Communication and Safety – Picture This



What’s wrong in this picture? Lack of communication in construction is a problem. But miscommunications can also have a negative impact on a project by creating confusion for everyone from major stakeholders to construction professionals and workers in the field. Inconsistent reporting, incomplete reporting, unclear reporting, delayed reporting – all of these can lead to mistakes that cause project delays and cost overruns on the job site and in the office.

Clear, concise messages help to avoid confusion. Keep messages short, simple and to the point. If you are simultaneously working on several projects for a client, focus each message on a single project. Tailor your messages to the recipient’s knowledge level. For stakeholders, you may have to go into more detail to explain the importance and implications of the information you have relayed. Additionally, try to avoid jargon and terminology they might not understand.

Real-time communication is always preferable when it comes to keeping everyone involved in the loop.