

"Prevention is
our Intention"

Issued March 2005

Safety Partnership Group

Inside this Issue:

FEBRUARY FORUM

ACTIVE LISTENING

What Workers Want

Safety Partnership
News

Dates to Remember

Website of the Month

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of interest
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Safety Partnership



Zero incidents by choice through
Partnerships for Safety...

RICHARD HAWK

KEYNOTE SPEAKER
SAFETY
PARTNERSHIP
5TH ANNUAL FORUM



11 Tips for Active Listening

Keys to Becoming a Powerful Safety Leader

Richard blended songs, true-life stories, audience participation, props and prizes to deliver a learning party full of immediately useful tips, techniques and ideas. During his sessions we learned eleven ways to improve our listening skills:

- 1) Make and maintain a commitment to listen and to understand what is being said.
- 2) Avoid excessive nodding or other body movements aimed to hurry up the conversation.
- 3) Commit yourself to be perceived as a good (active) listener.
- 4) Maintain eye contact with the person speaking to you while you are listening.
- 5) Keep contact with the speaker instead of walking or turning away until the conversation is over.
- 6) Don't play with keys, pens or other objects.
- 7) Try to reduce external distractions.
- 8) Give verbal and non-verbal cues to show that you do or don't understand what the person is saying.
- 9) When possible and practical, take brief notes to aid your listening.
- 10) Don't cut the speaker off in mid-sentence.
- 11) Most important of all: Ask further questions, which prove you are listening and which encourage the speaker to explain the topic in more detail.

Thanks to the **Sarnia Construction Association** and the **Building and Construction Trades** for their kind donation of coffee and refreshments for our event!

Many thanks to all Labour, Contractors and Industry Representatives for their attendance.

WHAT'S MOST IMPORTANT to WORKERS*

Studies show that regularly giving informal recognition to an employee is a stronger motivator than formal rewards. Simple praise is long remembered because it tells an employee that noticed their efforts and took the time to give personal thanks.

A National Survey asked workers to rank, in order of importance, what they wanted most from their jobs. At the same time, managers were asked to guess what the employees would find most important. Here are the results:

	Workers' Response	Managers' Guess
Appreciation for good work	1	8
Feeling "in" on things	2	10
Help with personal problems	3	9
Job Security	4	2
Good wages	5	1
Work that keeps you interested	6	5
Possibility for promotion	7	3
Personal loyalty to company or boss	8	6
Good working conditions	9	4
Tactful discipline	10	7

Obviously there is a big difference in what workers value the most and what managers think workers really want. Is there this kind of DISCONNECT at your workplace?

*Safety Leader's Guidebook, Richard Hawk, Copyright 2004 Richard Hawk Inc

Safety Partnership News

On Tuesday March 8th, a working committee will be taking a close look at the existing Near Miss Reporting Program. There are some areas locally where the program has been very successful.

However, there are also many examples where the program has not achieved the desired results. This working committee will be tackling the issue with respect to building trust and establishing a framework where this Best Practice achieves its full potential.

Research suggests that an increase in near-miss reports can yield improved safety performance. In offshore drilling, over a seven-year period, a ten-fold increase in near-miss reporting corresponded with a 60% reduction in lost-time injuries.

Clearly this is a valuable proactive program that has the potential to reduce injuries dramatically. Let's work together to make sure this Best Practice achieves its potential!

SOFT SKILLS TRAINING

Shelley Brown has been very active this year in training local workers in a number of subject areas.

- 1) Listening & Communicating Skills for Teams
- 2) Time Management for Contractors
- 3) Interaction Management Essentials

For more information on how your company can benefit, please contact Shelley at 383-7025 or shelleyb@sarniasafety.com

See our website for more information!

Sign Up for a Local Apollo Root Cause Analysis Class

Monday March 28th & Tuesday March 29th
at the Village Inn of Point Edward

Contact Steve Birtch at 1-866-206-1954
or www.apollorca.ca for brochures and pricing.
Many local companies use this method to identify causes and create effective solutions.

WEBSITE of the MONTH

Construction Safety Association of Ontario
www.csa.org