



SHARP START



October 29 — Clear Communication Matters

While giving radio crane signals and a load on a crane. Multiple people were talking around me and inhibiting my ability to focus on crane commands I dogged everything and respectfully communicated to the observers that they were inhibiting my ability to communicate with the crane.

Respectfully communicated what was expected

Learning: Protect the Communication

When a crane is moving a load, the person communicating with the crane operator needs to be able to focus on the signals and commands being given. Clear communication is an important part of coordinating the movement of the load.

In this observation, multiple people were talking around the person giving the crane signals. The conversations were interfering with his ability to focus on the crane commands. Rather than trying to work through the distraction, he **dogged everything** and respectfully communicated to the observers that their conversations were inhibiting his ability to communicate with the crane.

That was an important decision. He recognized that the distraction could affect his ability to perform his role effectively and took action to correct the situation.

This is a good reminder that **communication isn't just about what we say it's also about creating an environment where important communication can be heard and understood**. During critical work, unnecessary conversations and distractions can make it harder for the people performing the task to maintain their focus.

It also takes awareness and confidence to speak up when something around you is interfering with your ability to do the job safely. The employee didn't ignore the distraction or respond disrespectfully. He stopped the activity and clearly explained what was needed.

Everyone around a critical task has a responsibility to recognize when their actions may be creating a distraction. Sometimes the safest thing we can do is **stop talking, give the person doing the job our attention, and let them focus**.

Hazards

- Distractions during crane operations
- Multiple people talking during critical communication
- Inability to clearly hear and communicate crane commands
- Loss of focus while directing a load
- Misunderstanding of crane signals or commands

Words of Wisdom

Critical communication deserves our full attention. When someone is directing a crane, give them the space and quiet they need to communicate clearly.

Pause and Think

- Who needs to be communicating during this task?
- Could my conversation or actions distract someone performing a critical role?
- Can the signalman clearly hear and communicate with the crane operator?
- If a distraction is affecting my ability to do the job, will I speak up?
- Am I helping create an environment where important communication can be heard?

Closing Thought

When clear communication matters, protect it. Give the person doing the job the focus and space they need to do it safely.

See Something • Say Something • Do Something