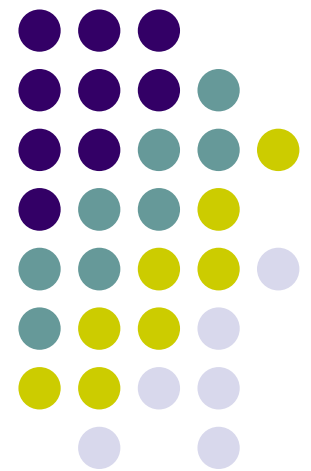


Presenting Safety and Health Information to Employees

Nicole Eisenrich
Harleysville Insurance

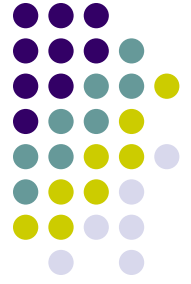


Who here loves meetings?



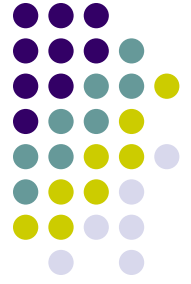
- Why?
- Ever been to a “bad meeting”?
- What makes or breaks the meeting?

Objectives:

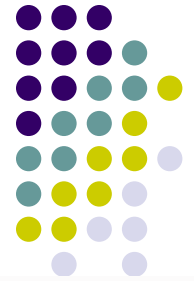


- Understand the purpose of toolbox talks
- How to deliver a relevant topic
 - Toolbox Talks 101
- How to read the audience
 - Body Language 101
- Phrases to avoid and why
- Interactive demonstrations

Purpose of toolbox talks

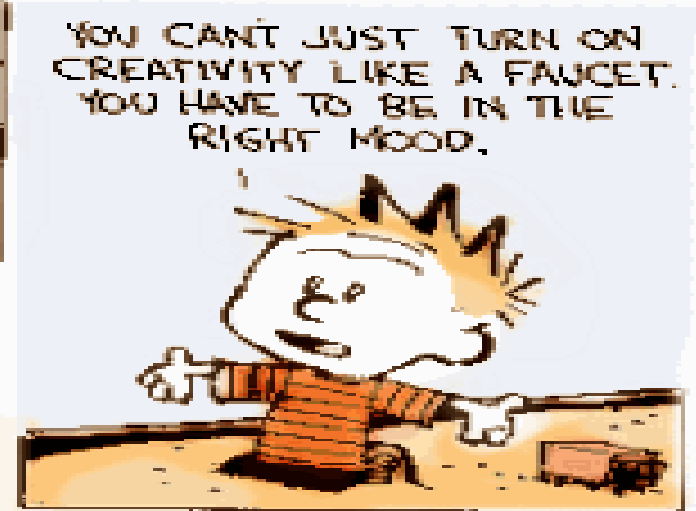


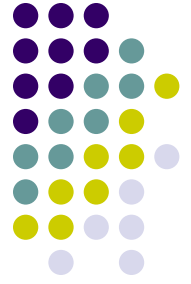
- Prevent workplace injuries
- Studies have shown that frequent training sessions can push accident rates down by 50-70 percent



Toolbox Talks 101

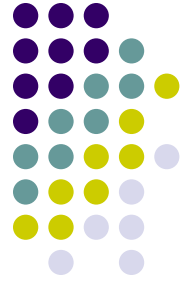
- Prepare





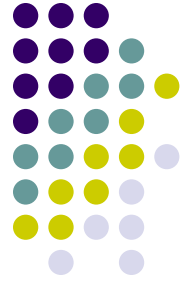
Toolbox Talks 101

- Start the “talk” on time and end it on time
 - Do not wait for late employees
- Take attendance
 - Make employees accountable for the information
- Keep the information straight forward and simple



Toolbox Talks 101

- Encourage questions
 - Draw from others experiences
- Stick to the agenda
 - This is not a time for complaints
- Involve the employees
 - Have them lead a meeting or develop a topic

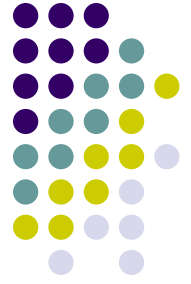


Toolbox Talks 101

- ALWAYS treat your listeners with respect

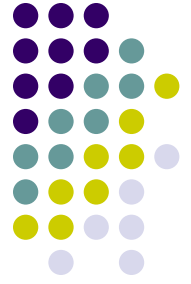


Toolbox Talks 101



- “Talks” should not be held just because they are required.
 - Without the supervisors enthusiasm and support, this could be a subject of ridicule
 - Lose the intended positive effect

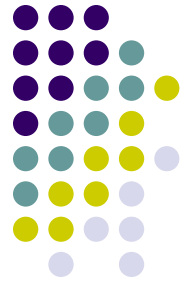
Presenting the Relevant Topic



- Introduction
 - Make the audience want to listen
 - Greeting
 - Praising comment

Keep in mind that you are **informing** the employees about safety

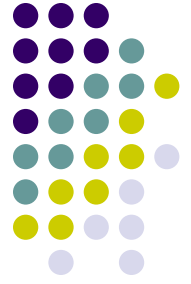
Presenting the Relevant Topic



- Now that you have their attention:
 - State the topic
 - State the expectations or objectives
 - Highlight key points and repeat them

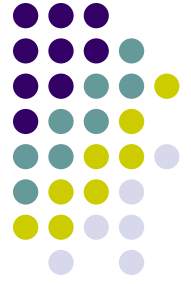


Presenting the Relevant Topic



- Have props when possible
 - Ask for volunteers to demonstrate
- Ask questions throughout
 - Engage the employees
- Summarize the key points
 - Conclude toolbox talk

Body Language 101



- Attentive body language
- Bored body language
- More...

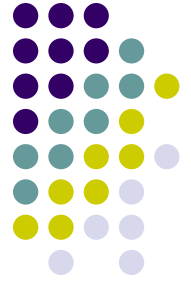
Body Language 101



- Parts-of-the-body language
 - Torso
 - Face
 - Arms
 - More...



Words and phrases to avoid

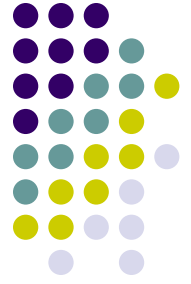


- Seriously
- Honestly
- Uhm
- Ahh
- Dude, come on, etc.

And we should, at all costs, avoid swearing!



Any questions before we move on?



Demonstrations

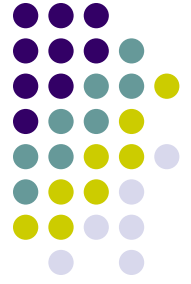




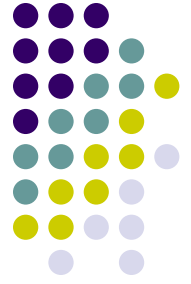
References

- http://changingminds.org/techniques/body/body_language.htm
- http://www.precast.org/publications/mc/2006_mayjune/communicating_safety.htm
- <http://www.cdc.gov/eLCOSH/docs/d0600/d000657/guide6.html>

Questions?



- Comments
- Concerns



Thank You!

- “I've got plenty of common sense.... I just choose to ignore it.”
- Calvin and Hobbes

