LEADING PEOPLE TO SAFETY

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Leading People To Safety

• Don’t Get Stuck in the Past
• Make Your Aim Execution
• Design your Safety and Asset Protection Platform as a Blueprint for Evolution
Don’t Get Stuck in the Past

• Think differently inside the box!
• Don’t be chained to historical rules of safety
• Safety Strategy needs to be Disruptive and Adaptive
• Long-term value is not created in straight lines
Execution - Getting It Done

• Safety and asset protection efforts *get real* when the aim is execution.

• Execution is about *exposing reality and acting on it!*

• Historical safety programs *have little to do* with the reality of execution.
Blueprint for Evolution

• Don’t paint yourself *into a corner*
• A place to “launch for *consistent interpretation*”
• Well-designed safety *platforms evolve and grow*
HOW CAN YOU ACHIEVE THIS?

• *Make it matter*
• *Make it simple*
• *Make it stick*
• *Make it Pay*
Make it Matter...
Make it Matter

• Engage entire organization – top to bottom
• Don’t just copy other safety programs
• Avoid Safety Roulette
• Create a sense of winning!

Don’t fall into the trap that safety doesn’t matter until it does!
MAKE IT MATTER ENGAGEMENT

• Share information freely
• Nothing is secretive when it comes to protecting people and your business
• Pull people in – you know, the actual people doing the work!
Make it Matter
Don’t Copy, Lead!

• Off-the-shelf programs *rarely work!*

• When you copy other safety programs *you skip understanding* how safety / asset protection should work for *YOUR* organization

• When you copy, you are always in the passive position, *you never lead.*
MAKE IT MATTER
AVOID SAFETY ROULETTE

• Safety is #1 – or is it profit? Your employees? Your Customers?
• Safety…
  – is customer service
  – is profitability
  – is a business priority
Make it Matter
Winning at Safety

• Winning is not the absence of failure; safety and asset protection is not the absence of injury or loss.
• Determine what winning looks like in safety and asset protection in your organization
• Create a sense of winning beyond zero injuries / loss
• Change people’s idea of what they can do as an individual, as a company, and their idea of themselves.

Tucker Safety Products • The Experts in Foodservice Protection
Make it Simple...
Make it Simple

• Integrated *(where it makes sense)*

• Put safety / asset protection platform *in operational terms*

• Get *rid* of things that don’t work

• Smart *design!*

Tucker Safety Products  •  *The Experts in Foodservice Protection*
A healthy and safe work environment must be incorporated into the fabric of daily operations.

- Safety / AP needs to join quality, productivity, customer focus and profitability as "the way business is done"

- Adopt a systematic/system-based approach to safety and asset protection

- Safety / AP Platform must reflect fundamental belief that keeping team members safe from injury is not negotiable.
MAKE IT SIMPLE
PUT IN OPERATIONAL TERMS

• The working environment is complex, dynamic and demanding; Your teams are making decisions constantly.

• Translate your Safety / AP platform into operational terms or it won’t get done!

“What one does easily, one does well.”
- Andrew Carnegie
Make it Simple
Get Rid of Things That Don’t Work

• What you *need* versus what you *want*
  – # of checklists
  – Content / Materials
  – Required forms / documentation
  – # of steps

• Keep it *simple* to achieve execution!

• Increase *effectiveness and knowledge* – not steps or SOPs.
MAKE IT SIMPLE
SMART DESIGN

• *Informed* decision making / *knowledge* of risks
• Build Safety / AP platform to be *relevant to* business and team members’ *desires and needs*.
• Every organization *is different*; A *one-size-fits-all* approach is simply *ineffective*.
• Do not lose sight of what your Safety / AP Platform will be like – *experientially, aesthetically, visually and functionally*.
Make it Stick...
Make it Stick

• Safety *Effort + Supportive Communication*
• Keep it *interesting!*
• Telling *isn’t training*
• *Habitual Safety*

The first requirement of effective communication is getting attention, the second is keeping it. [Made to Stick, Dan Heath]
MAKE IT STICK
SUPPORTIVE COMMUNICATION

• Both parties *enhanced* by the exchange
• People identify themselves as *part of the solution*, not the source of the problem
• Communicating knowledge *is a greater challenge* then possessing knowledge
• Take an *inclusive* approach
• Aim is *productive* dialogue / communication

Three types of conversations: everyone talks and nobody listens - one person talks and others listen - no one talks and everyone listens.
MAKE IT STICK
KEEP IT INTERESTING

• Interest *keeps* attention!

• Place an idea or thought at the front of a person’s mind by *making the concern active*.

• Common sense is the *enemy* of sticky messages
  – *People won’t obsess over remembering something they intuitively already get*

• Fire people up! *Engage them* – let them in.
Make it Stick
Telling Isn’t Training

• Telling is *not the same* as actually training

• Provide rationale – knowing *why I should learn about safety / AP* and valuing it increases the probability of real learning.

• Can’t just add water to your Safety / AP platform: Training is not only necessary, it *creates options*.

• Train to ensure safety practices and understanding of risks *stays with people* no matter where they go in the organization.
MAKE IT STICK
HABITUAL SAFETY

• It’s personal!
  – *Taking personal responsibility has a stronger impact on safety performance*

• Involve your team *in their own safety management*
  – *Best way to ensure rules / steps are ignored is to leave your team out of the process*

• We’re creatures of habit – fill the day with *positive safety habits* or negative ones creep in.
Make it Pay...
Make it Pay

• Invest in people and safety!
• Stop doing things that don’t work
• Get Trendy [data trendy]

What would it mean to your bottom line if you reduced safety-related / AP-related losses by 20%, 30%, 40% or more?
MAKE IT PAY
INVEST IN PEOPLE AND SAFETY

• Safety / AP impact the bottom line. Period.
• You can actually cut costs by investing in people and safety!
• Are you investing in Safety / AP or just spending money?
• Safety / AP cannot be separated from productivity and cost.

It’s not only the right thing to do, it’s the profitable thing to do.
MAKE IT PAY
PAY YOURSELF FIRST!

• Taking risks is a business necessity; but taking risks with the safety and health of your team is not worth the gamble.
• Injuries are preventable; for every dollar spent on prevention, you can expect up to six times ROI (OSHA)
• Direct correlation between a company’s performance in safety and its productivity and profits.
• Safety / AP platform promotes positive brand image and helps retain talent.
MAKE IT PAY
GET TRENDDY!

• Simply observing and correcting is a Band-Aid solution that won’t address root causes.
• Dedicated smart analysis can be like looking into your Safety / AP crystal ball.
• Use data trends to determine where you are today, where you want to be, and how you will get there.
  – Key: data to insights, but more importantly – insights to action!
• Communicating safety / AP data and insights is just as important as collecting it!
Show Real Caring…

- Connect
- Appreciate
- Respect
- Everyone
C.A.R.E. BECAUSE IT IS THE RIGHT THING TO DO

• There is a link between “satisfied workers” and satisfied customers:
  – *They are not mutually exclusive*

• The customer experience will never exceed that of the employee experience.

• If you disregard the *importance of connecting* with your teams, you lose the benefit of a dedicated, long-term team.

• *Higher engagement ➔ More Focus ➔ Fewer Mistakes ➔ Better Safety Outcomes*

  “...in one company, engaged employees were five times less likely to have a safety incident and seven times less likely to have a safety incident involving lost time.

--- SHRM Foundation
Thank You!