



- Take extra care to brief crew members who are just returning to work following a vacation, sick leave or shift break
- Regularly monitor and assess shift turnovers and make any adjustments based on issues arising
- Encourage all involved in turnovers to make suggestions for improvement
- Communicate learning from incidents or accidents resulting from poor handover practices and use the information to improve the handover process

### SUMMARY

Communication problems are endemic in all industries including major hazard industries. Problems can occur at any stage in the communication process: composing a message, sending, receiving, interpreting etc. Common causes of these problems include time pressure, workload, distractions, insufficient training or experience, language difficulties and the standard and provision of communications equipment.

Shift handovers can pose particular problems and can be rushed due to time pressures to start/finish work. Critical tasks may be handed from one shift to another without proper briefing of the oncoming crew to ensure that they understand the current state of repair of the plant, key operations taking place and resourcing of the work to be done.

Guidance is available from a number of sources and, given the general nature of the problems found across industries, can be applied to the marine industry as successfully as to any other industry.

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