3-WAY COMMUNICATION

Be a **SAFETY LEADER**

Have the courage to demonstrate that you value safety. Work with your crew to identify and eliminate hazardous situations, even in the presence of other job pressures such as scheduling and costs.

Scan this QR code to access the 3-Way Communication refresher video from the original FSL.

What does it mean to **practice 3-way communication?**

Have you ever asked your crew to do a task and later realized they did it incorrectly and had to redo it, all because they misunderstood your directions? Practicing 3-way communication helps ensure everyone is on the same page.

Putting the skill to action

Below are ways to practice 3-way communication every day on the jobsite.

Get the listener's attention. Make sure you have your crew member's undivided attention before you start speaking. Make eye contact and be sure that neither of you are preoccupied with phones, computers, or other distractions.

Be direct and concise. Be specific when you give directions or assignments. Avoid giving unrelated information that might lead to confusion.

Don't assume your listener understood what you said. Ask crew members to repeat your message to confirm that they understand what you're asking. If you feel uncomfortable asking them to repeat the directions, you can say: "Just to be sure we are on the same page, can you tell me exactly what you are going to do?" This is the key to 3-way communication.

Clarify any misunderstandings. If you hear any misunderstanding from the crew, clarify and get final confirmation that everyone is on the same page.

Examples of how Crew Leaders are practicing

3-way Communication

"I'll tell them, 'hey, this is a risky task, this is what I want you to do, and these are the hazards. Take this step to get this done…' When I'm done, a couple guys usually go cross-eyed, so I tell them again and ask them to tell me exactly what I just said. Sometimes, I'll have to draw pictures or write it down for them. We'll go over it a few more times and then it will sink in."

"I'll ask my guys if they understand what I'm saying after I explain something. And I emphasize and tell them, 'I'm not going to get on you if you do not understand what I'm saying.' I'll take another step or see what else I need to do to make sure that they understand me. I want them to understand and not be lost or misled about what we're doing."

HOW OFTEN DO YOU…?

	ALWAYS	SOMETIMES	NEVER
Make sure you have your listener's attention	☐	☐	☐
Ensure you are giving directions clearly and concisely	☐	☐	☐
Ask your crew members to repeat back what you	☐	☐	☐
Confirm whether your listener understood what you told them	☐	☐	☐
Clarify misunderstandings when your message is misinterpreted	☐	☐	☐

ACTION PLAN

Consider your answers to the questions on the left. Which areas do you need to work on? Which areas ***will*** you work on?

Set a goal and timeline. Choose one or more of the areas to improve on over the next 2-3 months. Use the ideas on the front page of this handout for ways to put each area into practice.

Hold yourself accountable. Track your progress. At the end of 2-3 months, consider whether you have reached your goal. Ask yourself:

- What is working well?
- Did I follow through with my goal? If not, what prevented me from doing so?
- Who can help me or give me the support I need to reach my goal?

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