

S.T.E.P. UP

TO A SAFER WORKPLACE

SAFETY TRAINING & ENGAGEMENT PROGRAM
CERTIFICATE SERIES

DO "MORE" TO STEP UP
YOUR SAFETY PROGRAMS!

WELCOME!





“S.T.E.P. UP” CERTIFICATE SERIES

Safety Training & Engagement Program

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TO A SAFER WORKPLACE

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TO A SAFER WORKPLACE

1

STEP UP To Safety Management

2

Do “MORE” to STEP UP Your Safety Programs!

3

STEP UP Your Accident Investigations

4

STEP UP to a Better Safety Culture

5

“PLAN” to STEP UP Safety Programs



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TO A SAFER WORKPLACE

Your STEP UP Safety Certificate

- Complete all 5 STEPS
- Receive your STEP UP Safety Training & Engagement Program Certificate!
- **WORKBOOK** Tools available



A high-angle photograph of an industrial facility, likely a refinery or chemical plant. Three workers wearing white hard hats and high-visibility yellow safety vests are visible. One worker is in the upper center, another in the lower right, and a third in the lower left. They are surrounded by complex machinery, pipes, and metal walkways. A yellow storage bin and a red fire extinguisher are also visible in the background. The image is semi-transparent, allowing the text to be overlaid.

COST OF DISENGAGED EMPLOYEES

A Look at Industry Trends

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Engaged employees incur far less costs than disengaged employees!

Companies with a highly engaged workforce have...

50% fewer accidents

41% fewer quality defects



Cost of disengaged employees?

Leads to unsafe behavior & spells trouble for bottom line

\$450 to \$500 billion

The annual lost productivity costs
due to disengaged employees in U.S.



What is MORE?

Helps you follow a process to get your workers motivated

M = Motivate

O = Observe

R = Reinforce

E = Engage!

MORE Helps to Motivate & Engage



- Safety initiatives are essential to safety and productivity
- Safety programs don't mean much if employees aren't inspired to change old behaviors
- Employees **MUST** to be part of the process

M.O.R.E

MOTIVATE

Motivation techniques to rally your employees around safety

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Motivation and behavior change

A photograph of four construction workers standing in a line outdoors. From left to right: a man in a yellow hard hat and dark jacket, a woman in a white hard hat and orange safety vest, a man in a white hard hat and grey work shirt, and a man in an orange hard hat and orange safety vest. The background is a bright, slightly overcast sky with some greenery visible on the far left.

How are people motivated?

- By fear
- By desire
- **By belief**

Workers who **BELIEVE...** ...in safe work rules and procedures

- Have confidence in their own abilities
- Believe in those of their supervisor
- More likely to perform their job efficiently and safely





8 WAYS

To Motivate Your Employees Around Safety

8 Ways to Motivate employees around safety

#1



Do: Formulate your safety vision



Don't: Focus on only lowering your costs.

8 Ways to Motivate employees around safety

#2



Do: Communicate company vision



Don't: Keep vision secret

8 Ways to Motivate employees around safety

#3



Do: Live it



Don't: Silo it to one department

8 Ways to Motivate employees around safety

#4



Do: Provide hands-on safety training



Don't: Hold one training session and drop it

8 Ways to Motivate employees around safety

#5



Do: Collect feedback



Don't: Exclude employees

8 Ways to Motivate employees around safety

#6



Do: Reward those who act safely



Don't: Encourage incentive programs based on injury results

8 Ways to Motivate employees around safety

#7



Do: Frequent meet-ups, communicate results



Don't: "Set it and forget it"

Repeat your safety message frequently!

8 Ways to Motivate employees around safety

#8



Do: Make it Positive!



Don't: Make safety a drudgery

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After this webinar:

Find **8 Ways to Motivate**
in your STEP UP Safety
Manager's Workbook





MORE

OBSERVE

Making your safety observations
more powerful

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Role of Observing

- Observe processes and workers
- Suggest measures which can be implemented to increase safety on site
- Document unsafe situations

4 tips to make your safety observations more powerful:

1. Focus your observations on SIFs (Serious Injuries and Fatalities)

4 tips to make your safety observations more powerful:

2. Do group observations as well as individually.

4 tips to make your safety observations more powerful:

3. Remember that everyone has unique Safety DNA.

4 tips to make your safety observations more powerful:

4. Make it a positive experience.

Observation Template

After this webinar, find...

- The **Make Observation More Powerful** template on our website
- Add your Observation Approach ideas to your STEP UP Safety Manager's Workbook

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DO "MORE" TO STEP UP YOUR SAFETY PROGRAM

STEP UP to make your Observations MORE Powerful!
Review entire form. Then, closely observe work conditions, procedures and behaviors.

FACILITIES

	ACTION / COMMENTS
<input type="checkbox"/> 1. Entry to work area	
<input type="checkbox"/> 2. Floor surfaces	
<input type="checkbox"/> 3. Work area	

PERSONAL PROTECTIVE EQUIPMENT

	ACTION / COMMENTS
<input type="checkbox"/> 4. Eyes & face	
<input type="checkbox"/> 5. Ears & noise level	
<input type="checkbox"/> 6. Hands	
<input type="checkbox"/> 7. Feet	
<input type="checkbox"/> 8. Respiratory	

DESCRIPTION OF OBSERVATIONS

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STEP UP to SAFETY MANAGER'S WORKBOOK



MORE

REINFORCE

Reinforcing Safety Behaviors

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The Rules of Reinforcement

Reinforcement must be:

- Timely
- Consistent
- Specific and meaningful
- Sincere



Reinforcement Essentials

- Safety Committees
- Meetings
- Daily Safety Messages
- Written Safety Programs



Reinforcement Essentials

- Safety Surveys
- Signage
 - identify hazards
 - safety reminders
- Supervision
- (Superior) Preventative Maintenance Programs



Be a Safety Coach!

LIVE IT – BREATH IT – PERFORM IT – MENTOR IT

- Provide regular feedback
- Address unsafe behaviors immediately
- Treat employees as individuals
- Recognize safety!



BE A SAFETY COACH

As a manager or supervisor, one of your most important roles is retaining talented employees. Retention is a challenge for nearly every organization. Although it may seem impossible to perfect a retention strategy, employee recognition programs and coaching can often make a dramatic improvement in safety performance, productivity and morale. Here are a few simple tips:

1

Provide regular feedback.

- Don't wait for formal reviews to talk to employees about safety performance or their productivity.
- Schedule a regular time to meet with each employee, typically between once a week and once a month.

2

Address unsafe behaviors and poor work performance when you see it.

- Failure to address unsafe or unproductive behaviors perpetuates performance problems and forces other employees to accept or compensate for poor performing team members.
- Tell employees who are working in an unsafe manner or those who are not meeting expectations that they are falling short of the requirements of the job.
- Remind employees of the specific consequences that will arise if there is not improvement in their performance.

3

Differentiate employees.

- Remember not all employees have the same knowledge, skill or ability or performance level.
- Provide specific guidance and coaching based on each individual's performance.
- Recognize that anyone not working safely can create risk for others!

4

Recognize safety performers.


- Give positive feedback for safe work performance.
- Recognize talented employees that may encourage others to improve their performance, and make employees working safely feel appreciated for their efforts.
- Feedback can elevate your workforce to new levels of safety performance and productivity and at the same time, help retain your best staff members.

Are You Doing MORE?

TO STEP UP AND REINFORCE SAFE BEHAVIOR?

After the Webinar, find...

- 15 Points to do MORE to Reinforce Safety self-assessment
- Coaching Tips & References in your STEP UP Safety Manager's Workbook



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15 Points to do MORE to Reinforce Safety

Are you doing MORE to Reinforce safety at your company? Try the quiz below, counting every "Yes" you can check as "1 point" and try to score 15 points!

Questions	Yes	No
1. Have you shared your safety vision with everyone in the company?	<input type="radio"/>	<input type="radio"/>
2. A safety responsibilities defined for every level in your organization?	<input type="radio"/>	<input type="radio"/>
3. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
4. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
5. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
6. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
7. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
8. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
9. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
10. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
11. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
12. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
13. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
14. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>
15. Do you have a process that holds everyone accountable for being visibly involved, especially managers / supervisors who are the leaders	<input type="radio"/>	<input type="radio"/>

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BE A SAFETY COACH

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- 1 Provide regular feedback.**
 - Don't wait for formal reviews to talk to employees about safety performance or their productivity.
 - Schedule a regular time to meet with each employee, typically between once a week and once a month.
- 2 Address unsafe behaviors and poor work performance when you see it.**
 - Failure to address unsafe or unproductive behaviors perpetuates performance problems and forces other employees to accept or compensate for poor performing team members.
 - Tell employees who are working in an unsafe manner or those who are not meeting expectations that they are falling short of the requirements of the job.
 - Remind employees of the specific consequences that will arise if there is not improvement in their performance.
- 3 Differentiate employees.**
 - Remember not all employees have the same knowledge, skill or ability or performance level.
 - Provide specific guidance and coaching based on each individual's performance.
 - Recognize that anyone not working safely can create risk for others!
- 4 Recognize safety performers.**
 - Give positive feedback for safe work performance.
 - Recognize talented employees that may encourage others to improve their performance, and make employees working safely feel appreciated for their efforts.
 - Feedback can elevate your workforce to new levels of safety performance and productivity and at the same time, help retain your best staff members.

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A photograph of four diverse workers in a warehouse setting. From left to right: a man in a yellow hard hat and safety vest, a woman in a white shirt, a woman in a blue shirt and yellow hard hat, and a man in a blue shirt and yellow hard hat. All four are smiling and giving a thumbs-up gesture. The background shows warehouse equipment like a ladder and pallets.

MORE

ENGAGE!

Engaging Employees in Your Safety Programs

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Recognition & Awards

90%

of workers say

recognition improves
employee
engagement

Recognition & Awards

Encourage safety recognition programs tied to **specific behaviors**

- Reward those who act safe and help others
- Recognize their safety suggestions
- CELEBRATE successes together



Recognition & Awards

Avoid incentive programs tied to **number** of accidents, incidents and near misses

- Creates pressure to hide accidents, injuries, and near misses to keep "record" intact



Recognition & Awards

Recognition programs should serve as training and engagement reinforcement!



Idea #1: Safety Checklist Raffle

Employees receive a safety card with a safety observation checklist.

- Turned in daily
- Allows to track issues
- Monthly drawing or reward



SAFETY OBSERVATION
Complete your daily checklist!

- Environment / work area
- Personal protection equipment
- Tools
- Procedures

Maintenance needed or safety issue?
[Blank white box]

SO WE ALL GO HOME SAFE

Name: _____

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Idea # 2: I Care a Lotto About Safety

Employees identify hazards and submit safety ideas

- For each valid submittal, employee receives certificate, lotto ticket or other recognition



Idea #3: Thanks, Buddy!

Employee observes someone about to do something unsafe and stops them using the “Buddy” system

- Employee gets Thanks Buddy Card
- Monthly drawing, certificate or other recognition



HEY BUDDY, I
CARE ABOUT
YOUR SAFETY

THANKS FOR
CARING,
BUDDY!

SO WE ALL GO HOME SAFE

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Safety Engagement Ideas

Engagement Programs

After webinar, find...

- Engagement program ideas in your STEP UP Safety Manager's Workbook
- So We All Go Home Safe Tickets to download!

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STEP UP TO SAFETY MANAGEMENT

Engagement - Reinforcement Award Programs

Reward programs can be formulated in order to serve as training and engagement programs tied to number of accidents, incidents and near misses to keep the "record" intact.)

Program ideas:

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Safety Checklist Raffle

Provide employees cards with a fast safety observation reward. You're not only making them aware of

SAFETY OBSERVATION

Complete your daily checklist!

- Environment / work area
- Personal protection equipment
- Tools
- Procedures

Maintenance needed or safety issue

SO WE ALL GO HOME SAFE

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"So We All Go Home Safe" Tickets!

Cut out and distribute these fun tickets to remind everyone about safety. Give them to those who exemplify safe behavior and care about the safety and well-being of those around them!

NICE WORK! SO WE ALL GO HOME SAFE	ICWGROUP Insurance Companies	GLAD YOU'RE ON THE TEAM! SO WE ALL GO HOME SAFE	ICWGROUP Insurance Companies
YOU'RE DOING GREAT! SO WE ALL GO HOME SAFE	ICWGROUP Insurance Companies	YOU MAKE A DIFFERENCE! SO WE ALL GO HOME SAFE	ICWGROUP Insurance Companies
I CARE ABOUT YOUR SAFETY! SO WE ALL GO HOME SAFE	ICWGROUP Insurance Companies	LET'S WATCH OUT FOR EACH OTHER! SO WE ALL GO HOME SAFE	ICWGROUP Insurance Companies
CAUGHT YOU BEING SAFE! SO WE ALL GO HOME SAFE	ICWGROUP Insurance Companies	KEEP UP THE SAFE WORK! SO WE ALL GO HOME SAFE	ICWGROUP Insurance Companies

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MORE!

MMOTIVATE, **O**BSERVE
REINFORCE and **E**NGAGE!

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YOUR S.T.E.P. UP SAFETY RESOURCES

Visit the Policyholder Center!

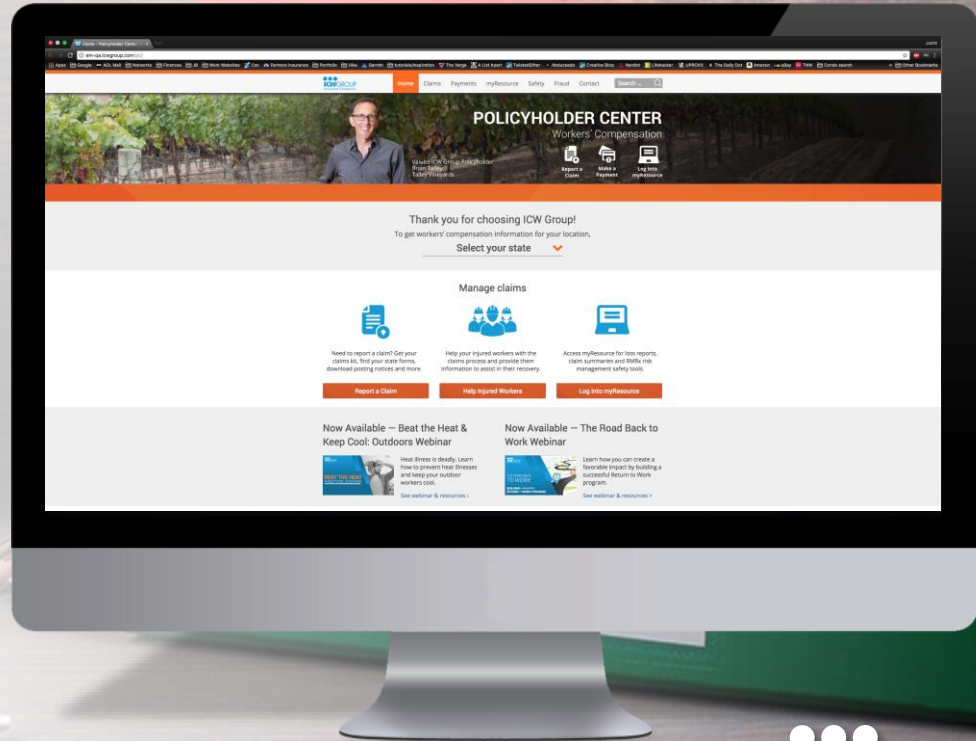
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Policyholder Website

- Claims kit
- Payments / Payroll
- Injured Worker Resources
- Fraud
- Safety > Webinars



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Policyholder Website

Be sure to complete your
“STEP UP” Safety
Manager’s Workbook!

Get a “STEP” packet at
each webinar



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Watch for **Exit Survey** after this presentation

For the **Series Certificate**, please list those at your company who attended with you!

Missed the first part of the series?
View on-demand at:

icwgroup.com/step-up



Questions?

riskmanagement@icwgroup.com

Thank you!

Webinar series materials:
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