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Fill The Gap

10 ways better communications improve workforce safety

Communication is critical in any workforce.

When it comes to distributed workforces, effective communication becomes even more important. It's essential to keeping distributed workforces safe and compliant, especially in high-risk industries like utilities, construction, mining, and others.

Unfortunately, business communication solutions often aren't up to the task. Many organizations continue to rely on outdated, paper-based communications for aspects of safety and compliance, like auditing. Others utilize a mixture of different solutions and have no centralized way of managing them.

When it comes to employee safety and workplace compliance, organizations need centralized digital communication tools that can be customized to a diverse variety of needs.

To demonstrate why, here are 10 ways an optimized digital communications solution can enhance safety and compliance.

1 **By immediately alerting your workforce to rule changes**

It's natural for safety and compliance rules to be updated as time goes on and better strategies are learned. The moment they do, your workforce needs to know.

To put it simply, the better your communication solution is, the better you can communicate changes to your workforce. Being able to send updates over multiple channels in real-time helps you confirm that employees will see the updates and enable them to quickly implement new practices.
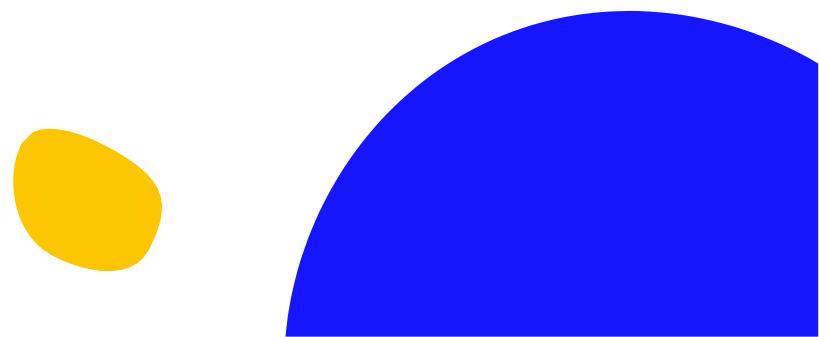
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By keeping your workforce up-to-date on training

Traditional workplace training methods generally leave something to be desired. Once-a-year classes or video modules are often forgotten within a few months. Yet training is a necessity for a safe and compliant workplace.

The ideal solution is to distribute short training modules at regular intervals to improve long-term retention. A robust communication solution can give you a platform for automatically distributing those lessons. You can even ask questions about the material afterwards to guarantee that it was understood.

3

By enabling automated workflows for hazard mitigation

If an employee spots a potential hazard – such as a piece of equipment out of place or machinery not operating properly – they need an easy way to report it. And, even more importantly, there needs to be mitigation steps taken after the hazard has been reported.

The most efficient way to ensure appropriate mitigation is by walking the reporting employee through an automated workflow where they answer simple questions about the hazard and, if appropriate, receive instructions on how to address it. If the hazard is a more complex issue, the workflow can instead trigger an escalation that sends the right person to the site to fix it.

4

By improving auditability

Compliance requires successful audits, and successful audits require being able to provide auditors with logs and records of all relevant communications. If your communications aren't centralized, this will be much more difficult to do.

A modernized digital communications solution should automatically store fully auditable logs of all conversations. These logs should be easily accessible to prove that incidents are handled appropriately, employees are properly trained, and all rules are followed while employees are on site.

5

By letting you collect data through surveys and forms

Modern digital communication solutions let you send employees surveys, polls, and other form-fillable communications. These data-gathering forms can accomplish everything from helping you better schedule shifts to giving you insight into your employees' approaches to safety protocols.

The ability to create forms also helps you test the effectiveness of training, issue daily compliance checklists, and more. With this capability, the possibilities are truly extensive and can be customized to exactly what your organization needs.
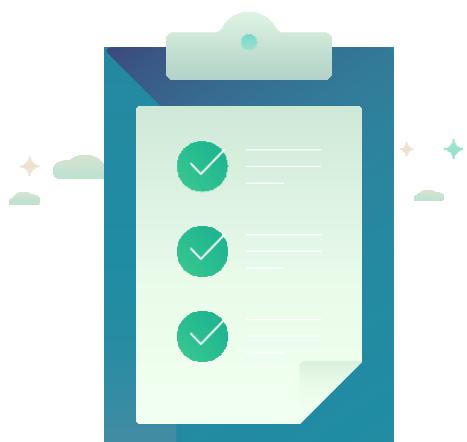
6

By enabling two-way communications

In many organizations, corporate communications are simply email blasts that don't require responses, making it difficult for the sender to know if it had an impact. Communications in the other direction are equally inefficient – when an employee needs to communicate with the central office, they often struggle to find the right contact.

A more advanced communications solution eliminates these issues by enabling easy two-way communications. With two-way communications, employees can confirm receipt of large-scale communications while a centralized solution automatically routes employee messages to the right person.

7

By reducing management bottlenecks

A single unified communications solution that can handle all channels and all processes can bring significant efficiencies. For instance, organizations no longer have to juggle multiple platforms, and employees no longer find themselves sending messages to the wrong place and wondering why no one responded.

This, of course, is significant for overall workplace safety as well as operational efficiency. If employees are no longer chasing after lost communications, they can focus instead on communicating about important safety and compliance concerns.

8

By encouraging more frequent incident reporting

Traditional incident reporting methods tend to be cumbersome and require team members to pause their work day. This may cause some employees to forgo an incident report if they think it's not critical or if they're simply too busy.

A flexible communication solution, however, can be configured to make it easier for an employee to send reports. They could simply pull out their phone to send an SMS message, for example, and then continue on with their day. Removing the friction from incident reporting in this way makes it easier for employees to ensure a safer workplace.

9

By empowering employees to take responsibility for safety and compliance

Regular communication about safety and compliance keeps it at the front of employees' minds and reinforces the fact that every one of them is an essential partner in workplace safety.

This is an empowering message to receive that could help employees shift their perspectives on safety and compliance. Instead of a set of rules that they're forced to adhere to, safety and compliance could become a group effort that every employee can take pride in working toward.

10 By creating a broader culture of safety and compliance

When communications are frequent, open, and frictionless, the messages being communicated are absorbed into workplace culture.

Seamless, optimized communications about safety and compliance can thereby create a workplace culture that prioritizes safety and compliance. The more regular and positive communication about the topic is, the stronger a workforce's safety culture becomes.

Keep your workforce safe, compliant, and communicative with Whispir

The list above may sound like a tall order for any single communications solution, but not for Whispir.

Whispir is a multi-channel, customizable communications solution that reimagines workforce digital communications. We enable organizations to create flexible, no-code communication workflows that can be tailored to the specific needs of your business. These workflows can be deployed over SMS, email, voice-recorded phone call, video chat, and more. Every communication is then entered into a fully auditable data log for your compliance needs.

Ideal for distributed workforces, Whispir has a proven track record with fire services, police forces, utilities companies, and more all over the world. We have also received the AWS Public Safety and Disaster Response Competency, a designation granted to AWS-powered solutions with proven success helping customers maintain safety or mitigate disasters.

Whispir has the flexibility, customizability, and multi-channel capabilities needed to keep your distributed workforce safe and compliant. earn how you can build a culture of safety and compliance through your workforce communications by reading our comprehensive guide, or book a free demo to see Whispir in action today.

To find out more:

Book a free demo

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