Speak Up! / Listen Up!

Speak Up Listen Up Program Objectives

At the end of the training, participants will be able to:

1. Demonstrate positive approaches to safety contacts
2. Identify personal strengths and weaknesses with your communication style
3. Practice the questioning approach in order to:
   - *Speak Up!*
     * Improve personal workgroup safety cultures by giving corrective feedback
   - *Listen Up!*
     * Improve personal workgroup safety cultures by receiving corrective feedback
Participants who complete the Speak Up 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.

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A Communication Approach to Coaching

![Diagram](Speak Up to Listen Up)
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.
- Let review the “Personal Assessment: Giving Feedback” section of the handout.

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

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!

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.
CONCLUSION.

- Why is it important for employees to Speak Up and Listen Up?
- Why is it important to recognize employees for doing so?
- How can you develop a mindset through which leaders recognize employees for interacting positively about safety?
- Action Plan, Next steps: How do we sustain SULU in our workplaces?