

Communication as a Key to Safety

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Communication as a Key to Safety

Outline

- What is Communication?
- Communication Fundamentals
- The Communication Cycle
- Communication for Inspectors
- Examples

Communication Fundamentals

What is Communication?

communication 

noun | com·mu·ni·ca·tion | \kə-ˌmyü-nə-ˈkā-shən\

- a** : a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior • the function of pheromones in insect *communication*; *also* : exchange of information

b : personal **rapport** • a lack of *communication* between old and young persons
- a** : information communicated : information transmitted or **conveyed**

b : a verbal or written message • The captain received an important *communication*.

Communication Fundamentals

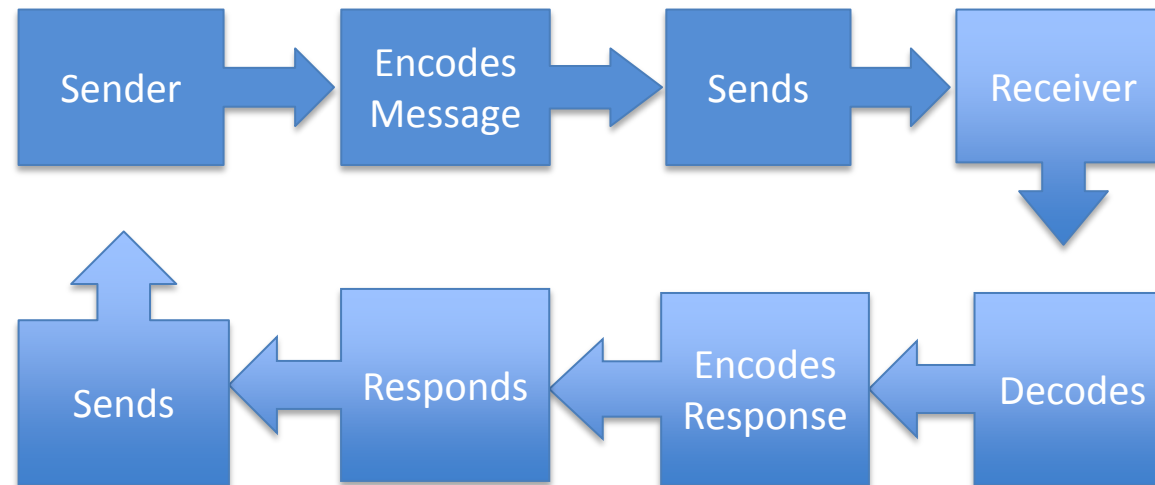
Types of Communication:

- **Verbal**
 - Using words and language, written and spoken, to convey a message or idea;
- **Non-Verbal**
 - Using actions, reactions, motions, and gestures to convey a message or idea;
- **Visual**
 - Using pictures, video, signage, and other visual means to convey a message or idea.

Communication Fundamentals

COMMUNICATION CYCLE:

How is a message sent and received in two way communication?



Communication Fundamentals

COMMUNICATION CYCLE:

- **Encoding and decoding are essential skills!**
- **Encoding –**
- How can you create a message and share it so that it will be received as you intend it to be received?
 - Know your audience!
 - Know the barriers and remove them.
 - Know the situation.
- **Decoding –**
- How can you receive a message and understand its meaning?
 - Know the topic.
 - Actively LISTEN to the message!
 - Remove barriers.

Communication Fundamentals

COMMUNICATION CYCLE:

- **Barriers to Communication**

- **Organizational** policies, rules, facilities, status, authority;
- **Psychological** confusion, too much information, fear, attitude, apathy;
- **Physical** noise, distance, hearing, proximity
- **Mechanical** system failures, phone lines down, no power
- **Perceptual** lack of common knowledge or terminology, language barriers, lack of trust.

Communication for Inspectors

Safety communication is *interactive, informative, positive, and productive.*

Interactive and Informative

- Talk with the owner or the owner's representative when you arrive on site;
- Try to gain an understanding of their level of knowledge and encode a message that can be understood by them;
- Ask about the history of the PRI and then LISTEN to the answer;
- Ask the person that you are talking to if they understand your directions or your message;
- Explain the inspection process, your restrictions, what should happen, what might happen, and what's next.

Communication for Inspectors

Safety communication is interactive, informative, positive, and productive.

Positive and Productive

- Establish trust by encoding and sending a message that shows that you truly care about the owner/operator's safety, money, security;
- Encourage open, honest dialogue – even after you leave;
- Reassure the person that you are not playing a game, or trying to find “gotcha’s”;
- Encourage positive communication, even when relaying negative information.
- It can take time to build trust, especially for the state inspectors. We have coercive power, and some people fear that.

Communication for Inspectors

Some possible questions to ask:

1. How often do you blow down, or slow drain, your Low Water Cutoff sensing lines?



Communication for Inspectors

Some possible questions to ask:

2. Can you tell me how you have been blowing it down?



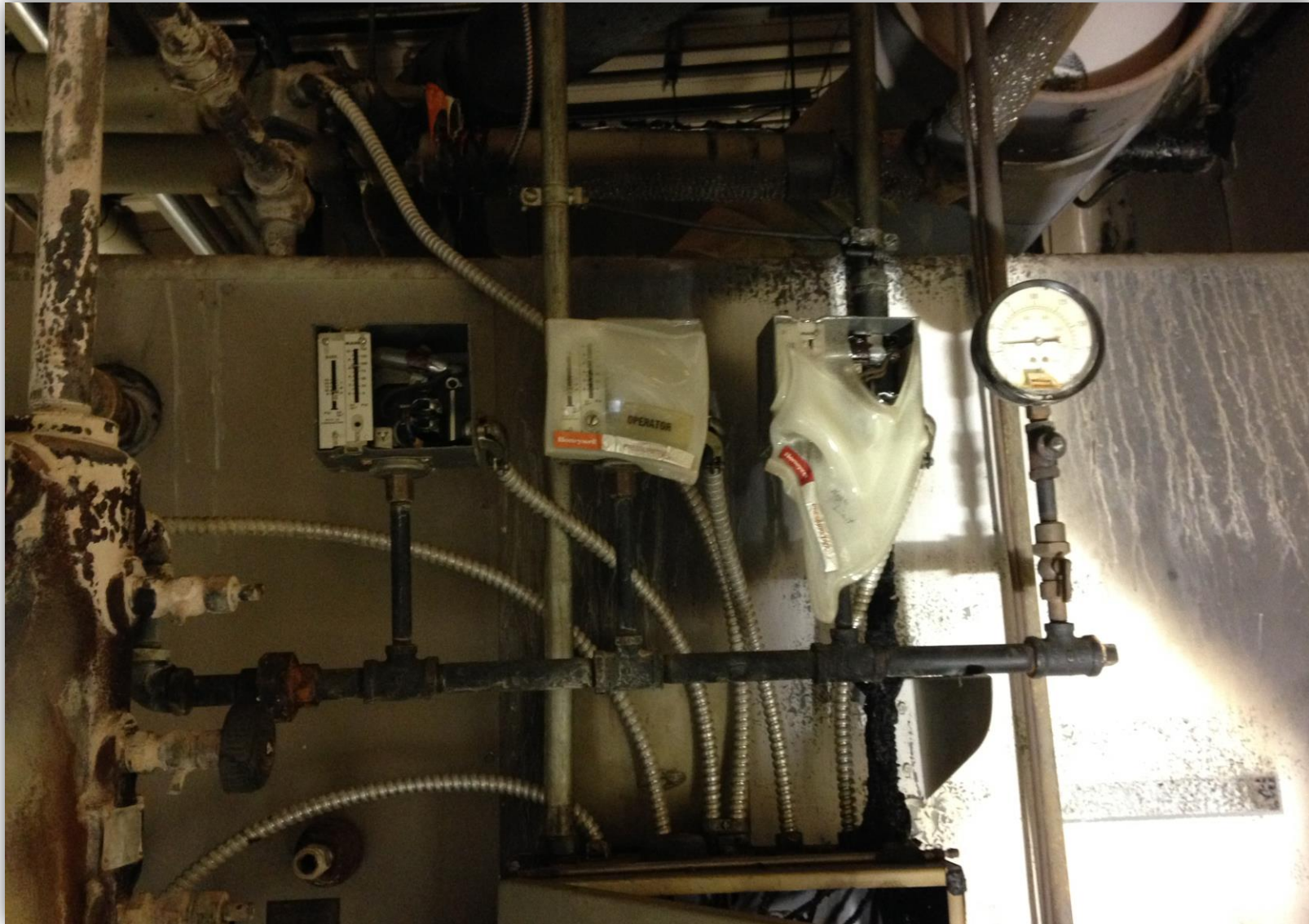
Communication for Inspectors



Some possible questions to ask:

3. How many times have you had to use the manual reset on your aux LWCO?

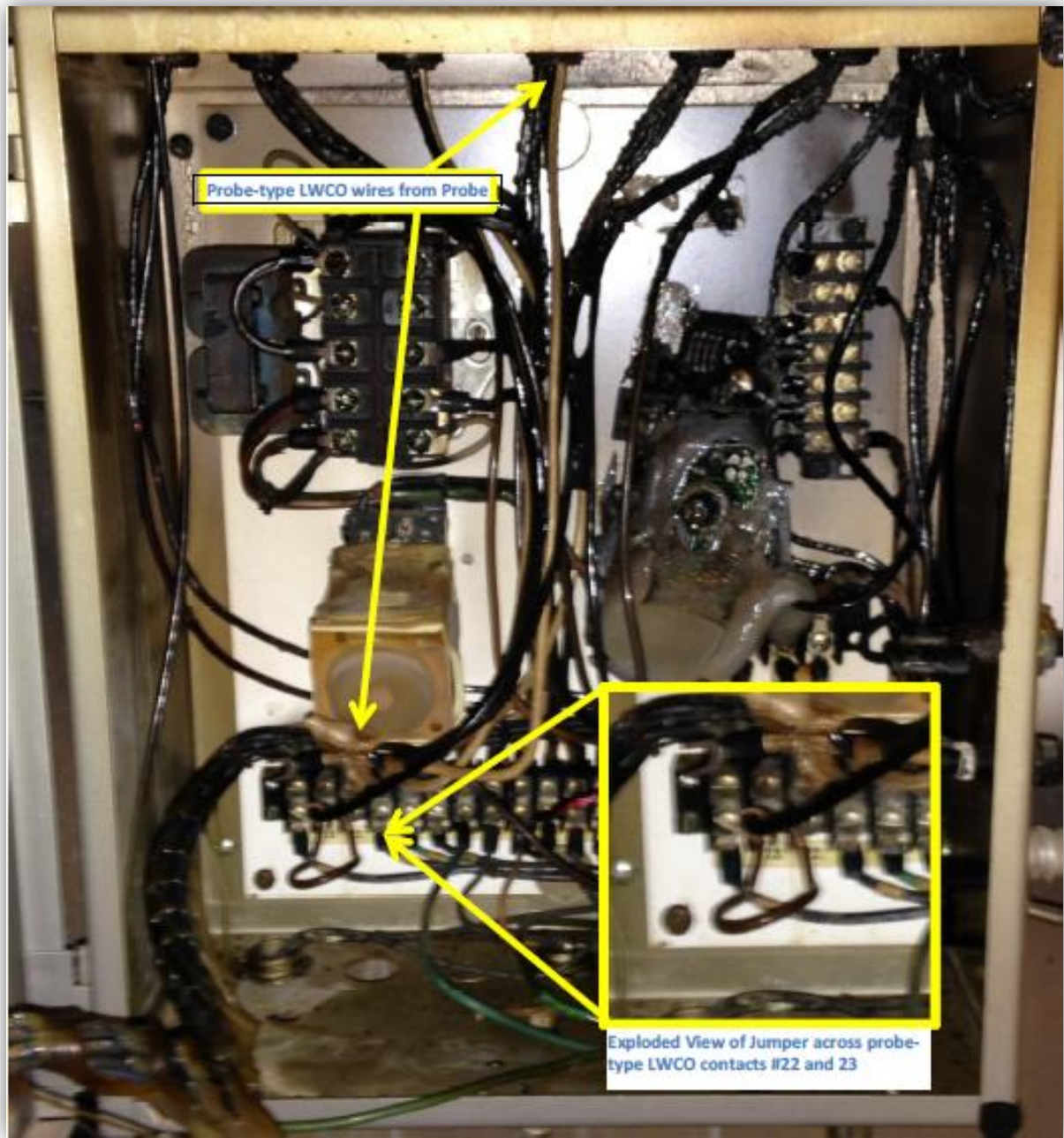
I think it might be getting a little hot in here!



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Probe-type LWCO wires from Probe

Exploded View of Jumper across probe-type LWCO contacts #22 and 23

Some other possible questions to ask:

How often do you have to replenish the chemicals in your boiler and has this changed over time?



Some other possible questions to ask:

How often do you have to replenish the chemicals in your boiler and has this changed over time?



QUIZ

We have a 350 Liter Vessel that operates at 600 MPa and is designed and stamped for 660 MPa.

We exempt vessels from inspection if they are less than 5 cubic feet in volume, or less than 250 psi.

We require that all data reports and stamping be provided in U.S. Customary units (feet and psi).

Is this vessel exempt from inspection?

NO!



QUIZ RESULT

This is what it looks like when a 350 Liter Vessel that operates at 600 MPa and is designed and stamped for 660 MPa (that is not exempt from inspection, but that was installed and operating without the jurisdiction's knowledge) decides to return itself to atmospheric pressure in less than a second.

SUMMARY

- Communicate regularly with your stakeholders
- Be open and honest
- Create trust so people are willing to reach out to you for guidance and information
- Know your audience and create messages that they can understand and reply to
- Ask open-ended questions, rather than yes/no
- Ask follow-up questions
- Encourage feedback (two way communication)
- Actively listen to the responses you are given
- Let your stakeholders know that they can contact you at any time with their questions and concerns.

Thank You!