

What Would You Say?

Introduction

This Leader's Guide is designed to help you conduct a successful safety presentation. This Guide includes the following material:

Video Overview: This is a brief summary of the program content.

Video Outline: This is a more detailed overview of the program contents. You can refer to the outline when you talk about the video before or after it is presented.

Preparing for and Conducting the Presentation: This information will help you prepare the training setting, help you relate the program to your specific work situation, and provide objectives for focusing your presentation.

Discussion Ideas: A number of ideas are presented that can help encourage discussions related to the topic of the video.

Review Questions and Answers: The quiz may be copied and given to participants to document how well they understood the information that was presented. Answers to the review questions are provided separately.

Video Overview ***What Would You Say?***

What Would You Say? illustrates how to effectively communicate with our co-workers when we see them behaving unsafely. The video features three potentially hazardous workplace incidents in which workers confront co-workers about their unsafe behavior. In each incident, examples of poor communication are demonstrated. Next, effective communication techniques are demonstrated that help correct the unsafe behavior.

What Would You Say? focuses on several key communication techniques when talking to a co-worker about a safety issue:

Be positive;

Show that you are concerned about their safety;

Explain the consequences of the hazard or unsafe behavior;

Be specific with your comments,

• Video Outline

Introduction

The video begins in a work setting where a man (Charlie) is standing on the very top of a ladder, reaching to make repairs on equipment above him. A co-worker (Jack) approaches Charlie and imagines him falling from his ladder. Jack thinks about saying something to him. But, concerned that Charlie would just get angry, Jack leaves without saying anything. Nearby, the supervisor (George) notices what has just happened. He hurries over to Charlie and tells him to get down from the ladder and get a taller one.

George talks to Jack

George invites Jack into his office to talk about the incident with Charlie on the ladder. George questions why it was that Jack didn't say something to Charlie. George wonders what it is that

keeps us from talking to our co-workers when we see their unsafe behavior. Usually, we're worried how the people will react to us. George then asks Jack what he *might* have said to Charlie. Then we flash back to see several ways Jack might have talked to Charlie – all wrong.

Talking to Your Co-Workers

George explains to Jack that there are several techniques to keep in mind when talking to a co-worker about safety.

- Stay positive
- Show you are concerned about their safety
- Be clear about the consequences of their behavior
- Be specific

Jack talks to Charlie

Jack is given a “second chance” to talk to Charlie about his unsafe behavior. He uses the techniques George has explained to him and succeeds in getting Charlie to use a taller ladder.

Sandy and Tony Confrontation

Wrong Approach: Tony is at his messy workstation when Sandy approaches and sees a spill on the floor. She imagines herself slipping on the spill and angrily approaches Tony. She berates Tony about his messy work area and the spill nearby. She refers to his area as a “pig sty” and storms away, leaving both her and Tony angry.

Right Way: Sandy approaches Tony and keeps her emotions under control. She points out the hazardous spill and explains that someone could slip and get hurt. Even though Tony responds defensively, Sandy keeps her cool and offers to clean up the spill. Tony realizes it's his responsibility, so he tells Sandy he will take care of it.

Larry and Cheryl Confrontation

Wrong Approach: Larry is driving a loaded forklift through a warehouse at high speed and he isn't using his horn when approaching corners. He races past Cheryl and she imagines a serious mishap resulting from Larry's driving. She decides to confront Larry, but takes a very angry, negative approach. To make matters worse, she complains that Larry's co-workers are talking about his driving behind his back. They both end up angry at each other and no safer than before.

Right Way: Given a “second chance”, Cheryl approaches Larry in a more even-tempered manner. She talks to him about the possible consequences of his driving and persistently asks Larry to be more careful. Larry eventually sees her point and agrees to slow down and use his horn.

Conclusion

Back in his office, George reviews the key points regarding talking to co-workers about safety issues.

- When talking to a co-worker, be prepared for them to be sensitive or defensive.
- Remember to stay positive and keep your emotions under control.
- Show that you are concerned about the safety of your co-workers.
- Make sure you explain the hazards and possible consequences.
- Be specific with your observations and suggestions.
- If someone comes to you with a safety issue or concern, try to keep your emotions under control, avoid becoming defensive and listen to what the person has to say.

Preparing for and Conducting the Presentation

Before presenting the video, review each section of this Leader's Guide and view the video before the presentation.

Make sure the presentation area is quiet, has good lighting, unobstructed access and good climate control.

Check the seating arrangement and the audiovisual equipment to ensure that all participants will be able to see and hear the videotape program. If extension cords are to be used, secure them in such a way that they won't become a tripping hazard.

Begin the meeting by welcoming the participants. Introduce yourself and give each person the opportunity to become acquainted if there are new people joining the training session.

Make everyone aware of the importance your organization places on protecting employee's health and safety and how everyone must be an active member of the safety team.

Explain that the primary purpose of ***What Would You Say?*** is to provide viewers with techniques that will make it easier to talk to co-workers about safety concerns.

Next, introduce the video and then play it without interruption.

After the video is complete, you can tailor any discussion to your specific situations. You can refer to the **Discussion Ideas** section of this Guide for additional ideas. If you want to review the content of the program with participants you can refer to the **Program Outline** in this Guide.

After the discussion, give a copy of the review questions included in this Guide to each participant and ask them to complete the questions.

Maintain copies of an attendance record and each participant's quiz as written documentation of the training performed.

Discussion Ideas

In addition to discussion topics you may have planned, the following questions may be used to encourage discussions.

What do you think are some of the reasons people are hesitant to talk to co-workers about safety issues?

Can anyone recall a situation where a person's dangerous behavior was observed by someone who then chose not to say anything?

Can anyone recall a situation where someone tried to talk to a co-worker about a safety issue, but used a poor approach? (Angry, vague, flippant)

Can you describe some situations where the communication techniques from the video could be used in off-the-job situations? (Stay positive, show concern, point out consequences, be specific)

What Would You Say?

Quiz

Name _____ Date _____

1. When you see a co-worker's unsafe behavior, you shouldn't say anything to them unless you are their supervisor.
 - a. True
 - b. False

2. Joking is a good way to bring up concerns to a co-worker about their unsafe behavior.
 - a. True
 - b. False

3. Giving specific suggestions to a co-worker about changing their unsafe behavior is the recommended approach.
 - a. True
 - b. False

4. If someone approaches you with a safety suggestion, which of the following is the correct response?
 - a. Say as little as possible and hope they will go away
 - b. Control your emotions and listen to what they have to say
 - c. Show some anger and defend your behavior

5. When talking to a co-worker about their unsafe behavior, which of the following is the wrong approach?
 - a. Stay positive
 - b. Reveal that other people at work have been complaining about them
 - c. Demonstrate that you are concerned about their safety

6. Try to talk to a co-worker about their unsafe behavior as soon as possible, even though it may feel uncomfortable.
 - a. True
 - b. False

7. When talking to a co-worker about their unsafe behavior, be prepared for them to react defensively.
 - a. True
 - b. False

What Would You Say?

Quiz Answers

1. b
2. b
3. a
4. b
5. b
6. a
7. a