WORK SAFE. FOR LIFE.
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

Don't forget to 'PACE' yourself!

Communication

SENDER *(what you mean)*

Message Initiator:
– Who is your audience?
– Exchange information
– Verify that the message sent was understood

MESSAGE *(what you say)*

How is the message being delivered?
– Verbal messages use words (e.g. face-to-face conversation, telephone calls)
– Non-verbal messages use actions or behaviours rather than words (e.g. body language)

RECEIVER *(what is heard)*

Listener, reader or observer:
– Interprets and acknowledges
– May respond verbally or non-verbally (e.g. asking a question if confused, nod for understanding)

SUFFICIENT COMMUNICATION

LIMITATIONS

CANNOT COMMUNICATE

Nova Scotians – safe and secure from workplace injury