



Rail Wellbeing **LIVE**

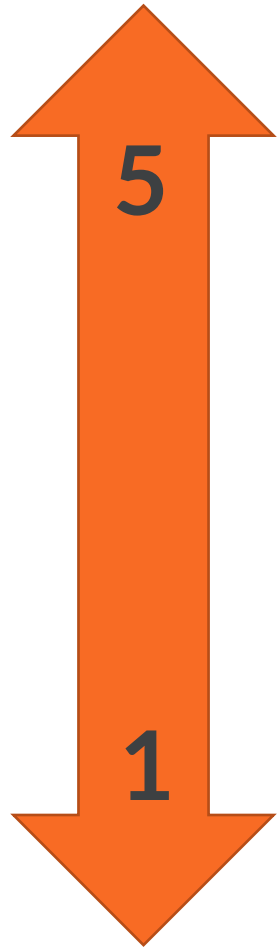


Inspiring healthy lives across the railway

The power of listening in safety and wellbeing



Reflect on your own experience



I am 100% in tune with everyone on the task and I trust the team to keep me safe

Worried or confused with a real sense things could go wrong because nobody is talking or listening

People who are not being heard

We've asked for help,
but no one cares

Nobody wants to admit
there is a problem

I feel like I've been
talking to a brick wall

Nothing is being
done

Just brushed under
the carpet

I've been totally
ignored

I don't think they were listening because...

interrupting
bored
not interested
disagreed
busy
distracted
on their phone
on email
wanting to speak
no time
on a different task
other priorities
multitasking

How does it feel to listen?



A team member just told you that something you are responsible for is not working as planned. Do you feel....

- Curious
- Defensive
- Thankful
- Threatened
- Upset
- Something else

Listening Tips

T allow yourself **T**ime

N Notice your own emotions

C be **C**urious

T Thank

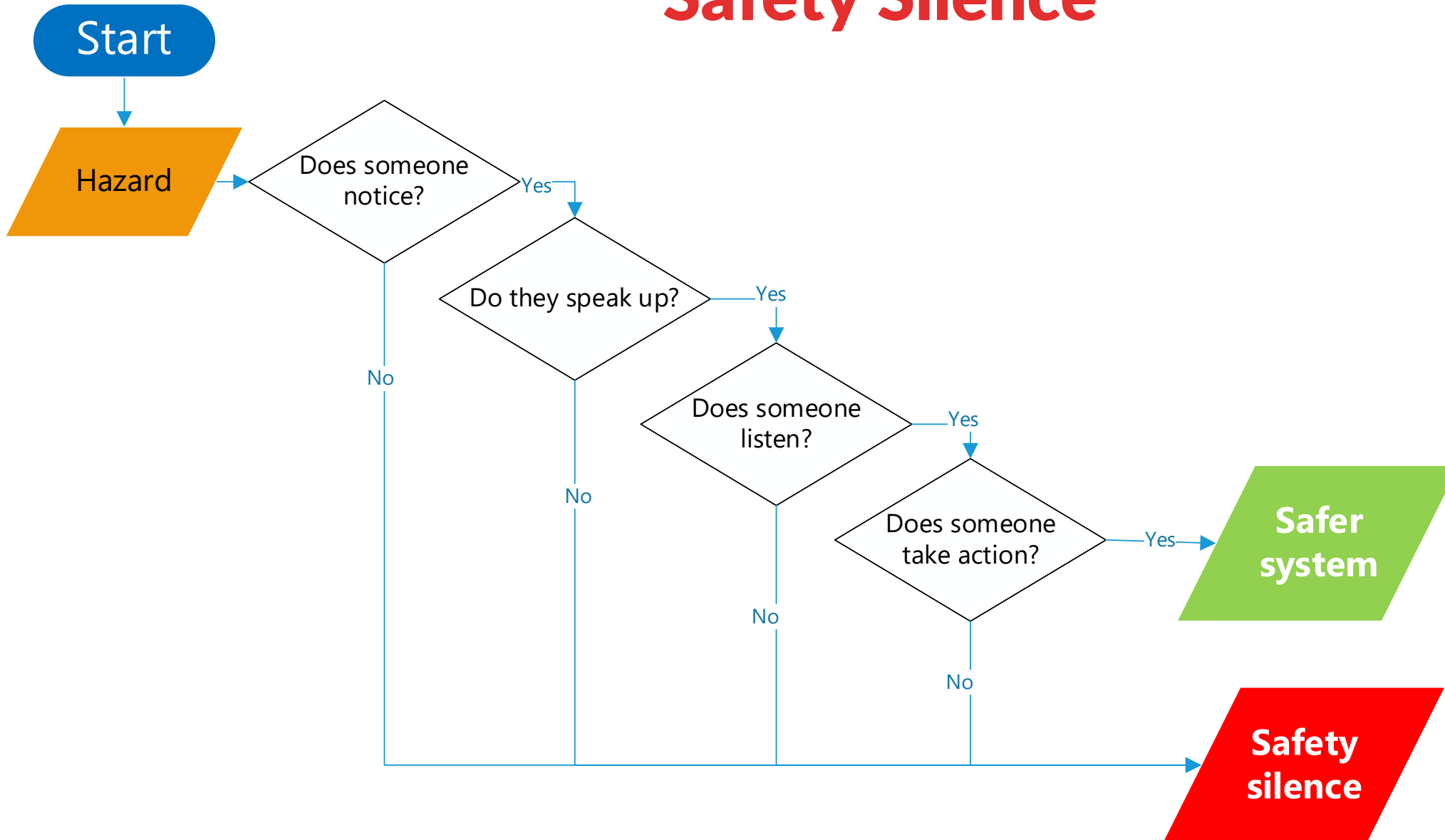
R Reflect & investigate

A Act

I Inform

N invite **N**ew input

Safety Silence



Take-aways

- Listening is good for you, your colleagues and customers – so give it some TNC !
- CIRAS is always here to help you listen, and to listen to you when others don't

www.ciras.org.uk/raise-a-concern

Report hotline 0800 4 101 101

Freepost CIRAS

Or Download the CIRAS App:



Register at
www.ciras.org.uk
with a work email
to access more
content