

Always Safe

PRACTICAL TASK: OPERATIVE PERSONNEL

Quality in the conversation at the workplace

The conversation at the workplace is the discussion the operative work team has with the area technician before activating the work permit. The purpose of the conversation is to ensure a shared understanding of the job we are going to do, and to identify potential error traps and risks – before starting the job. The purpose of this task is to increase the quality of the conversations at the workplace.

Trip 1: Quality in the conversation at the workplace

PREPARATIONS

The line manager is responsible for planning and facilitating the implementation of the additional package and practical tasks. Use existing meeting arenas such as morning meetings, 3 pm-coffee meetings or similar for planning, sharing experiences and summarising. The actual training is carried out at the workplace where the conversation takes place.

DESCRIPTION OF THE TASK

1. Choose a task or job you are doing on this trip that involves «In the line of fire», or another task that is relevant to you.
2. Conduct a conversation at the workplace related to the task or job you have chosen, focusing on open-ended questions and involving everyone. Use the pocket card as a tool in preparing and conducting the meeting.
3. Afterwards, summarise and write an observation card based on the questions: What made the conversation good? What can we do better in the next conversation?

Pay extra attention to this in all conversations at the workplace you have on this trip. On the next trip, you will share experiences and continue to work on the topic.