



3-way Communication

Emilio's Story

Emilio was working outside in 100 degree heat. He was feeling very hot and sweaty and was starting to get a stomach ache. He poured a jug of water over his head to cool down. His foreman Frank noticed him doing this and suspected heat exhaustion. He called out to Emilio to go rest in the trailer where it's cool, have something to eat and drink, and to stay there until quitting time. Emilio went to the trailer, drank some water, and then went right back to work. As soon as he started working again in the heat, he felt dizzy and nauseous and collapsed. Frank ran over to help Emilio but also yelled at him for not following his instructions.

- Have you ever been in a situation where you were sure that you and another person had a similar understanding of how to proceed with a task and then they did something differently?
- What could Frank have done differently to make sure Emilio understood his instructions?
- How could better communication on the jobsite improve safety?

Frontline safety leaders Practice 3-way Communication when they...

- Give direct and concise instructions.
- Make sure that everyone understands their message or instructions.
- Confirm that the listeners heard and understand the instructions, and are able to carry them out.

Leadership actions we will practice today and every day:

➤ As your frontline supervisor and safety leader, I will:

- Make sure I have your attention and be direct and concise when I ask you to do something.
- Ask you to repeat the instructions just so I'm sure we are on the same page.
- Clarify any misunderstandings.
- Make sure you are physically able to carry out the instructions.

➤ Crew members are also safety leaders and are expected to:

- Pay attention when I give you instructions or ask you to do something.
- Know that the only reason I ask you to repeat the instructions is so we're on the same page.
- Ask me questions if you are not sure what I'm asking you to do or how to do it.

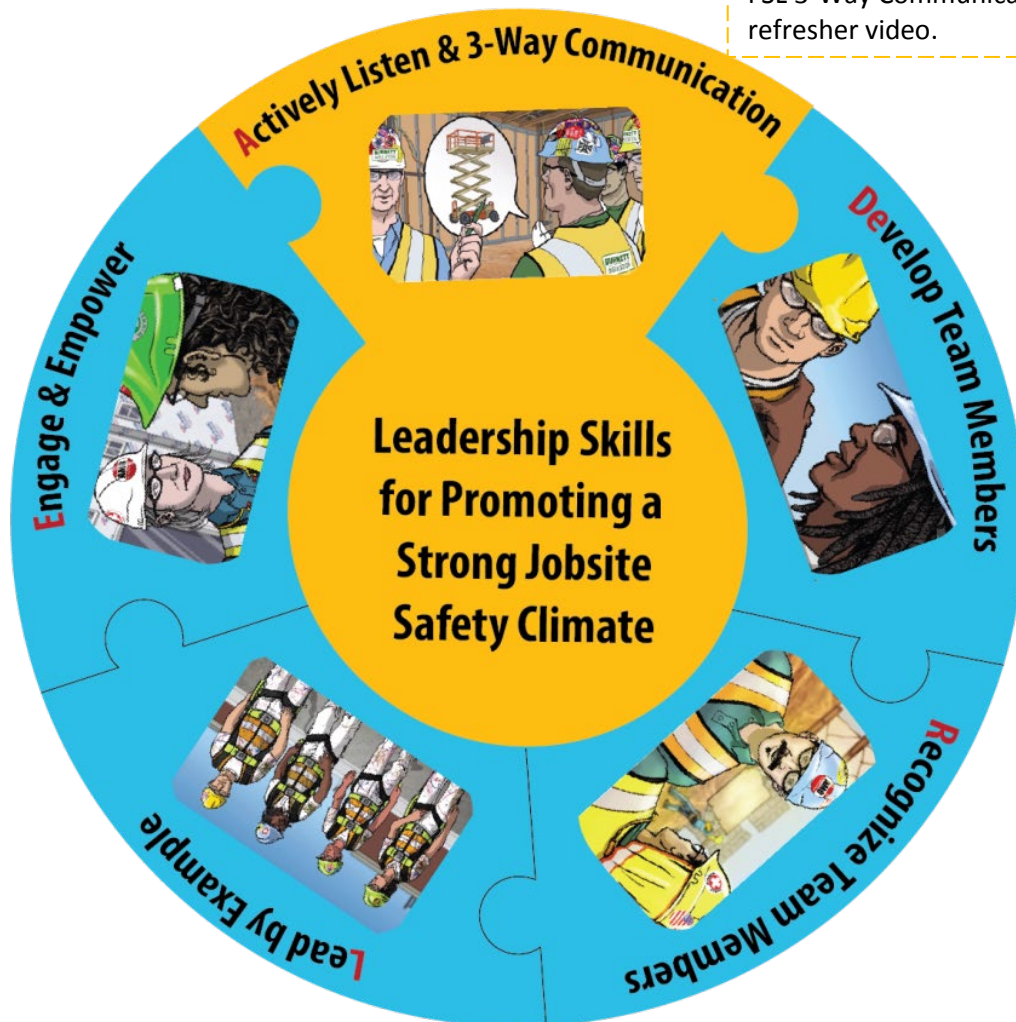
Safety leaders have the courage to demonstrate they value safety by working and communicating with all team members to identify and limit hazardous situations even in the presence of other job pressures such as scheduling and costs.

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



Everyone, from the company owner to the foreman to the new employee, should be a safety leader. Effective safety leadership can help prevent jobsite injuries and illnesses.