



EFFECTIVE COMMUNICATION IN OSH TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor



+603 8022 8330



+603 8022 8201



info@mtbmgroup.com



mtbmgroup.com

Course Title: Effective Communication in OSH Training

Course Validity: 2 Days

Validity: 3 Years

HRD Corp Scheme: Claimable

INTRODUCTION:

Effective communication is a critical component of Occupational Safety and Health (OSH) management. This course provides participants with the skills and strategies needed to communicate safety expectations, deliver safety messages clearly, influence safe behaviour, and engage workers at all levels. The programme covers communication principles, safety leadership, toolbox briefing techniques, incident communication, documentation clarity, and interpersonal skills aligned with ISO 45001 requirements.

OBJECTIVE(S):

- Understand the fundamentals of communication in OSH.
- Deliver clear and impactful safety messages.
- Conduct effective toolbox meetings, briefings and safety inductions.
- Strengthen communication between supervisors, workers and OSH practitioners.
- Improve documentation, reporting and written communication for OSH.
- Use communication techniques to influence safe behaviour.
- Handle incident reporting and emergency communication effectively.

TARGET GROUP(S):

- OSH Practitioners (SHO/SSS)
- Supervisors & Line Leaders
- Managers & Coordinators
- Safety and Health Committee Members
- HR & Admin personnel
- Any employee involved in workplace safety communication

ENTRY REQUIREMENT(S):

- Able to read and communicate in Malay/English
- Basic OSH understanding recommended

TOPIC(S):

1. Introduction to OSH Communication
2. Communication Principles & Barriers
3. Effective Verbal Communication Techniques
4. Non-Verbal Communication & Behaviour Influence
5. Conducting Toolbox Meetings & Safety Briefings
6. Writing Clear OSH Reports, Notices & Instructions
7. Communication in Incident Reporting
8. Emergency Communication Procedures
9. Worker Engagement & Safety Culture
10. Case Studies & Practical Exercises

LIST OF REFERENCE BOOK(S):

- ISO 45001 (Communication & Participation Clauses)
- OSHA 1994 / OSHA Amendment 2022
- DOSH Guidelines
- Safety Communication Best Practice Guides

LIST OF TEACHING AID(S):

- LCD projector
- Communication scenario cards
- Sample OSH reports & forms
- Flip chart / whiteboard

METHODOLOGY(S):

- Interactive lecture
- Group discussion
- Role-play exercises
- Case studies
- Practical communication activities

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 10:15 am	Topic 1: Introduction to OSH Communication
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 2: Communication Principles & Barriers
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Effective Verbal & Non-Verbal Communication
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 4: Conducting Toolbox Meetings & Safety Briefings

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Writing Clear OSH Documents & Reports
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: Incident & Emergency Communication
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Worker Engagement & Safety Culture
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8–10: Case Studies, Role-Play & Practical Exercises