



# **Unclear Instructions & Difficult, Complex or Unfamiliar Tasks. Too Much or a Lack of Information.**

How is Work Managed & Work Design

## **The Importance of Clear Concise Communication**

- Communicating instructions and skills to workers effectively is important for a number of reasons.
- We want to ensure a worker can perform a task safely.
- We want the task to be performed efficiently.
- We want to minimise error rates and do overs.
- We want to maximise productivity.
- We want our workers to feel satisfaction in their jobs and confident in a job well done.

## Communication & Getting the Message Just Right

- Communication has been integral to the advancement humans across the millennia.
- Just as we acquired different strengths and weaknesses humans have developed different learning styles.
- Some learn visually (by watching a task), practically (by performing a task), listening (following verbal instructions), or reading (following written instructions).
- Workers will often use a mix of these with one or two being dominant.
- It is important to tap into the learning styles that best suits your workers.

## Unclear Instructions

- Often miscommunication occurs when a less appropriate learning style is used such as manuals which are text heavy or utilise overly complex language.
- This can be complicated for workers for which English is a second language.
- Research indicates the most universally understood learning styles are the visual and the practical.
- However, combinations of styles are useful for learning and as support once understanding has been achieved.

## A Picture is Worth a Thousand Words

- Tools such video recordings of tasks can be invaluable in overcoming language barriers.
- This combined with text and or supporting photographs can then be utilised as reference material.
- Written instruction should be simple, to the point and not longer than one sentence per point where possible.
- Each sentence should contain the use of a verb or command (turn, lift place, insert etc).
- Ensure explanatory photographs are positioned so the instruction they refer to cannot be mistaken.

## Testing Understanding

- There is a saying that the best way to learn is to teach.
- Ask workers to show or describe what they have just learnt.
- Assess their performance and provide some positive feedback followed by any corrections needed.
- Repeat the process till you are happy with their understanding.
- Show where supporting guidance such as manuals may be found.
- Remain open to assisting early on and periodically test knowledge particularly where safety is concerned.