

3-Way Communication

Mutual understanding is essential to plant operation and maintenance. Therefore, responsibility for proper communication is assigned to the originator or '**Sender**', who must verify that the '**Receiver**' understands the message as intended.

Each message that is directive in nature should use 3-Way Communication.

The steps are as follows:

STEP 1

The Sender gets the attention of the intended receiver, using the person's name, and speaks the message.

STEP 2

The Receiver acknowledges sender by paraphrasing the message in his or her own words but taking care to repeat equipment name, specific instructions, and data verbatim.

STEP 3

The Sender verifies and acknowledges the receiver's response is correct.

STEP 4

If correction is required, repeat the process.

The third step is often the weak link, since the Sender is sometimes tempted to not pay attention to the Receiver's statement, assuming the person heard their message.

If the Receiver does not receive acknowledgment from the Sender, he/she should be assertive, and ask the Sender to complete the third step.

Feedback is necessary to verify understanding of each spoken message.