Causes and Prevention of Communication errors in Railway

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How to prevent communication errors is one of the most important issues for workplace safety in field operations in railways. We analyzed 1706 accident reports and 97 communication error experience episodes, and created "Cause model of communication errors in railways."From this model, we found that "talk-back" and "confirmation talk" during the communication is effective in preventing communication errors. And for the "talk-back" and "confirmation talk,"they need skills to find inappropriate expressions or words in the communication. We provide a training method of raising these skills and learning how to do "talk back" and "confirmation talk,"and confirmed the effectiveness of these method though experiments and trial runs at the work site in a railway company.