

Safety Minute - Communication



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November 20, 2023

CHELAN COUNTY

Communication is a key to safety

Three-part communication

1. Issuer speaks slowly, clearly, and loud enough to be heard
2. Receiver repeats back
3. Issuer confirms repeated information was accurate or starts over if necessary



CHPD Requirements and Expectations

WAC 296-45-335

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CHELAN PUD SOP 005

- CHPD follows both WAC and NERC requirements and System Operations protocols dictate three-part communication be used anytime communications would be enhanced by doing so.





The single biggest
problem in
communication is
the illusion that it
has taken place.



George Bernard Shaw

How can everyone apply this?

In an emergency such as calling Rivercom

- Start by taking a deep breath.
- Remain calm and speak clearly using simple and clear language.
- Listen carefully
- Be patient
- Try three-part communication!



Summary

- When safety or other critical information needs to be conveyed, take a deep breath and slow down.
Use three-part communication.

“Go slow to go fast”



Thank you

