Quick Guide: Communicating Across Teams in High-Stakes Environments

When to Escalate

Use this checklist when something doesn't feel right.

- Is this outside my expertise or role?
- Could this affect safety, operations, or deadlines?
- Am I unsure but concerned?

If **YES to any of the above, escalate it.**

Escalation Steps (The 4-Step Model)

1. **Recognize the Signal**
   Something seems off, unclear, or potentially risky.

2. **Confirm the Urgency**
   If delay could cause harm, act now.

3. **Notify the Right Person**
   Use radio or phone for urgent communication.

4. **Document & Follow Up**
   Write it down, confirm it's being addressed.

Top 5 Communication Tips

- Be specific, not vague
- Avoid assumptions, ask for confirmation
- Match the message to urgency
- Escalate when in doubt
- Follow through and follow up