## Professional Development Conference — March 5, 2018 AIHA/ASSE

Supervisor Safety Leadership

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### Supervisor safety leadership

#### Presentation outline

- Definition of leadership.
- First things first.
- Progression of the "typical supervisor" and need to invest.
- What does it look like?

## Leadership

"translating vision into reality"

— Warren Bennis

"a practical skill encompassing the ability of an individual to 'lead' or guide others"

— Wikipedia

"a person who directs the activities of others for the good of all"

— The Balance

"It's a timeless question, and there is no simple answer"

— Harvard Business Review

## First things first

- Leadership support at the senior management level
- Traits of zero injury companies senior management teams

"The number one downfall in safety is that we assign responsibilities without accountability"

Don Peterson

## Supervisor safety leadership

The typical promotion to supervisor

The need to invest into supervisors (local story)

The 4 main leadership skillsets

Welcome/review goals for this workshop

■ **Narrative:** use the first 5 minutes of the workshop to introduce participants to the goals and objectives, utilize an icebreaker to set the stage for a highly interactive workshop, full of engagement activities.

Role of the Supervisor/Manager in the [Client] Safety Process Coaching/Motivating/Inspection/Investigation

■ **Narrative:** this first engagement activity will allow participants to identify what skills they think a supervisor or manager possesses if they are effective at helping the [Client] organization in one of the four focus areas. Essentially, this exercise will open up the participants' thought process pertaining to the skills of coaching, motivating, inspection, and investigation.

## Impact of Injuries/"Remember Charlie" Video

- Narrative: prior to getting too far into this workshop, this section will set the stage as to why helping supervisors reduce incidents in the workplace is important. The leader will use Q&A techniques to help the participants identify the following areas impacted by injuries:
  - Insurance cost
  - Experience modifier rating
  - Claim cost
  - Lawsuits
  - OSHA
  - Humane

The main focus is on the humane aspect of safety. The "Remember Charlie" video is an actual testimonial from Charlie Morecraft, who was burned in a fire at Exxon/Mobil because he didn't follow the safety rules or procedures. It truly is an impactful video, which will conclude with challenging supervisors to think about truly improving their skills so they can keep their workers from going through this or a similar event. This has proven to be a foolproof way to set up the balance of the workshop.

## Investigation Session/Learning Exercises

- Narrative: using learning exercise #1 and Q&A, the following take-aways will be covered.
  - Why supervisors are critical to the investigation process
  - Goal for the investigation
  - The incident triangle
  - Promoting near-miss reporting
  - Identifying multiple contributing factors
  - Looking beyond the employee
  - Sources of information for the investigation

# Coaching Session—Maximizing Team Performance

- Narrative: the take-aways for this section include the following.
  - What makes a good coach
  - The power of the team (crew)
  - How to check for comprehension after giving instructions
  - Using open-ended questions
  - Leading by example
  - Teamwork exercise (Lunar Exercise)
  - Listening vs. hearing
  - Engaging the workers

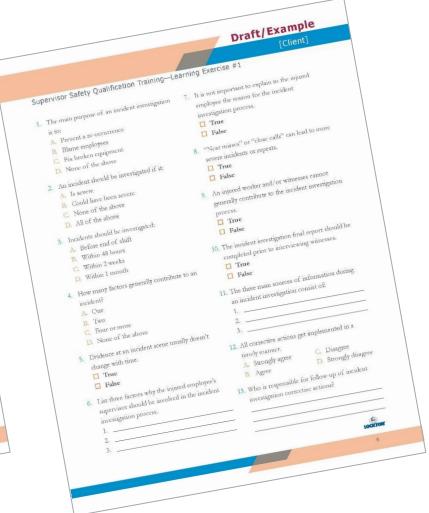
#### Inspection Session

- Narrative: this section will need to be developed by [Client]. It is suggested the following takeaways be considered in the development of this section.
  - Inspection requirements on this site
  - Formal vs. informal inspections
  - Critical issues on-site
  - What is driving the Total Cost of Risk?
  - Hazard identification exercise
  - Identifying the energy source
  - Specific review of inspection items found on inspection format

#### Motivation Session—ABC

- Narrative: using a short PowerPoint presentation, the take-aways for this section include the following.
  - Why would a worker work unsafe?
  - Introduction to ABC theory
  - The power of positive reinforcement
  - Responding to worker suggestions





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