

6.2.3 the risk factors listed in 6.2.2 above, amongst others, may have a negative impact on effective and seamless VSCC and therefore, VSCC rules shall also apply in the use of cellphones (where such use is permitted).

### **6.3 Communication skills**

6.3.1 Communication skills refers to the underpinning competencies necessary for good communications. These include but not limited to:

- a. Listening and questioning
- b. Working with people
- c. Assertiveness
- d. Challenging
- e. Considering others' needs

## **7. Communication barriers**

7.1.1 Operators shall ensure that barriers to effective VSCC in the workplace are eliminated and where elimination is not practical or possible, the barriers should be reduced to ALARP.

7.1.2 Where the barriers are reduced to ALARP, the resultant risks should be identified and adequately mitigated.

7.1.3 There are various barriers to effective VSCCs. Barriers arise from three main sources: environmental conditions; the nature and quality of the equipment you are using; and the way in which you speak.

### **7.2 Environmental barriers**

7.2.1 For communication, noise is the key environmental barrier, including the following:

- a. Noise from the weather or outdoor environment
- b. Background noise either from the interior or exterior

7.2.2 Noise not only makes it harder to hear what is being said, it can also lead to:

- a. Rushed speech
- b. Shouted messages