



OCTOBER 2023

TOOLBOX TALKS

Three Way Communication

In our industry we perform many critical steps in order to complete a task. In order to complete these steps it is important that we have effective communication to ensure understanding between two or more people using three way communication.

During a high voltage switching activity in a substation it was identified that a circuit was mislabeled. The mislabeling was identified during a walk through of the switching plan. Two team members were utilizing three way communication while reviewing the plan and were able to recognize the mislabeled equipment.



Human Performance Tool – Three Way Communication

By following these steps in the process the team was able to identify this issue before an error or failure occurred. The team utilized the follow steps in their three way communication process:

They carried the switching procedure with them.

They touched or pointed to the device identification name plate to verify its location and communicated the information by the receiver and back to the sender.

They rechecked the switching procedure for the right location and right sequence and communicated the information by the receiver and back to the sender while the receiver is acknowledged by the sender.

In our industry three way communication is important when workers are not face to face and must talk to each other via radio or telephone. It is also useful when giving instructions or tasks to workers to ensure that they comprehend the message and direction.

By utilizing three communication workers can help to prevent the undesirable consequences that may result if an important message is not accurately transmitted or received.

It is ideal for switching activities, overhead stringing activities, critical crane lifts, equipment operations, operator and spotter communication, etc.

When could you benefit and your crew benefit from three way communication?

