



Introduction to Chemical Manufacturing Communication

Course Objectives

1. Discuss the importance of effective communication in chemical manufacturing.
2. Describe the roles of the sender and receiver to ensuring effective communication.
3. List the practices for effectively communicating over a two-way radio.
4. Identify types of written communication used in a manufacturing facility.
5. List the practices for communicating effectively in team meetings
6. Explain why strong communication skills are an important factor in career advancement.



Key Terms (Define the following)

S-A-O - _____

logbook - _____



Questions

1. List three things that could interfere with a message not being heard or understood clearly.

- 1) _____
- 2) _____
- 3) _____

2. How can a sender make the intended message more clear?

3. Give an example of how a sender can use feedback to ensure effective communication.

4. Give an example of how a receiver can use feedback to ensure effective communication.

5. List the practices for effective use of two-way radios.

6. List two types of written communication used in a manufacturing facility and give one example of when each would be used.

1) _____

2) _____

Date
09/05/2009

Shift Summary
We had trouble drying the product last night. Everything is back to normal this morning.

7. List three reasons why this is an example of a poor entry in a logbook.

1) _____

2) _____

3) _____

8. List the practices for making a team meeting effective.

9. Describe the skills that would make a chemical operator a good candidate for advancement.
