Course on Safety Training and Communication Skills for OSH Professionals

Professional Development Training Course Outline

Category	Occupational Health	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's high-risk work environments, effective safety training and communication skills are essential tools for Occupational Safety and Health (OSH) professionals. Course on Safety Training and Communication Skills for OSH Professionals is designed to equip safety leaders with practical knowledge and advanced strategies to enhance workplace safety, mitigate risks, and foster a proactive safety culture. Through a combination of theoretical insights and real-world applications, participants will learn how to lead safety initiatives, conduct engaging training sessions, and build clear communication channels across all levels of an organization.

As industries evolve with digital transformation and regulatory updates, OSH professionals must adapt by mastering incident communication, emergency response coordination, compliance messaging, and behavior-based safety communication. This training is enriched with case studies, scenario-based exercises, and interactive modules, focusing on improving employee engagement, hazard reporting, and conflict resolution in diverse workplace settings. Participants will leave this course empowered to drive impactful safety campaigns and enhance safety compliance through clear, compelling communication.

Programme Curriculum

Course on Safety Training and Communication Skills for OSH Professionals

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Course Objectives

1. Strengthen workplace safety communication strategies
2. Master hazard reporting and incident notification techniques
3. Improve risk perception through behavioral safety insights
4. Develop OSHA-compliant safety presentations
5. Lead toolbox talks and safety meetings effectively
6. Implement safety communication tools in crisis situations
7. Analyze communication failures in safety-critical incidents
8. Apply human factors and psychology in safety messages
9. Design persuasive safety training programs
10. Foster a proactive safety culture through leadership communication
11. Integrate technology into safety communication platforms
12. Communicate effectively with multicultural and multilingual teams
13. Evaluate the effectiveness of safety training and messaging

Target Audience

1. Occupational Safety and Health (OSH) Officers
2. Safety Managers and Coordinators
3. HR and Training Professionals
4. Emergency Response Coordinators
5. EHS (Environmental Health and Safety) Professionals
6. Plant Supervisors and Team Leaders
7. Risk and Compliance Officers
8. Consultants and Freelance Safety Trainers

Course Duration: 10 days

Course Modules

Module 1: Fundamentals of Safety Communication

- Definition and types of safety communication
- Importance of safety messaging in high-risk environments
- Overview of regulatory standards (OSHA, ISO, etc.)
- Introduction to visual communication tools (signs, charts)
- Communication cycle in OSH management systems
- **Case Study:** Fatal accident due to unclear hazard signage

Module 2: Principles of Adult Learning in Safety Training

- Characteristics of adult learners

- Interactive learning techniques for safety trainers
- Use of storytelling in safety training
- Barriers to learning and communication
- Designing engaging learning environments
- **Case Study:** Poor retention from one-way safety lectures

Module 3: Verbal and Non-verbal Communication

- Elements of clear verbal communication
- Reading and interpreting non-verbal cues
- Overcoming language and literacy barriers
- Active listening skills for safety professionals
- Using tone and body language to emphasize messages
- **Case Study:** Conflict due to misunderstood body language on site

Module 4: Communication Tools and Technology

- Safety communication apps and platforms
- Benefits of digital tools in remote workplaces
- Integrating mobile alerts and dashboards
- Using QR codes and safety apps for reporting
- Managing data privacy in communication systems
- **Case Study:** Digitized hazard reporting saved lives in mining site

Module 5: Designing Safety Training Programs

- Training needs assessment
- Curriculum development strategies
- Aligning training with safety KPIs
- Incorporating simulations and real-time feedback
- Post-training evaluation tools
- **Case Study:** High injury rate drop post-implementation of hands-on safety training

Module 6: Cultural and Language Considerations

- Communicating safety across different cultures
- Addressing linguistic diversity in the workplace
- Translation vs interpretation: best practices
- Inclusive language for safety signs and manuals
- Building trust in multicultural safety teams
- **Case Study:** Near miss due to non-translated SOPs in multilingual team

Module 7: Leading Toolbox Talks and Safety Briefings

- Structure of an effective toolbox talk
- Engaging employees during safety briefings
- Handling resistance and disengagement
- Addressing real-time issues during talks
- Incorporating storytelling and testimonials
- **Case Study:** Toolbox talks reduced PPE violations in a factory

Module 8: Emergency Communication Planning

- Developing crisis communication strategies
- Communicating during evacuation and lock-downs
- Roles and responsibilities in emergency messaging

- Alert systems and mass notification tools
- Post-incident debriefs and feedback
- **Case Study:** Factory explosion – effective radio alert prevented mass casualties

Module 9: Conflict Management and Resolution

- Types of workplace conflict in safety scenarios
- Communication tools to de-escalate tensions
- Mediation and negotiation strategies
- Avoiding blame culture in investigations
- Promoting collaborative safety problem-solving
- **Case Study:** Near-strike avoided through communication-based conflict resolution

Module 10: Behavior-Based Safety Communication

- Core principles of BBS (Behavior-Based Safety)
- Reinforcement vs punishment in safety messaging
- Motivational interviewing techniques
- Recognizing and rewarding safe behaviors
- Feedback loops for continuous improvement
- **Case Study:** Manufacturing unit increased PPE usage by 45% with BBS program

Module 11: Psychological Safety and Trust

- Importance of psychological safety in teams
- Encouraging open safety reporting without fear
- Building rapport and emotional intelligence
- Managing mental health during safety interventions
- Creating trust in high-risk environments
- **Case Study:** Psychological safety improved reporting of near misses in oil refinery

Module 12: Safety Metrics and Communication Feedback

- Identifying communication KPIs in OSH programs
- Gathering feedback via surveys and tools
- Using metrics to improve future safety communication
- Adapting messaging based on incident trends
- Data visualization for safety reports
- **Case Study:** Dashboard analytics increased hazard reporting frequency

Module 13: Legal Aspects and Documentation

- Regulatory communication requirements
- Legal language vs layman’s terms in notices
- Documenting safety instructions and meetings
- Protecting data confidentiality in safety reports
- Avoiding liability with clear documentation
- **Case Study:** Legal case dropped due to complete training documentation

Module 14: Influencing Leadership Through Communication

- Communicating safety ROI to executives
- Presenting training outcomes and safety metrics
- Speaking the language of business and compliance
- Aligning safety goals with organizational vision
- Storytelling for safety influence

- **Case Study:** Executive buy-in gained for $1M safety program through compelling presentation

Module 15: Evaluating Communication Effectiveness

- Post-training assessment tools
- Focus groups and interviews for qualitative data
- Continuous improvement cycles
- Identifying gaps through root-cause analysis
- Scaling communication strategies company-wide
- **Case Study:** Airline improved training retention by 60% after post-course assessments

Training Methodology

- Instructor-led lectures with real-world examples
- Interactive role-playing and group discussions
- Audio-visual presentations and safety simulations
- Practical case study analysis and fieldwork exercises
- Pre- and post-training assessments
- Digital tool demonstrations and hands-on activities

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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