



# HOW TO DELIVER AN EFFECTIVE TOOLBOX TALK

## WHAT IS A TOOLBOX TALK?

Toolbox talks are short discussion sessions that allow you and your workers to explore the risks and safety issues specific to your work site. The talks should focus on a single topic. A toolbox talk should be a regular occurrence to reinforce learning and gain worker buy-in.

## IPAF TOOLBOX TALKS

IPAF's toolbox talks focus on key issues when using mobile elevating work platforms (MEWPs), as well as mast climbing work platforms (MCWPs) or hoists. The talks build on the safety messages highlighted through the Andy Access campaign ([www.ipaf.org/andyaccess](http://www.ipaf.org/andyaccess)), and these posters will form part of your briefing. It is advisable that these posters be used throughout your worksite to reinforce your safety messages.

## TOOLBOX TALK PREPARATION

Preparation is key to delivering an effective toolbox talk. Begin by downloading the toolbox talk and the related Andy Access safety poster. Consider doing further research using the useful references section at the bottom of each toolbox talk.

Understand the subject and the points the toolbox talk is conveying. Your audience doesn't want to be lectured to.

Think about your audience and how you will deliver the information within the toolbox talk. You may need to change your approach depending on the audience, jobsite or topic.

## WHO NEEDS TO KNOW?

This 'How To' document applies to:

- Personnel who are responsible for delivering toolbox talks to their employees;
- Site managers and supervisors where MEWPs are in use.

Make the toolbox talk interactive and actively engage your audience – demonstrations and hands-on examples are effective ways your workers will remember it.

## TIPS FOR AN EFFECTIVE DELIVERY

- Explain why you are having a toolbox talk and how this will relate to your workers and the current jobsite. You can also focus on their personal value (e.g. everyone wants to get home to their family at the end of the day).
- Stay on topic and keep it simple – your audience will remember stories and examples rather than lots of statistics.
- Keep the group small and interactive.
- Speak, then listen to your workers, the toolbox talks are a two-way communication process.
- Open questions are a great way to increase engagement and gain ideas from your workers.
- Keep it positive!

## TOP TIP

Practicing your toolbox talk presentation will improve the delivery of its message.

## USEFUL REFERENCES

- IPAF's Resource Library ([www.ipaf.org/resources](http://www.ipaf.org/resources))
- IPAF's YouTube Videos ([www.youtube.com/user/IPAForg](http://www.youtube.com/user/IPAForg))