



A strategic approach to on site OHS communication

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THE FOCUS FOR THIS PRESENTATION

Establishing or strengthening a process around point in time communication such as a toolbox talk.



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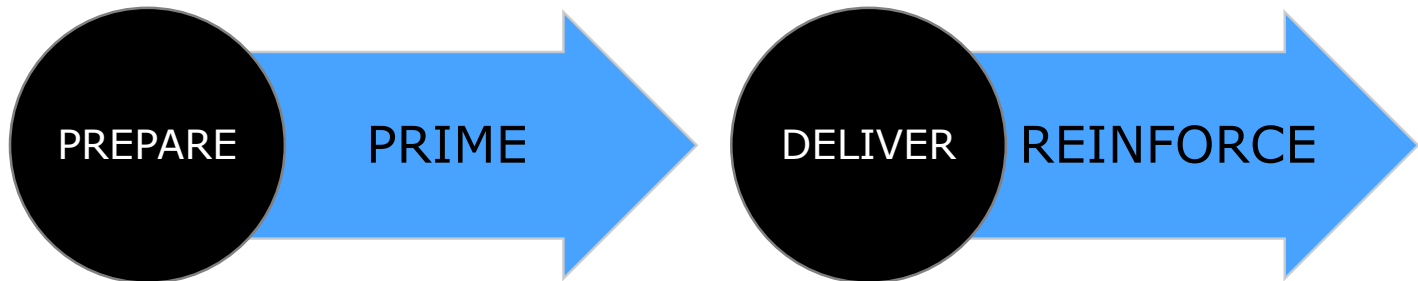
RISKS

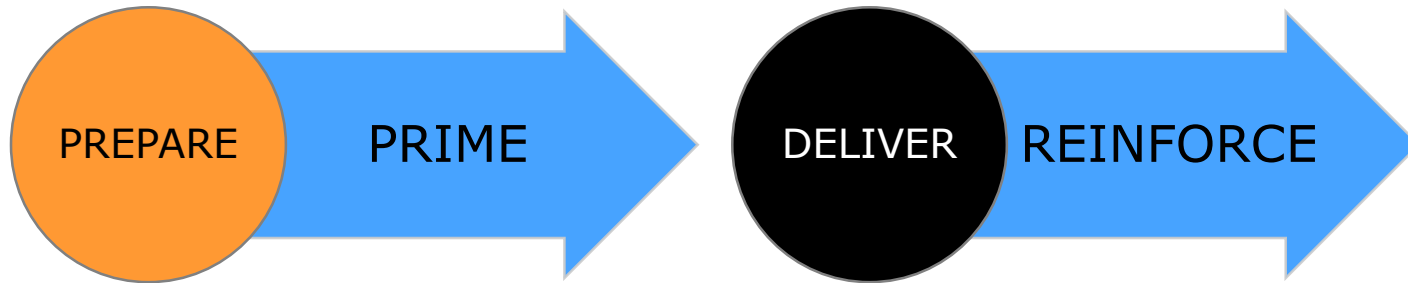
1. Communication that is 'done to' people
2. Communication can be taken for granted – It's something that 'just happens'
3. Key stakeholders – Different levels of ownership and understanding of aims (values & beliefs)
4. Box ticking mindset – Focusing on what and not how well (quality & effectiveness)
5. Dismissive – Not associated with our 'core business'

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FOUR STAGE COMMUNICATION PROCESS

1. **P**REPARE
2. **P**RIME
3. **D**ELIVER
4. **R**EINFORCE





STAGE 1: PREPARE

BARRIERS

- No shared vision
- Solely focused on arranging delivery

ENABLERS

- Shared values & beliefs
- Coordinated approach
- Dynamic philosophy



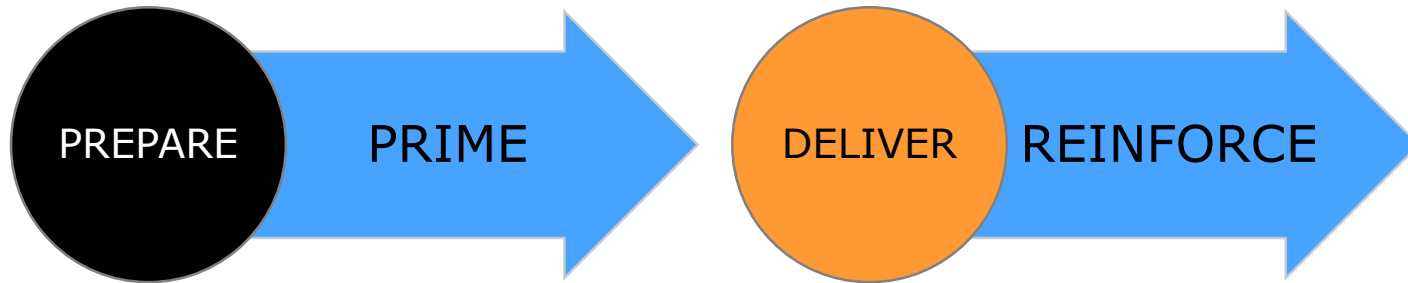
STAGE 2: PRIME

BARRIERS

- No prior notification
- Passive notification

ENABLERS

- Active notification
- Rationale provision



STAGE 3: DELIVER

BARRIERS

- Negative leading comments
- Isolated & disconnected

ENABLERS

- Cueing (content & purpose)
- Emphasising workforce value in context

Adults: Why do I need to know this?



SCENARIO – NEGATIVE LEADING COMMENT

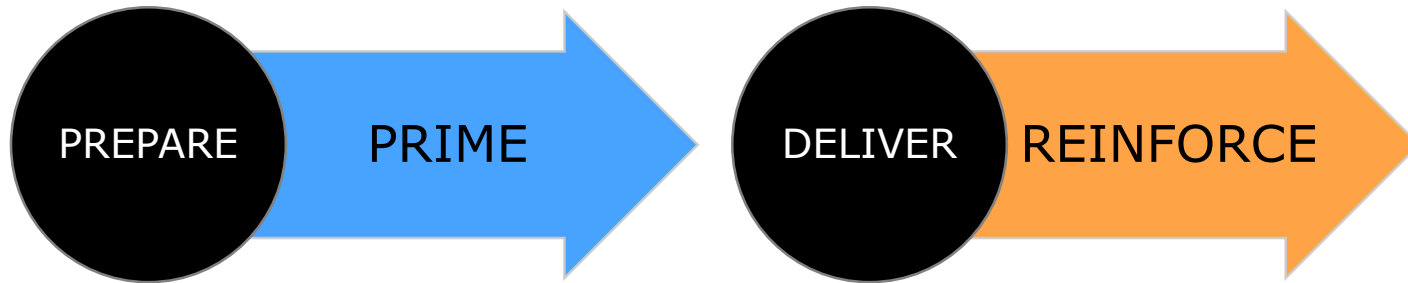
Shift boss:

"Last shift before you're rostered off A crew. Minds on the job tonight. We've been told we have to listen to this toolbox talk first though. We can't afford to waste any more time this shift, so get straight to work afterwards."

Please note:

This is not a quotation. It is a hypothetical scenario provided as an example to demonstrate how someone could make a negative leading comment.

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STAGE 4: REINFORCE

BARRIERS

- No follow-up action
- Assumed adoption & application

ENABLERS

- Genuine opportunities for feedback (upstream & downstream)
- Active follow-up (feed-forward)

CRITICAL REVIEW CHALLENGE

Presentation focus: *Establishing or strengthening a process around point in time communication such as a toolbox talk.*



Is there consistent implementation of all stages within your site or organisation?

Are you a football team that only turns up to the game?



How can your site or organisation improve the quality of the process?



SOMETHING TO THINK ABOUT

*If the **message** is important, the **method** should be too.*

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