

## Safety Culture: Empowered Communication infographic



## EMPOWERED COMMUNICATION



Why do incidents on vessels continue to occur despite improved procedures and safety equipment? The answer could lie in the safety culture on board. Instilling healthy safety cultures on vessels can reduce incidents and lead to happier and safer crew.

### EFFECTIVE COMMUNICATION

Effective communication is a key element in developing a reporting culture, just culture and learning culture as part of a healthy safety culture.



REPORTING CULTURE

Good communication skills empower the team to report issues and recognise areas for improvement.



JUST CULTURE

Calm and assertive communication ensures the team understand acceptable and unacceptable behaviours.

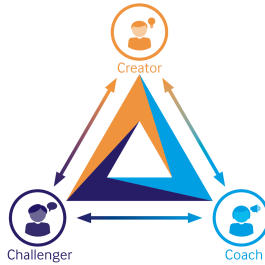


LEARNING CULTURE

Active listening and support allows the team to learn and develop key skills enabling them to work independently.

### THE EMPOWERMENT DYNAMIC

The **Empowerment Dynamic™** is a tool designed to improve how we communicate. It describes three positive communication methods, and helps us to recognise when we can use these in our roles, empowering us and others in our team to communicate effectively.



### THE EMPOWERMENT ROLES

#### The Challenger

The Challenger uses assertive statements and questions to calmly set boundaries and hold people to account.



- "I am worried that this incident might occur again. Let's think carefully about our next steps."
- "I don't believe that's how this job is normally done. Can you help me understand why you chose to do it that way?"
- "I have some priority work to do now. Can we talk about this tomorrow?"

#### The Coach

The Coach uses active listening and empathetic responses to encourage others to think through their problems for themselves.



- "That's good, you've shown them the policy and explained the potential consequences. What else might you do?"
- "OK, so you're telling me you've tried to get them to wear their safety goggles, but they are just refusing to. It's a tricky problem. Talk me through what you've tried to do so far."
- "I will leave you to work through that, but remember I am here if you need any support."

#### The Creator

The Creator uses internal conversations to identify the outcomes they desire and help them achieve success.



- "What stops me from achieving my goals?"
- "What are my strengths and weaknesses?"
- "How do I achieve success without the help of others?"

For more information on The Empowerment Dynamic and its role in improving communication, please see our article entitled [Effective Communication](#) by Dr Claire Pekcan.



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