



TOPIC FOR THE WEEK - DATE 04/21/24 - 04/27/24

Improving Pre-Task Discussions: Three Way Communication

Communication is critical to working safely and efficiently. Using a best practice of three way communication improves understanding for all parties and makes for a safe and efficient work day.

How it works:

1. The sender states his message to the receiver.
2. The receiver acknowledges the communication by repeating the critical information back to the sender. If the receiver did not understand the communication, then he has to ask the sender for clarification.
3. 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 process starts over.
4. Repeat this process until each party has a clear understanding of the communication.

Three way communication is critical in verifying a message is understood. Not only does three way communication clarify messages, it improves teamwork by ensuring all members are working in the same direction.

Try it in your pre-task discussion today!



