

Safety for Supervisors

1. Management Style

- a) Theory X Management Style
- b) Theory Y Management Style
- c) Old School versus New School

2. The Supervisors Role in Safety

- a) What Do Employees Expect?
- b) Communicating Every Day with Others
- c) Effective Listening
- d) Fifty Good Reasons to Become a Good Listener
- e) Giving and Receiving Directions

3. Managing Your Safety Program

- a) Safety Must be Managed as Effectively as Productivity, Quality Control, Attendance, etc.
- b) Giving Positive Feedback
- c) Principles of Recognition
- d) Positive Practices
- e) Counseling Method
- f) Disciplinary Method
- g) Supervisory Self-Analysis of Discipline
- h) Disciplining Employees – The Hot Stove Rule
- i) Providing Rewards and Recognition

4. Communicating with Your Manager

- a) Reasons for Communicating Upward
- b) Checklist for Insuring You Are Communicating Positively with Your Manager
- c) How to Effectively Manage Change
- d) Putting These Tools to Work

“The Industrial Commission hit this one out of the park. Great job!”

Your instructors were well prepared and interacted with our supervisors / lead people as if they had known them all their life. The mix of classroom, PowerPoint, handouts, videos, and role playing was exactly the correct mix to keep them involved with the class and drive home the importance of their position in creating a safe accident free workplace.

This class was the perfect balance of humorous anecdotes and serious safety management. The most important concept that our people grasped from this class was that an “Accident Free Workplace” is possible --- and for it to occur it takes them to grasp hold of their roles in the management of safety. Looking the other way is not an option.

I would highly recommend this class to any organization that wants to improve their supervisors’ performance in managing the safety of their employees.— *Steve Jenkins, CSP, REM EHS Manager Engineered Sintered Components-*

Our mission is to help employers reduce injury to employees through education and training, reduce pain and suffering, and reduce costs resulting from accidents in the workplaces of North Carolina.

Fee Schedule

\$50 per person plus service fee
(15 person minimum charge requirement)

**For more information, contact your area
NCIC Safety Consultant, [Mel Harmon](#)**



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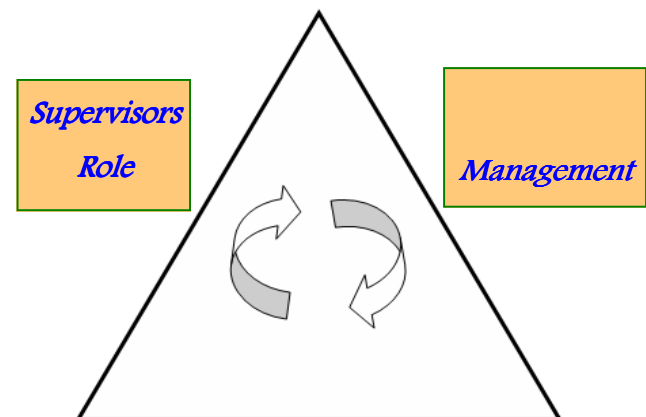
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www.ic.nc.gov/safety.html

The Series

Safety For Supervisors

4-Hour Course



Positive Practices

**North Carolina
Industrial Commission
Safety Education**

<http://www.ic.nc.gov/safety.html>

Counseling Method

Most employees want to do a good job. Can you even imagine an employee saying, ‘I’m no good. I want to fail.’ Some employees just need extra help. It’s human to make mistakes. In these cases, sit down with them privately, using the following steps:

1. Identify the Problem

“I want to talk to you about being late for work. This is unacceptable because ...”

2. Ask for the Employees View

“Please explain to me why this is happening.”

3. Seek the Employee’s Idea on how to Improve. Add Your Guidance...

Ask:

“What can you do to improve?”

“What else can you do?”

Add your ideas: “What if you try ...”

4. Agree on a Plan and Put it in Writing.

“So, the plan we discussed is...”

5. Establish a Follow-Up Review of Results

“Let’s discuss results next week. Same time, same place.”

This needs to be two-way communication. Conduct it in a positive way. Be constructive, not critical. Focus on the problem but do not threaten the employees self-esteem. Avoid judgmental comments like, “It’s stupid to do what you do,” or “You’re a poor employee because of this”.

Enhance Supervisors Effectiveness in SAFETY!

Communicating Positively with Your Manager

- Stay on top of things and be aware of what is going on in your area and around the company.
- Be proactive, not reactive – seek ways to continuously improve
- Be prepared with solutions to problems, rather than just bringing up problems.
- Write goals and plans and talk to your manager about them even if it isn’t requested.
- Meet with your manager weekly or monthly to discuss your progress.
- Keep your manager informed about problems or changes – NO SURPRISES!
- Follow through on commitments and timeliness. Stay organized to track these.
- Go out of your way to build positive bridges with other departments. Treat them as internal customers.
- Clarify priorities; focus on what’s most important.
- Take responsibility; don’t blame others. If there are obstacles outside your control, identify ways to minimize them.

Call Mel at
919-218-3374

Giving Positive Feedback

Feedback can be positive or negative and when used correctly and appropriately, both are acceptable means of managing employee performance. Clearly, it’s more pleasant to receive and give positive feedback. When done correctly, constructive negative feedback can help employees better understand what is expected of them and how their actions contribute to success - for themselves and for the organization.

It all begins with positive recognition and praise. Over 90% of employees want more recognition. Have you ever received too much recognition? There are some basic principles to keep in mind.

Principles of Recognition

Be Specific

“Thanks for wearing your ear plugs”

Relate as immediate as possible ...“Thanks for wearing your ear plugs today.”

Relate it to activity/result ...“Thanks for always setting a good example.”

Relate it to the person ...“Thanks for always setting a good example, Bill”

Be sincere and genuine ...“Again, thanks Bill. I really appreciate it”.

Give weekly recognition...“You’ve done a good job again this week.”

Praise progress...“Your ideas are getting better each week.”

Positive feedback can also take the form of rewards and recognition, but never assume the gesture takes the place of specific, personalized praise. Tell the employee why he or she is being rewarded and add your sincere thanks.

Positive Feedback Works!