Speak Up! Listen Up!
Embracing Effective Communication Skills to Drive Safety Excellence

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WELCOME AND INTRODUCTIONS

- Safety Considerations
- Caterpillar Safety Services
- Who are you and who am I
- Participation and Fun

Communication Skills That Drive Performance

- Building trust through effective feedback and listening
- Develop a positive safety culture by recognizing what people do right!
Why Incidents Occur: Conditions or Behaviors?

- **90% Risky Behaviors**
- **10% Unsafe Conditions**

What percentage of incidents occur based on **conditions** vs. **behaviors**?

Why Incidents Happen?

Root Causes:

- **CULTURE**
- **NORMS**
- **ATTITUDES BELIEFS IDEAS**

**AT-RISK BEHAVIOR** → **INCIDENT**
Participants who complete this program will be able to . . .

- Recognize the normal fears and excuses that keep them from speaking up when they see unsafe behavior.
- Apply three simple steps to give feedback:
  - Ask if you can talk about the situation.
  - Get a Commitment to work more safely.
  - Follow up with the person to see that he/she is working safely.
Giving safety feedback means . . .

Expressing direct concern about another person’s unsafe behavior.

Giving feedback is . . .

Expressing your concern for another person’s behavior because it affects:

- That person's safety
- Your safety
- Other people’s safety

Anyone, at any level, reinforcing a safe work culture with everyone they see.
Why Should I Give Feedback?

- My speaking up may prevent an injury or accident.
- We all should feel obligated to give honest feedback whenever safety is at stake.

*People may assume their unsafe actions are acceptable if nobody tells them otherwise.*

WHAT PREVENTS PEOPLE FROM SPEAKING UP?
VIDEO REVIEW

Speak Up! Video

- Reasons for not speaking up
- Three steps to giving feedback

DISCUSS

- Comments?
- Share a situation when you observed an unsafe behavior.
- Explain what you did about it.
Responsibility and Respect

Feedback is about *respect* for yourself and others.

We’re not responsible for how the other person reacts.

Three Steps of Giving Feedback

**Ask**
- Find out why they are doing what they are doing.
  Ask if you can share your concerns.

**Commit**
- Work together to find a safer way.
- Ask them to make a commitment to work safely.

**Follow up**
- Check to make sure they are working safely.
- Don’t give up if they are not.
- Give positive feedback—tell them if they’re doing it right.
Let’s Review
Feedback is . . .

- Willingness to express your concern honestly.

Your concern for another affects . . .

- Their safety, your safety and other employees’ safety.

Three steps to speaking up . . .
1. Ask
2. Get a Commitment
3. Follow up

PART 2: LISTEN UP PROGRAM
OBJECTIVES

Participants who complete this program will be able to . . .

- Identify their normal response to feedback.
- Apply two simple steps when responding to safety feedback:
  - Listen: Focus on the message.
  - Commit: Agree on a safer way.
Getting safety feedback means . . .

- What I’m doing is creating a danger to myself or someone else.
- Somebody cares enough about me to *Speak Up!*
- I need to *Listen Up!* and change what I’m doing.

**WHAT PREVENTS PEOPLE FROM RECEIVING MESSAGES?**
Feedback Response Styles

**Passive**
- Avoid conflict
- Resist — pacify
- Why did I bother?

**Assertive**
- Value conflict
- Open — discuss
- That was productive

**Aggressive**
- Escalate conflict
- Resist — defend/attack
- I’m scared of him/her!

**VIDEO REVIEW**

**Listen Up! Video**

- Spot the various feedback response styles.
- Look for the steps we should follow in receiving feedback.
Feedback response style of:
- Paul (rough terrain forklift)
- Josh (LO/TO)
- Carl (Grinder)

Two Steps of Receiving Feedback

**Listen**
- Focus on the message.
- Get to the facts.
- Ask questions if needed.

**Commit**
- Agree on a safer way.
- Make the commitment.
- Follow it up.
Our First Response is to *Listen*

**Listen**
- Focus on the message.
- Get to the facts.
- Ask questions if needed.

**Commit**
- Agree on a safer way.
- Make the commitment.
- Follow it up.

But it Wasn’t Presented Constructively

Get past your feelings — get to the facts about what’s being said.
Feedback Responsibility

The other person is only responsible to give us the feedback.

We are responsible for . . .

- Our own feelings
- How we choose to respond

Don’t Let Feelings Get in the Way

- It’s normal to feel like we’re being challenged when someone corrects our behavior.
- Feedback can sound and feel like criticism.
- Remember feedback really means someone cares enough about you (and about safety) to speak up!
Ask Questions
If you’re not clear on something, ask . . .
Explore . . . Don’t attack.

Commit to Work Safely

Listen
• Focus on the message.
• Get to the facts.
• Ask questions if needed.

Commit
• Agree on a safer way.
• Make the commitment.
• Follow it up.
Safety Feedback is Important

Some feedback you can ignore. But not when it’s about safety.

If someone cares enough to speak up and warn you, listen up.

Two Steps of Receiving Feedback

**Listen**

- Focus on the message.
- Get to the facts.
- Ask questions if needed.

**Commit**

- Agree on a safer way.
- Make the commitment.
- Follow it up.

ATTITUDES: Appreciation, Tolerance
LET’S REVIEW

Feedback is . . .
- Concern for your safety

Two Steps to Listening Up . . .
- Listen
- Commit

One Underlying Key . . .
- Attitude

Speak Up! / Listen Up!
for Construction
THANK YOU FOR YOUR TIME!

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