

# Loss Control



FARMERS

## Information Bulletin

### Communication Guidelines

Effective communication is critical to insuring that your safety policies, procedures, and training reach and are understood by all employees.

Company or department meetings are generally used to get this information to the worker. It is important that these meetings be coordinated for effective delivery of the message and material content.

#### How to Conduct a Meeting

- Fully prepare for the meeting by reviewing the presentation.
- Plan and announce the meeting or meetings well in advance to avoid schedule problems and planned employee absences.
- Anticipate and plan for make up meetings or alternative methods of informing employees who are unable to attend the main meeting.
- Set a convenient time and location for the meeting and distribute invitations at least a week before the meeting.
- Post notices in employee gathering areas to remind them of the meeting.
- Provide a contact name and phone number for employees in need of more information or who may have a scheduling problem
- Provide a meeting reminder a couple of days prior to the meeting as a courtesy to the employees.

- Start the meeting at the scheduled time and have presentation materials and handouts available for all employees.
- Circulate an attendance roster to verify who attended the meeting and received the information presented.

The delivery of the materials and the presentation skills and style vary from presenter to presenter. Likewise, the learning skills or abilities of employees vary from employee to employee. It is important to know your audience and prepare for these differences.

- When using different presenters during the same topic presentation, have them coordinate their delivery style to insure a consistent delivery.
- Know your audience. If bi-lingual materials and presenters are needed, make sure that they are available.
- Request acknowledgement of understanding throughout the presentation, especially for important policies, procedures, or training topics.
- Vary the voice of the delivery to match the learning skills of the audience.
- Conduct follow-up meetings or training where it appears that lack of full understanding was achieved.

Successful delivery and understanding of presented materials requires preparation and an understanding of the audience and their expectations.