



WHAT WOULD YOU SAY?

Leader's Guide, Fact Sheet & Quiz

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes *before* the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

3316 WHAT WOULD YOU SAY? FACT SHEET

LENGTH: 15 MINUTES

PROGRAM SYNOPSIS:

What Would You Say? illustrates how to effectively communicate with our co-workers when we see them behaving unsafely. The video features two potentially hazardous workplace incidents in which workers confront co-workers about their unsafe behavior. In each incident, examples of poor communication are demonstrated. Effective communication techniques are then demonstrated that help correct the unsafe behavior.

What Would You Say? focuses on several key communication techniques when talking to a co-worker about a safety issue:

- Be positive;
- Show that you are concerned about their safety;
- Explain the consequences of the hazard or unsafe behavior;
- Be specific with your comments.

PROGRAM OBJECTIVES:

After watching the program, the participant will be able to explain the following:

- The importance of staying positive when talking to co-workers about safety issues;
- The significance of showing that you are concerned about the safety of co-workers;
- Why you should explain hazards and their specific consequences;
- Why you should be specific with your observations and suggestions.

INSTRUCTIONAL CONTENT:

INTRODUCTION

The video begins in a work setting where a man (Charlie) is standing on the very top of a ladder, reaching to make repairs on equipment above him. A co-worker (Jack) approaches Charlie and imagines him falling from his ladder. Jack thinks about saying something to him. But, concerned that Charlie would just get angry, Jack leaves without saying anything. Nearby, the supervisor (George) notices what has just happened. He hurries over to Charlie and tells him to get down from the ladder and get a taller one.

GEORGE TALKS TO JACK

George invites Jack into his office to talk about the incident with Charlie on the ladder. George questions why it was that Jack didn't say something to Charlie. George wonders what it is that keeps us from talking to our co-workers when we see their unsafe behavior. Usually, we're worried how the people will react to us. George then asks Jack what he *might* have said to Charlie. Then we flash back to see several ways Jack might have talked to Charlie – all wrong.

TALKING TO YOUR CO-WORKERS

George explains to Jack that there are several techniques to keep in mind when talking to a co-worker about safety.

- Stay positive
- Show you are concerned about their safety
- Be clear about the consequences of their behavior
- Be specific

JACK TALKS TO CHARLIE

Jack is given a "second chance" to talk to Charlie about his unsafe behavior. He uses the techniques George has explained to him and succeeds in getting Charlie to use a taller ladder.

SANDY AND TONY CONFRONTATION

Wrong Approach: Tony is at his messy workstation when Sandy approaches and sees a spill on the floor. She imagines herself slipping on the spill and angrily approaches Tony. She berates Tony about his messy work area and the spill nearby. She refers to his area as a “pig sty” and storms away, leaving both her and Tony angry.

Right Way: Sandy approaches Tony and keeps her emotions under control. She points out the hazardous spill and explains that someone could slip and get hurt. Even though Tony responds defensively, Sandy keeps her cool and offers to clean up the spill. Tony realizes it’s his responsibility, so he tells Sandy he will take care of it.

LARRY AND CHERYL CONFRONTATION

Wrong Approach: Larry is driving a loaded forklift through a warehouse at high speed and he isn’t using his horn when approaching corners. He races past Cheryl and she imagines a serious mishap resulting from Larry’s driving. She decides to confront Larry, but takes a very angry, negative approach. To make matters worse, she complains that Larry’s co-workers are talking about his driving behind his back. They both end up angry at each other and no safer than before.

Right Way: Given a “second chance”, Cheryl approaches Larry in a more even-tempered manner. She talks to him about the possible consequences of his driving and persistently asks Larry to be more careful. Larry eventually sees her point and agrees to slow down and use his horn.

CONCLUSION

Back in his office, George reviews the key points regarding talking to co-workers about safety issues.

- When talking to a co-worker, be prepared for them to be sensitive or defensive.
- Remember to stay positive and keep your emotions under control.
- Show that you are concerned about the safety of your co-workers.
- Make sure you explain the hazards and possible consequences.
- Be specific with your observations and suggestions.
- If someone comes to you with a safety issue or concern, try to keep your emotions under control, avoid becoming defensive and listen to what the person has to say.

WHAT WOULD YOU SAY?

ANSWERS TO THE REVIEW QUIZ

1. b

2. b

3. a

4. b

5. b

6. a

7. a

**WHAT WOULD YOU SAY?
REVIEW QUIZ**

Name _____ Date _____

The following questions are provided to determine how well you understand the information presented in this program.

1. When you see a co-worker's unsafe behavior, you shouldn't say anything to them unless you are their supervisor.
 - a. True
 - b. False

2. Joking is a good way to bring up concerns to a co-worker about their unsafe behavior.
 - a. True
 - b. False

3. Giving specific suggestions to a co-worker about changing their unsafe behavior is the recommended approach.
 - a. True
 - b. False

4. If someone approaches you with a safety suggestion, which of the following is the correct response?
 - a. Say as little as possible and hope they will go away
 - b. Control your emotions and listen to what they have to say
 - c. Show some anger and defend your behavior

5. When talking to a co-worker about their unsafe behavior, which of the following is the wrong approach?
 - a. Stay positive
 - b. Reveal that other people at work have been complaining about them
 - c. Demonstrate that you are concerned about their safety

6. Try to talk to a co-worker about their unsafe behavior as soon as possible, even though it may feel uncomfortable.
 - a. True
 - b. False

7. When talking to a co-worker about their unsafe behavior, be prepared for them to react defensively.
 - a. True
 - b. False