

Module 8 – Communication, Participation, Meetings And Applied Case Work

RLS Refresher Training – Companies with more than 50 workers

Module duration: 55 minutes • 17 screens / learning units • Complete the module in sequence.

Learning objectives

- What you will update
- What the RLS should observe
- How to turn information into prevention action

Start the module and complete every screen in sequence.

Module 8: Communication, participation, meetings and applied case work

Module opening

Key points

- What you will update
- What the RLS should observe
- How to turn information into prevention action

Activity

Select “Start module” after reading the objectives.

Safety communication begins with listening

Content + voice-over

Key points

- Ask open questions
- Listen for facts and context
- Clarify without accusing
- Confirm understanding

Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.

Framing concerns without blame

Content + voice-over

Key points

- Describe behaviour or condition
- Explain risk
- Avoid personal attacks
- Ask for a preventive response

Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.

Apply it: Listen first

Interactive micro-scenario

Key points

- A worker reports a hazard angrily and mixes facts with frustration. What should the RLS do first?

Activity

- A. Listen, clarify the facts and identify the safety issue
- B. Argue about tone
- C. Promise a specific management decision immediately

Communicating with different prevention actors

Content + voice-over

Key points

- Employer: decisions and resources
- RSPP: technical assessment
- Supervisor: work execution
- Competent physician: health-risk interface
- Workers: experience and feedback

Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.

Preparing for a safety meeting

Content + voice-over

Key points

- Define objective
- Bring evidence
- Prioritise issues
- Prepare questions
- Propose action and deadline

Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.

Apply it: Evidence-based disagreement

Interactive micro-scenario

Key points

- Management and the RLS disagree about whether a recurring event is significant. What is the best discussion basis?

Activity

- A. Evidence, risk indicators and applicable requirements
- B. Personal criticism
- C. Rumours

Managing disagreement

Content + voice-over

Key points

- Return to evidence
- Identify shared objective
- Separate urgent risk from long-term preference
- Record unresolved points

Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.

Communicating risk to workers

Content + voice-over

Key points

- Use plain language
- Explain why the control matters
- Show what to do
- Check understanding
- Invite feedback

Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.

Apply it: Multilingual workforce

Interactive micro-scenario

Key points

- Some workers do not fully understand a safety message delivered in one language. What should the prevention system do?

Activity

- A. Adapt communication so the message is genuinely understood
- B. Repeat the same words louder
- C. Assume silence means understanding

Case method: from worker report to preventive action

Content + voice-over

Key points

- Receive report
- Verify facts
- Connect to risk assessment
- Consult relevant actors
- Track action
- Verify outcome

Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.

Personal RLS action plan

Content + voice-over

Key points

- One legal update to verify
- One workplace risk to review
- One worker-engagement action
- One follow-up meeting objective

Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.

Apply it: Close the loop

Interactive micro-scenario

Key points

- A corrective action is announced but workers report the problem continues. What should the RLS do?

Activity

- A. Verify effectiveness and reopen the issue if the control is not working
- B. Close the matter because an action was announced
- C. Delete the previous evidence

Case study – From worker report to verified action

Case study

Key points

- Several workers report excessive heat in one production area. One worker becomes dizzy, while others say ventilation is poor during afternoon shifts. Management replies that the temperature is “within normal range” but provides no measurements. The discussion becomes tense and the issue appears repeatedly in informal messages.

The RLS can turn the complaint into a structured prevention process: listen, clarify conditions, collect objective and worker evidence, identify the relevant risk-assessment pathway, formulate a clear request, discuss controls and follow up. The process is not complete when an action is announced; effectiveness must be checked in the real workplace.

Activity

Complete these three prompts:

- Rewrite the complaint as a factual risk statement.
- Identify evidence that would help the discussion.
- Define an action owner, deadline and effectiveness check.

Workplace application

Workplace application

Key points

- Scenario: a company introduces a new automated line operated on two shifts. Workers report noise, frequent jams and pressure to restart quickly. A maintenance contractor attends twice a week. Two near misses have occurred, and several workers say the new procedure is difficult to understand in English. Build an RLS response plan covering consultation, DVR review, machinery risk, noise, work organisation, contractor interference, near-miss analysis, language comprehension, meeting preparation and follow-up.

Activity

Write one short observation (maximum 300 characters): What would you check or ask about after this module?

Key takeaways

Interactive recap

Key points

- Ask open questions
- Describe behaviour or condition
- Employer: decisions and resources
- Define objective
- Return to evidence

Activity

Select each card to reveal a one-line reminder, then continue.

Module knowledge check

Knowledge check

Key points

- 5 multiple-choice questions
- 3 options per question
- Immediate learning feedback

Activity

Answer the following five questions. You will receive learning feedback after each answer.

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Question 1

Active listening helps the RLS to:

- A. Avoid speaking to workers
- B. Understand and represent the issue accurately
- C. Replace technical assessment

Choose the best answer before continuing.

Module 8 – Communication, Participation, Meetings And Applied Case Work: Knowledge Check

Question 2

A risk-focused message should:

- A. Avoid evidence
- B. Attack the personality of the manager
- C. Describe the condition and request a preventive response

Choose the best answer before continuing.

Module 8 – Communication, Participation, Meetings And Applied Case Work: Knowledge Check

Question 3

Meeting preparation should include:

- A. A clear objective and supporting evidence
- B. No prioritisation
- C. Only informal rumours

Choose the best answer before continuing.

Module 8 – Communication, Participation, Meetings And Applied Case Work: Knowledge Check

Question 4

When disagreement persists, the RLS should:

- A. Invent facts
- B. Return to evidence and record unresolved points
- C. Delete the issue from the minutes

Choose the best answer before continuing.

Module 8 – Communication, Participation, Meetings And Applied Case Work: Knowledge Check

Question 5

The final step in an RLS issue workflow is to:

- A. Stop tracking after the first meeting
- B. Assume success once an email is sent
- C. Verify whether the action reduced risk

Choose the best answer before continuing.