

SPEAK UP!

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“Top 5 List”

Approach others when you see a co-worker:

1. Working at heights without fall protection.
2. Servicing and maintenance without lockout.
3. Working in a confined space without a permit.
4. Working with energized parts without PPE.
5. Operating mobile equipment without training.



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“It’s Not a Program”

Approaching Others is a MINDSET!

The mindset should motivate us to interact with people in a way that helps prevent injuries.

Make “Approaching Others” a natural part of your day because:

1. It means we care about others` safety!
2. It draws attention to unsafe conditions or behaviour.
3. It can help prevent mistakes.
4. It helps people focus on a task as a team.
5. It helps hold each other accountable.
6. It helps you use your knowledge to help others.



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“Responsibility”

We owe it to each other!

No matter what your role, approaching others about safety is one of your key responsibilities.

If a co-worker makes a suggestion to you about safety, you have a responsibility to listen attentively and take the information seriously.



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“Barriers”

What prevents us from Approaching Others?

Would you approach someone at risk if:

- They have more seniority than you.
- They work in a different area.
- They want take your advice. Why bother?
- The person is rude.
- It's the supervisor's job.
- It will slow down the work.

Discussion Questions:

- How would you feel if you didn't speak up and your co-worker had a serious injury?

Take Away

- Be willing to get out of your comfort zone to approach them in a way that shows concern for them.
- Barriers put people at risk. Overcome the barriers.



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“Feedback”

How do you give feedback?

Approach People without Judgement or Blame:

- Can I talk to you for a minute?
- I’m concerned about the way you’re doing that task.
- Could you take a moment and explain it to me?

Questions You Can Ask:

- Is there a safer way to do this task?
- How can you reduce the exposure when doing the task?
- Has anyone you know ever gotten injured performing this task?
- What is the worst accident that can happen?
- What can they do to prevent any incidents?

Take Away

- The right tone indicates you care about the person’s well-being. Most of us respond much better to someone who seems genuinely interested in our well-being as opposed to someone who threatens or only refers to the “rule book”.
- Remind people “I want you to go home safe to your family.”



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“Feedback”

How do you receive feedback?

What do we know?

- We can reduce injuries if we are willing to approach each other.
- We have to step out of our comfort zone to approach others.
- We also have to receive feedback with the right attitude.

How should you respond to feedback?

- Listen actively & take the feedback seriously.
- Assume they have your best interest at heart.
- Respond with respect.

Discussion Questions:

- How do you keep from getting defensive?
- How do you show you are listening? Why is it important?

Take Away

- Make an effort to listen actively and treat the person with respect. Remember: It takes two to speak the truth – one to speak and another to listen.



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“Resistance”

How do you deal with resistance?

Keep in Mind:

- If you do all of the right things, they still may resist.
- You don't know what people are going through – be patient.

How do you respond & minimize resistance?

- Concern rather than blame can minimize defensiveness.
- Expect resistance (we're human!) - continue to show respect.
- Don't take the resistance personally.
- Don't argue but try to understand.
- Reassure your co-worker that you care about their safety.

Discussion Questions:

- What will be most difficult about being met with resistance?
- What is important to remember when faced with resistance?

Take Away:

Stay calm, try to understand the resistance, and don't take things personally.



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“Fresh Eyes”

The value of an outside look?

Remember:

- Not everyone likes an outside opinion - that is natural.
- A repetitive task creates habits without thinking through actions.
- We minimize some of the risks inherent in our work.
- An outside person can spot a hazard that we are accustomed to.
- Respect the feedback and listen actively.

Discussion Questions:

- How would you respond if an outsider approached you?
- How comfortable are you approaching someone in another group?
- What will you do to minimize resistance?

Take Away:

- There is value in encouraging feedback from people who aren't completely familiar with our work. “Fresh eyes” can sometimes spot things that we need to address.



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“Difficult Situations”

What is the right way to handle it?

What would you do?

- You have just observed a person in an at-risk behavior.
- You have approached this person 3 times already.
- The person clearly is not changing their behavior.
- You are tempted to walk by because you don't believe that your feedback will have any impact.

- You see someone who trained you perform an at-risk behavior.
- They have 30 years more seniority than you have.
- You are uncomfortable approaching them.

- Someone in our work group is engaging in an at-risk behavior.
- You both know that you have done this same thing.
- You know what to do but you feel like a hypocrite.

Take Away:

- We have to commit to approaching others despite the obstacle.
- It takes an intentional focus to make a change. Show you care!



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“Approaching Leaders”

Will you speak up with your leader?

Consider This:

- Our leaders are committed to “lead by example”.
- No one is perfect; on occasion we may see a leader violating a safety procedure or being at-risk.
- We have an obligation to speak up to the leader.
- There is no repercussion for speaking up.
- Take the opportunity to “get out of your comfort zone” to provide the leader with feedback.

Discussion Questions:

- What would keep you from approaching a leader?
- What would increase your comfort level to speak up?

Take Away:

- Approaching others about safety applies at all levels of the organization. Speaking up to a leader is a positive action to keep us all safer.



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“New Employees”

How do you bring them on board?

Key Messages:

- We know our culture can influence new employee behaviors.
- New employees try to “fit in” with the existing culture.
- Not all new employees are comfortable speaking up.
- Their lack of seniority may also make them reluctant.
- We’re only as strong as our weakest link.
- Hearing clear expectations about the importance of approaching others and seeing co-workers approaching others goes a long way.

Discussion Questions:

- What kinds of things can we do to ensure that new employees feel comfortable approaching other?

Take Away

- We want to make sure that as new co-workers come on board, we continue to build this expertise and ensure it’s a standard part of the way we do work here.

