



W.A.L.K.

DOING THE SAFETY WALK

W

WATCH

Watch what people are doing:

- are they wearing the correct PPE?
- are they following the procedure?
- are their actions hazardous to themselves or others?
- do they look comfortable?
- do they appear stressed?

Look at the environment

- is the area clean?
- is the area free from hazards?
- are the safety signs adequate?

A

ASK

Ask questions about:

- what the person(s) are doing
- why they are doing it
- how they feel about what they are doing
- what they think will improve performance and safety

L

LISTEN

Listen to the people's answers.

- Too often, people ask questions but only hear what they want to hear! That's called 'hearing' – not listening!
- Be open to what people say.
- This part of the walk-and-talk equation is why so many senior managers, managers and supervisors avoid the walk-and-talk – they don't want to hear their people's concerns because they fear it will cost money or increase the workload.

K

KEEP IMPROVING

Air the concerns of people (unless they are private) and ask for solutions from all people.

- Open the avenues of communication.
- Walk and Talk implies that people will communicate right there and then, this is not necessarily so.
- A person may feel more comfortable sending you an email or filling in a form, or chatting with someone else first before they speak with you.
- Make these mediums available to everyone.

W.A.L.K. SUMMARY

Whatever you want to call it: Walk and Talk, Saunter and Converse, Swagger and Chat – apply the W.A.L.K. principles and help to eliminate hazards, communicate with staff, and create a safer work environment now and for the future.