

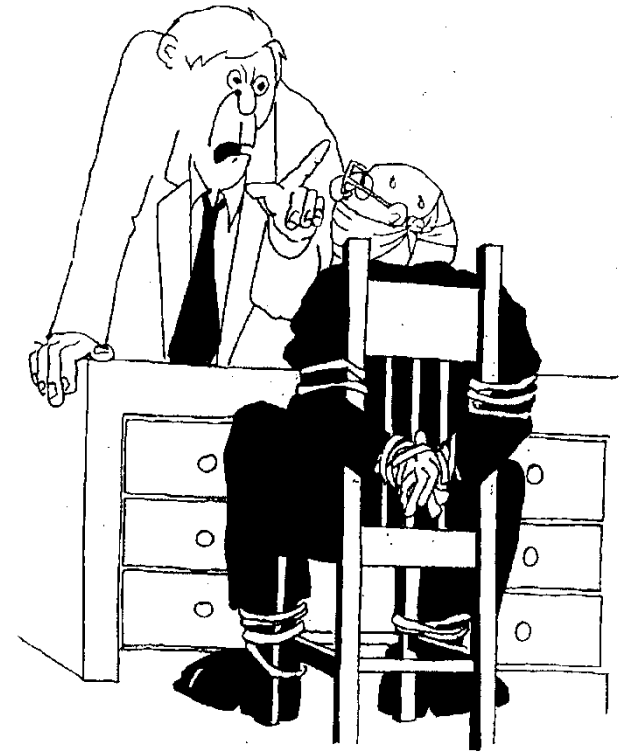
**BRONZE MEDALLION**  
**PUA21010 Certificate II in Public Safety**  
**(Aquatic Rescue)**

**COMMUNICATIONS**

Chapter 8

# Learning Outcomes

- Interpersonal communication process
- 5 skills of effective communication
- Channels used for communication
- Barriers to effective communication
- Group discussions and meetings
- Document procedures
- SLSA signals



A successful one-on-one discussion?

# Communication Skills

As a lifesaver you might use communication skills to:

- Perform rescues, alone/team
- Inform and educate the public
- Work with other emergency services
- Complete documentation
- Learn new procedures
- Work in a team



# Effective Communications

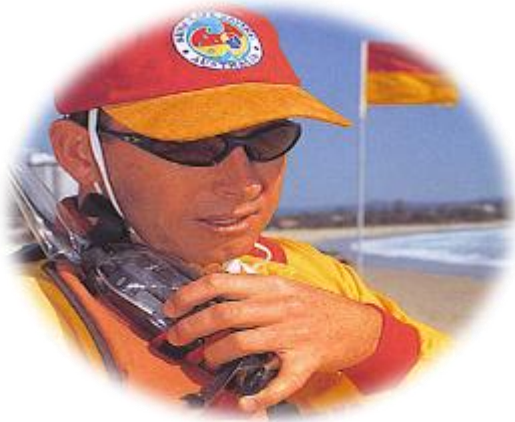
Effective communicators use different language in different situations. Language depends on:

- The *purpose* of the communication(**what**)?
- The *audience* of the communication(**who**)?
- The *method* of communication(**how**)?



# Methods of Communication

Through words



Spoken  
&  
written

Through graphic symbols



PICTURES  
SIGNS  
SYMBOLS

Through body language



Facial expressions  
&  
gestures

Australian for life. 

# Five skills to ensure effective communication

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Pay attention	Show the speaker you are interested in what is said.
Observe	Watch the speaker to pick up non-verbal signals.
Listen	Use any pauses in the conversation to think about what the speaker is saying.
Summarise	Put what the speaker has said into a short concise statement to clarify what you have heard and understood.
Respond	Show that you have been listening by responding in an appropriate manner.

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# Verbal Communication

## When communicating you will:

- Exchanging information
- Focus on important points
- Participate in discussion
- Attend briefings/meetings

## Barriers to communication:

- Background noise
- Inappropriate language, tone and volume
- Incorrect/unfounded assumptions
- Failure to listen
- Conflict/argument



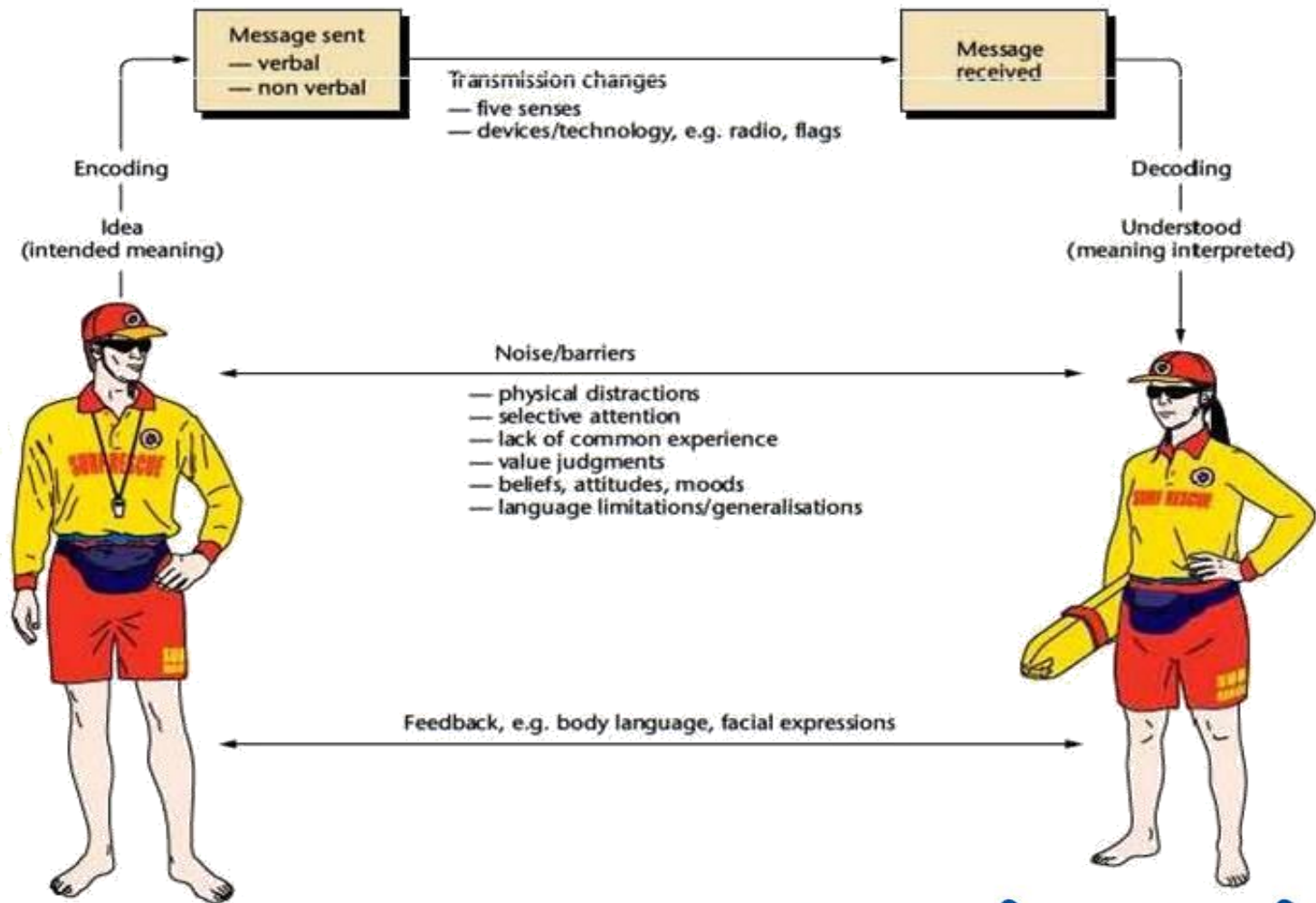
# Verbal Communications (cont)

## Lifesavers need to:

- Check that the message is understood
- Define the chain of command
- Use enough words
- Use recognised language and shared terms
- Use a clear structure



# Communication Pathway



# Listening Skills

To be effective in spoken communication you need good listening skills. There are three levels of listening. Aim for the third:

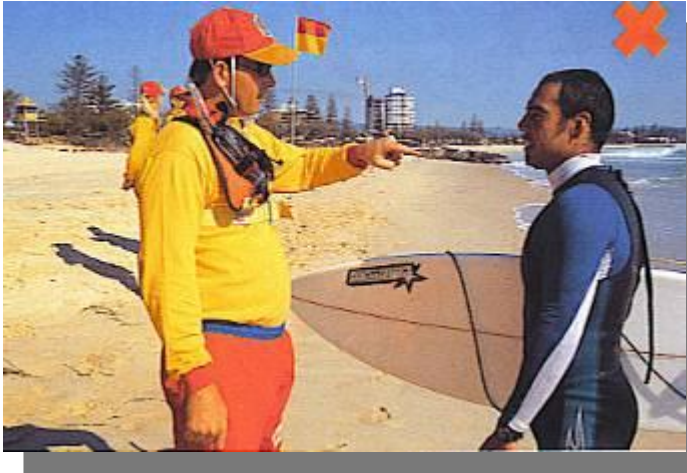
- **1<sup>st</sup> Level - NON HEARING.**
  - We are not taking in what is said.
- **2<sup>nd</sup> Level - HEARING.**
  - We may say yes or no and nod occasionally.  
Remember little bits, but can't respond adequately
- **3<sup>rd</sup> Level - LISTENING AND THINKING.**
  - Active listening, we hear and think about what is being said. We respond in an appropriate manner.

# Non-Verbal Communication

Communication is more than just words. In fact words are only a small part of communication. A typical message is made up of:

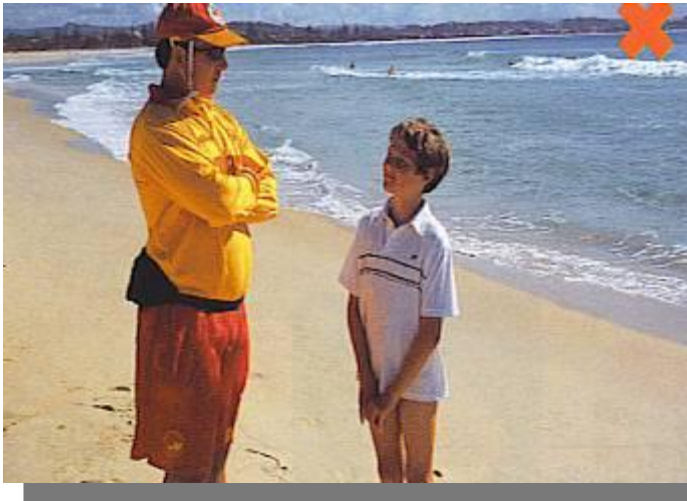
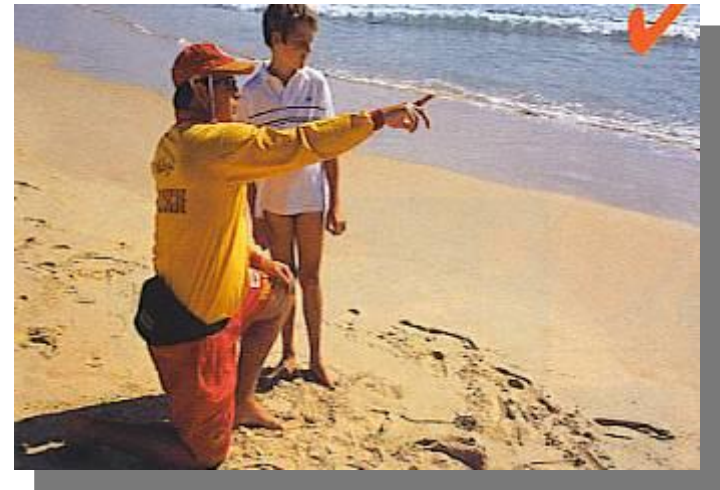
- **7%** is words
- **38%** is audible non-verbal communication.  
i.e. voice tone, stress, pace and pitch.
- **55%** is visual/non-verbal communication.  
i.e. body gestures, postures and facial expressions.

# Body Language/Gestures



- Negative style

- Positive style

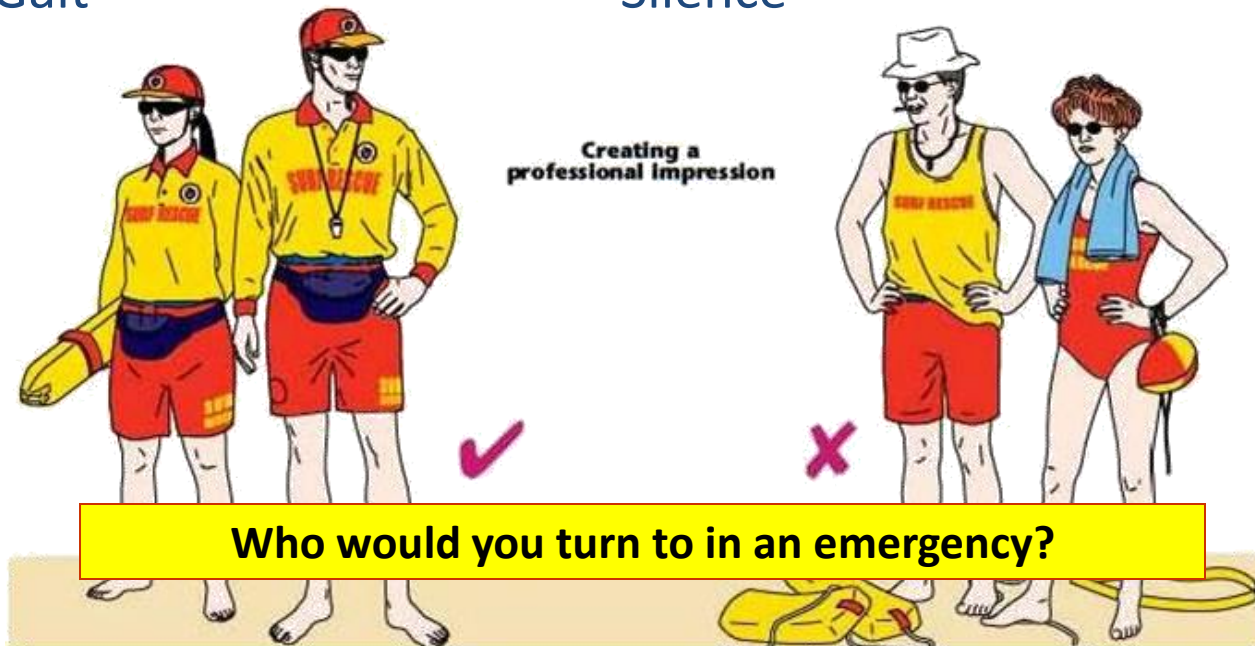


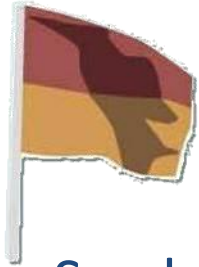
- Inappropriate style

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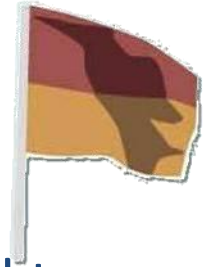
# Non-Verbal Communication Examples

- Touch
- Eye contact
- Facial expression
- Posture
- Gait
- Gestures & hand signals
- Physical appearance
- Dress & grooming
- Voice tone, pitch, volume, pace
- Silence








# Graphic Communication



Symbols such as red and yellow flags and uniforms, are used to indicate safe swimming areas and identify “who we are”. Standard symbols are used to communicate with the public.

Sign function	Symbolic shape
<p><i>Regulatory prohibition:</i> Signs containing instructions. Failure to follow is either an offence at law, or a breach of safety procedures.</p>	 <p>Red annulus and bar on white ground</p>
<p><b>First Aid equipment : White graphic or writing on a green background</b></p>	 <p>Black border on yellow ground</p>
<p><i>Information or permissive:</i> Signs giving information about water safety features or indicating a location where a particular activity is permitted.</p>	 <p>Blue ground</p>

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# Examples of Australian Symbols & Style Guide Signs



# Selecting Communication Tools

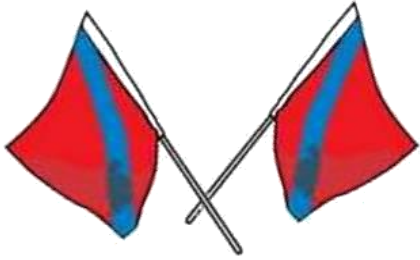
## Is the purpose:

- Internal or external?
- Formal or informal?

## Process:

- Who to?
- How much information?
- Is documented proof required?
- Requirement for confidentiality
- Response times, methods, resources & costs
- Size of intended audience





# SLSA Signals (Beach to Water)

Signals are an essential part of patrolling duties. All signals must be made distinctly and repeated until they are acknowledged and understood



1 To attract attention between a boat and the shore



2 Return to shore



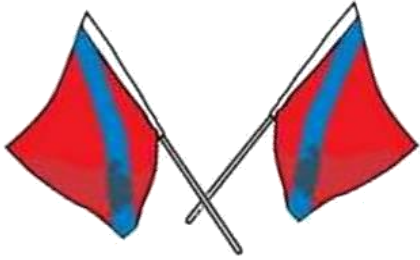
6 Investigate submerged object



7 Proceed further out to sea



3 Remain stationary



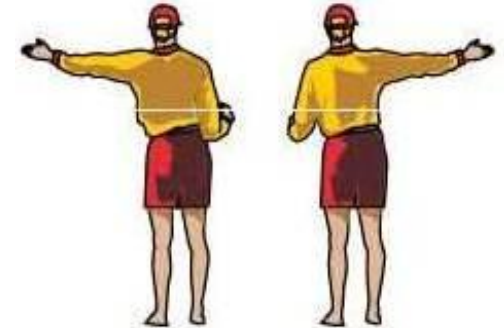
# SLSA Signals (Beach to Water)



4 Message not clear, repeat



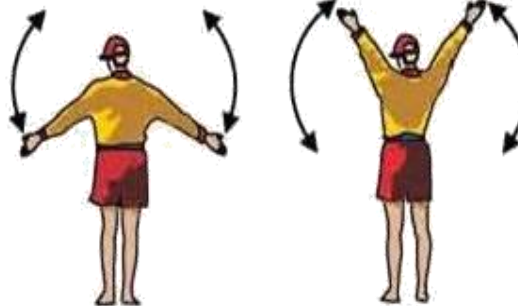
9 Message understood, all clear



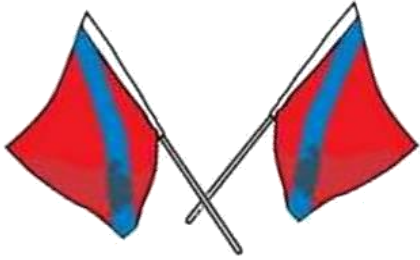
8 Go to the right or the left



5 Pick up swimmers



10 Pick up or adjust buoys



# SLSA Signals (Water to beach)



11 Assistance required



Emergency evacuation alarm



Search completed



12 Boat wishes to return to shore



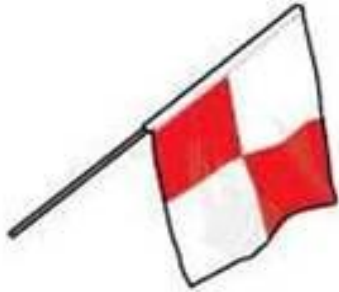
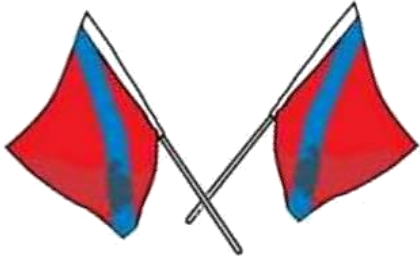
14 Shore signal received and understood

How does a swimmer in trouble signal?

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# SLSA Signals (Beach to Water)



16 Emergency evacuation flag



18 Mass rescue



16 Emergency evacuation alarm



19 Helicopter signal—request to enter



20 Signal flag

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# Practical

- Group practice all signals
- In groups: plan and conduct a pre patrol briefing session

Thank you

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