

# The Safety Coach



May 2007  
Volume 1 Issue 8

For the past 8 years, Craig Safety Inc. has been recognized as the industry leader in providing safety training for our clients.

In 2004, we introduced Workhorse 1™, today we have released version 2.5 of this powerful web-based compliance management tool.

**WORKHORSE 1™**  
Version 2.5

Web-based compliance tool

- Easy to use
- Multi-user
- Report generation

**WORKHORSE 1™**



**Upcoming Webinars**

**How to Implement a Successful Safety**

## Safety Meeting Success Overcoming 7 Common Problems



There is probably no such thing as a bad safety meeting. Any time people get together to talk about how to work safely, something good has to come out of it. But some safety meetings are certainly better than others. Here is a brief guide to help you avoid common safety meeting problems.

### 1. The Latecomers

**Problem:** Latecomers keep everyone waiting for the start of the meeting. Or they disrupt a meeting already underway.

**Solution:** Set a firm start time for your meeting. And enforce it. Start the meeting promptly at the designated time. Tell latecomers that you'll fill them in on what they missed *after* class.

### 2. The Department of Redundancy Department

**Problem:** Each meeting is exactly like the one before it, and the one before that one, and so on and so on.

**Solution:** Repeating the material may be necessary for learning. But there's a fine line between repetition and echoing. You can make the same points but present them in a variety of ways. Spice things up a bit. Change your approach, change your lesson plan, change your activity, change your tone of voice. Even change your speaker by inviting a guest speaker from time to time.

### 3. The Scene Stealing Gimmick

**Problems:** Trainers often use gimmicks such as skits, role-playing and other dramatic devices to spice up their presentation. This is something that should be encouraged. But don't let the gimmick steal the scene.

**Solution:** Make sure that whatever gimmicks you use supplement but don't *become* the message. Keep the focus on communicating the safety information. If a visual aid or prop is stealing the attention, say "this isn't working" and take back control of the meeting.

### 4. The Gripe Fest

**Problem:** The safety meeting turns into a complaint session in which participants air their grievances about everything from lack of parking spaces to holiday staffing arrangements.

## Culture

[May 9, 2007](#)  
1:30-2:30 CST

[May 23, 2007](#)  
1:30-2:30 CST

### How to Manage Your Driver Files With Ease

[May 16, 2007](#)  
1:30-2:30 CST

### Safety Incentives: "What rewards work best?"

[June 13, 2007](#)  
1:30-2:30 CST

[June 27, 2007](#)  
1:30-2:30 CST

*Let us Introduce our in-house staff*

**Brenda Craig**  
President Craig Safety

**Mike Downie**  
President Summit Safety Group

**Linda Wiedner**  
Administrative Assistant

**Christina McConnell**  
Marketing Manager

**Michael Harry**  
Information Technology

**John Mundwiller**  
Safety Consultant  
specializing in EPA services.

**Solution:** Although safety sessions should be interactive, they should remain strictly about safety. Don't let irrelevant concerns elbow out the safety message. There's a time and place to discuss other matters. But it's not at your safety meeting. So if somebody raises a non-safety matter, cut off the conversation and bring the discussion back to safety, where it belongs.

## 5. The Hecklers

**Problem:** There may be people in the room who crack jokes or make harassing comments during your presentation.

**Solution:** Dealing with hecklers isn't easy. Don't get defensive; just smile and keep going. If possible, try to spin the heckler's comments to make them relevant to the point you're trying to make. If the heckling persists, you can turn the tables on the heckler by assigning him or her to conduct the next meeting.

## 6. The Chatters

**Problem:** It's not uncommon for individuals to conduct private conversations with each other during a safety presentation.

**Solution:** There are two ways to approach this problem. If you are moving about while giving your presentation, walk over to the chatters. Often, just by standing by them will be enough to quiet their conversation. Another technique is to draw the chatters in by asking them for their thoughts on the topic. You'll score more points if you can remain polite rather than snappish. But you do need to be firm and keep control over the meeting.

## 7. Inappropriate Remarks

**Problem:** Sad to say, the world is full of bigots. Sooner or later, one of them might attend one of your meetings and make an ethnic, sexist, religious, racial or otherwise inappropriate slur.

**Solution:** Put a stop to this kind of talk immediately. Don't do anything that even remotely suggests approval. For instance, don't smile at a sexist joke even if it draws a big laugh from the participants. There is absolutely no place for this behavior - in a safety meeting or anywhere else within your organization.

# How to Implement a Successful Safety Culture

With a properly structured safety awareness program you can protect against accidents, decrease lost-time (days away), and expect to be rewarded with lower disability costs, satisfied workers, and, ultimately, higher productivity - all without encouraging non-

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**Jeff Philpot**  
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reporting of accidents! Whether you have an excellent safety program or you want to make improvements to an existing program...you will get excellent information and insight from this **webinar presented by Global Recruiters of Lawrence President Kevin Craig.**

This **60-minute webinar** will answer the many critical questions surrounding this issue, including:

- How do I create and keep awareness?
- How to prevent mishaps?
- What is accident tracking?
- What proper equipment is mandated?
- What is a trend analysis?



**You will also learn:**

- The difference between an incident vs. an accident
- Safety Rules and Regulations
- How to Hold an Effective Meeting

**Wednesday, May 9, 2007**  
**1:30-2:30 CST**



**Wednesday, May 23, 2007**  
**1:30-2:30 CST**



Feature Product

**Spanish ToolBox Talks**



**\$139.95**

This set of safety meetings cover workplace **safety topics in Spanish and English**. You can use these topics for ongoing training, refresher training, or pre-shift overviews. Pick the topics your employees need immediate training on. This manual also **includes instructions on how to conduct a safety meeting**. Also included is a **sign in sheet** so you can keep track of who attended which topics- this can be used for training documentation. With ready to use safety topics, **you will save hours of planning and preparation**

[Order Spanish/English ToolBox Talks](#)



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*Open 24 Hours a Day!*

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### Did You Know?

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- 1) automatic invoicing
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## **Questions, Comments?**

We invite you to share your comments on this and every month's edition of *The Safety Coach*. E-mail Christina McConnell at [cmcconnell@craigsafety.com](mailto:cmcconnell@craigsafety.com) your opinions, experiences, or suggestions on future article topics. We will not disclose any information we gather about you to any third party.