work task which can make all the difference in whether a worker is injured or not.

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**YOUR SIGNATURE ON THE REVERSE SIDE INDICATES THAT YOU HAVE READ AND UNDERSTAND THE CONTENTS OF THIS DOCUMENT!**

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SIGN-IN SHEET – September 28, 2020

TOOLBOX TALKS # 1009 –Three Way Communication

My signature below indicates that I read and understand Toolbox Talk: “Three Way Communication”

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