

Risk Communication Barriers
HO-1-RC

Barrier	Description	Remedy
Ready-fire-aim	People provide solutions to a problem before they have assembled and understood the underlying facts and context of the problem.	Team members must first try to understand the issues before they draw conclusions. They need to separate fact finding from the process of generating solutions.
Don't tell me your problem	People often require a solution before they even discuss an issue.	An environment must be created where issues, problems, and risks can be raised and addressed openly.
Shoot the messenger	Someone suffers negative consequences because he or she is the communicator of unpleasant information.	An environment must exist in which issues, problems and risks are discussed without assigning blame
Liar's poker	Inspectors identify hazards, but fail to communicate them to others because they feel responsible.	Management must create an environment of trust, where failures are tolerated, but not repeated.
Mistrust	Individuals do not trust each other for a variety of reasons.	Management should foster good team building skills. Team members must develop a solid history of communicating facts. This will help establish credibility and trust.
Knowledge and Value Differences	Individuals have their own value systems. They measure and compare messages and information based on their individual values.	Employees should be encouraged to share knowledge using a consensus-based process that values all team member's input.
Inactive listening	The audience is distracted and not listening. Effective communication requires the audience be focused and attentive.	Personnel must pay attention to both verbal and nonverbal feedback. One key to good communication is to test the understanding of issues with the use of open-ended questions. This enhances communication and keeps the audience focused.