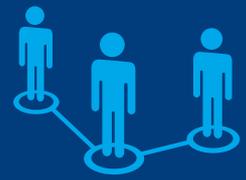# Workforce Engagement Toolkit
Engaging communications – to what extent do communications at your worksite create Workforce Engagement?

To ensure that communications at your worksite are engaging, messages and information must be discussed in a way that really resonates with people. The content of engaging communications is meaningful and relevant, and seen as open and honest.

Engaging communications start conversations that keep going – they don't result in silence at a meeting, they don't result in people nodding and then having the 'real' discussion later, and they don't result in frustration or rumours.

The following checklist will help you reflect on communications at your worksite.

	Good	Bad	Area for improvement
Relevance and openness			
Are the communication / information needs of the different groups on the worksite clearly understood?	☐	☐	☐
What style of communication suit these different groups?	☐	☐	☐
Is openness and honesty felt during H&S discussions on the worksite?	☐	☐	☐
Clarity and depth			
Are the H&S priorities of different areas clear and mutually understood?	☐	☐	☐
Do site leader and direct supervisors set and reinforce H&S expectations?	☐	☐	☐
Do senior managers and site leaders ensure they explain the "why" as well as the "what" in relation to H&S expectations?	☐	☐	☐
Two-way communication			
Do site leaders and direct supervisors discuss H&S issues and concerns with workers?	☐	☐	☐
Do senior managers and direct supervisors listen to worker views on H&S-related matters?	☐	☐	☐
Do workers listen to feedback on their personal H&S behaviours and thank others who provide feedback?	☐	☐	☐
Feedback and validation			
Do senior managers and site leaders respond quickly and fully to H&S issues and concerns?	☐	☐	☐
Are workers up-to-date on any H&S issues and concerns raised?	☐	☐	☐
Is honest and timely feedback provided regarding worker views on H&S-related matters?	☐	☐	☐
Do senior managers and site leaders maintain and share action registers for close-out of H&S issues?	☐	☐	☐
Do direct supervisors provide regular feedback to workers on any H&S issues and concerns raised?	☐	☐	☐
Recognition of positive practice			
Do senior managers and site leaders recognise and communicate H&S achievements?	☐	☐	☐
Do direct supervisor show visible appreciation when people work safely?	☐	☐	☐
Do safety reps ensure good safety practices are clearly communicated back to workers?	☐	☐	☐
Sharing and connecting			
Do safety reps facilitate effective communication between workers and leaders?	☐	☐	☐
Do workers share safe working knowledge and practice with each other?	☐	☐	☐

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