

Communication

1. Types of communication
 - a. Verbal (language)
 - i. Spoken
 - ii. Written
 - iii. Sign language/hand signals
 - iv. Pictures/symbols
 - b. Nonverbal
 - i. Facial expression
 - ii. Body language
 - iii. Tone of voice
2. Barriers to communication
 - a. Physical
 - i. Poor lighting
 - ii. Loud background noise
 - iii. Long distance between speaker and listener
 - b. System design
 - i. Unclear roles
 1. For example, a worker finds a hazard s/he needs to report, but doesn't know which person to tell.
 2. Another example might be that there are multiple leaders in a crew giving conflicting instructions to crew members.
 - c. Attitudinal
 - i. Personality conflicts
 1. For example, a worker dislikes his/her supervisor and won't listen to instructions.
 - ii. Cultural differences
 1. For example, an employee was raised to follow directions and never question them, and consequently doesn't report a safety hazard to his/her supervisor (because that would imply that the supervisor was wrong).
 - d. Ambiguity
 - i. Words with multiple meanings
 1. For example, the phrase "drive a nail" would be confusing for someone who uses the word "drive" only to mean "operate a vehicle."
 - ii. Similar-sounding words
 1. For example, a spoken request for "four-inch nails" (meaning any number of nails that are four inches long) could be easily misheard as "four inch-nails" (meaning four nails that are each one inch long).
 - e. Ability
 - i. Acronyms
 1. For example, a student new to construction terminology will not inherently know that OSHA stands for Occupational Safety and Health Act; acronyms must be explained for full understanding.
 - ii. Jargon
 1. For example, the differences between a chop saw and a miter saw may be clear to a seasoned construction worker, but an introductory student may be wholly confused by the two terms.
 - iii. Language
 1. For example, a native English speaker with little experience in Spanish would find it difficult to converse with a native Spanish speaker with little experience in English.
 - f. Physiological
 - i. Speakers'/listeners' personal discomfort
 1. For example, if a listener is feeling ill, s/he will not be able to focus on the speaker.
 - ii. Hearing/visual/cognitive disabilities
 1. For example, a worker with tinnitus will not be able to hear instructions as well as a worker without tinnitus.