

Risk Assessment Evaluation and Control

Lecture Title: Communication & Stakeholder Engagement

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Lecture Aim

- The role of communication in risk management
- Engaging stakeholders & encouraging reporting
- Safety tools such as briefings, training, teamwork
- Building safety culture



Why Communication Matters

- Prevents incidents
- Ensures risks understood
- Builds trust
- Encourages responsibility

Example: Misinterpreted instruction nearly causes incident.



Stakeholders in Risk Assessment

- Employees
- Managers
- H&S officers
- Contractors
- Public / Clients
- Regulators

Example: New hospital device reviewed by multiple teams.



Role of Stakeholders

- Identify hazards
- Report risks
- Participate in assessments
- Implement controls
- Monitor effectiveness

Example: Contractors report loose handrail



Communication Principles

- Clear
- Accurate
- Timely
- Targeted
- Two-way

Example: Replace jargon with simple wording.



Barriers to Communication

- Misinterpretation
- Hierarchy
- Lack of trust
- Language issues
- Time pressure

Example: Worker avoids reporting near miss.



Risk Communication Essentials

- Nature of risk
- Severity & likelihood
- Affected people
- Controls
- Responsibilities
- *Example: Chemical-handling briefing.*



Tools for Effective Communication

- Briefings
 - Signage
 - Digital tools
 - Reports & SOPs
 - Safety committees
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- *Example: Digital app warning of slip hazard.*

Safety Briefings

- Share updates
 - Reinforce procedures
 - New controls
 - Encourage questions
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- *Example: High wind warning alters crane ops.*

Designing Good Briefings

- Short & focused
 - Visuals
 - Real examples
 - Participation
 - Clear actions
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- *Example: Use damaged ladder as prop.*

Training as Communication

- Builds competence
- Standardizes practice
- Reinforces controls
- Empowers staff
- *Example: Manual handling videos.*

Types of Safety Training

- Induction
 - Task-specific
 - Refresher
 - Emergency
 - Behavior-based safety
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- *Example: Fire exit induction.*

Teamwork in Risk Mgmt

- Shared hazard awareness
- Problem-solving
- Monitor each other
- *Example: Team identifies noise risks.*





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Encouraging Staff Involvement

- Invite participation
- Co-develop controls
- Acknowledge input
- *Example: Suggestion box → anti-slip mats.*



Reporting Risks

- Identifies trends
- Prevents escalation
- Supports improvement
- *Example: Near miss with unstable trolley.*

Making Reporting Easy

- Simple forms
 - Anonymous options
 - Digital reporting
 - Clear instructions
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- *Example: QR reporting stations.*



Leadership in Communication

- Model behaviors
- Act quickly
- Recognize good practice
- *Example: Supervisor starts shift asking for concerns.*



Building Safety Culture

- Trust
 - Transparency
 - Learning culture
 - No blame
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- Example: Post-incident learning session.

Psychological Safety

- Safe to speak up
- Supported
- Ask questions
- *Example: Junior stops unsafe task.*



Communication During Evaluation

- Discuss likelihood
- Consult task experts
- Share results
- *Example: Forklift drivers influence scoring.*



Communication During Controls

- Explain measures
- Train staff
- Monitor use
- *Example: PPE trial before rollout.*

Monitoring & Feedback

- Meetings
 - Trend analysis
 - Surveys
 - Observations
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- Example: Night shift incidents trend.

Real-World Example

- Sharps safety devices example:
- Hazard: needlesticks
- Action: training & briefings
- Outcome: 40% reduction



Summary

- Communication central to safety
- Engagement improves controls
- Training & teamwork essential
- Reporting drives improvement





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