

EMS and the Zero Fail Mission

The Path To Improving Safety Performance

Chapter 3

Zero Fail Mission-Communication

"Communication works for those who work at it."- John Powell

If I lead an organization and I simply state that, "I aspire through my actions, my words and my deeds to demonstrate that safety is important to me and that I strive to achieve a Zero Fail status on everything I do," then I have communicated volumes.

- I let people know something about me- shared a little about myself.
- I allowed people to know about my expectations, at least on this topic.
- I used the 'I' word- not the 'You' word.

Using 'I' builds effective communication. Using 'You' tears it down.

Consider that communication is about:

- What we say
- What we don't say
- How we say it
- Facial expressions
- Body language
- What we do
- What we don't do
- Speaking AND listening

Communication can be formal such as policies, memos and meetings. It can also be a quick email that says thanks or a pat on the back while passing in a hallway. Communication can be posters and paycheck stuffers. It can also be a "Safety Appreciation Day Cookout."

Discussion: EMS week is an excellent opportunity to communicate and to say thanks.



Communication is about what I do. Positive communication is about 'me' putting on my seatbelt and stopping at a red light. It's about 'me' exercising to stay in shape and lifting with the best body mechanics I can. Positive communication is about 'me' asking for and listening to feedback. Asking their opinion values others. It's asking how can I improve my lifting or asking about the ride overall? Communication is about speaking up even though it may not be popular- especially when lives are at stake. In EMS, lives and careers are at stake every day.