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Safety Week Toolbox Talk

Take Time Talks

How to use this pack

Target audience: Leaders and their teams, including contractors.

Purpose of the Toolbox Talk Pack:

- Reinforce the purpose of a Take Time Talk.
- Discuss the 4Ds and other ways to ask curious questions to learn about and improve work together.
- Reinforce the importance of sharing Take Time Talk insights and learnings at prestart meetings/ MOP routines to increase visibility and broader learning.
- Questions are added to some slides to prompt a leader to discuss with their team.
- Refer to the notes section of each slide for facilitation instructions.

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Meaningful safety conversations

Three simple steps to engage in a quality two-way interaction

Do what's right | **Seek better ways** | **Make a difference**

Connect



- Identify TTT opportunity and connect with care
- Build rapport, actively listen and effectively communicate

Ask



- Be curious
- Explore the 4Ds: Dangerous, Difficult, Different and Don't Understand

Learn



- Be humble, reflect on learnings
- Show gratitude for all feedback received
- Discuss and capture any improvements

Our values underpin quality conversations and we can learn everyday through connection, curiosity and humility. Sharing what we learn with others helps us sustain work improvements.

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Take Time Talks promote meaningful engagements, support chronic unease through conversations and reinforce our culture of care

Connect

Ask

Learn

Consider the 4Ds

Dangerous
or risky about the job you're doing?

Difficult
In the way you need to do the job?

Different
To the last time you did this job?

Don't understand
Or doesn't make sense about the job you are doing?

Q **Discuss each of the 4Ds and which questions the team like to use to understand more about work?**

Q **Are there other times when you could use the 4Ds?**

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More curious questions for your toolkit

Anchoring back to Connect, Ask, Learn, build on the 4Ds by asking:













What would make you feel safer today?

Tell me about a close call you or someone you know has had carrying out this task?

If we could improve something by 1% this week, what would it look like?

What is one thing I could to do help today?

What concerns you about the way work is done around here?

If I was to do this job, where is it easy to make a mistake?

Do we have any rules or requirements that make working safely challenging?

We measure a lot, but what do you think will really make a difference?

What does a good shift look like?

Was everything as safe as you expect it to be this week?

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Sharing insights and learnings with others

Capture TTT insights/learnings
MOP board

- Celebrate success and what's working well
- Recognition
- Improvement opportunities
- GEMBA
- Escalate if required
- L1 MOP RC – Measure TTT quality, sharing & learning

Share TTT insights/learnings:
Pre-start meetings

- And other work routines e.g. MOP



Start:
Connect, Ask, Learn

- Focus on having a meaningful, two-way conversation
- We learn from everyday conversations, through connection, curiosity and humility

How are TTT insights and learnings shared within your team or with others?

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