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What My Boss Is Interested In I Find Fascinating!

Article by Alan Quilley CRSP

I'm often asked to help companies improve the safety results they are achieving from their efforts. I always find it interesting to see what they are currently doing to “create safety.” I've long abandoned the focus on prevention and taken the more positive approach that people working safely don't really need to prevent anything.

To that end it's important for organizations to re-enforce the classic ideas that they no doubt are already using within their organizations to create production. Let's take a look at a few:

“What My Boss Is Interested In... How Do they Know What That Is”

Most organizations work hard at letting their employees and customers know what they are interested in. These “interests” are often described in detail on the company website as “Mission, Vision, Values” statements and the “About Us” tabs. If you look you'll see statements of “intention.” These statements of intent are basically how we want the organization to operate and what we want to accomplish through our efforts. To be successful, companies need to expand the message of how they want their company to be into daily communications and demonstrated actions from the organization's leaders. If they aren't supporting their intentions with actions, their intentions are only as good as a poster on the wall.

“What you do speaks so loudly I can't hear what you say” – Ralph Waldo Emerson

This turning intention into action is going to require planned and regular communication of clear messages about what is important to “the boss.” When our leaders take the time to ask us questions it is clearly communicated that the questions are something the boss is interested in...or why would they be asking the questions? In most organizations these questions focus on “How much is that going to cost?” and “When will that be done?” Both REALLY great questions and clearly communicating that Time and Money are important to the leaders.

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“I Am Fascinated In...What Gets Measured Gets Done”

Asking questions is the first part of the formula. The second part is ensuring that the information is gathered, analyzed and acted upon. Reaction to the answers also communicates the importance of the subject to the leader. There are many ways to communicate the outcomes of these questions. Typically we gather statistical evidence of our activities (meetings held, inspections done, customer surveys completed) and the outcomes of those activities (customer satisfaction results, issues resolved, actions completed).

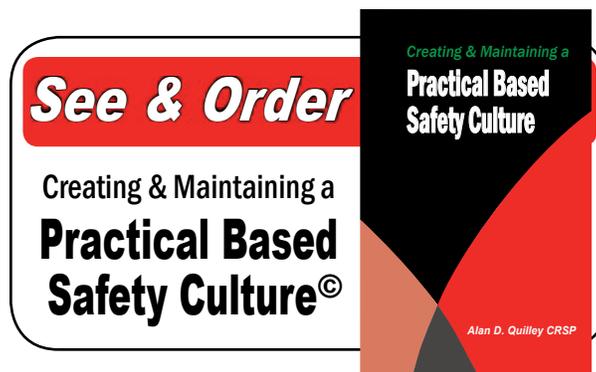
“What Gets Rewarded Gets Results”

This requires a detailed communication of what is expected of your corporation’s leaders from the CEO to the employees. In Safety Excellent Cultures, “everyone” becomes a leader. Then a system of measurements of the successful completion of those assigned responsibilities and tasks needs to be developed and implemented. The old assignment of “don’t get hurt” becomes “create safety.” The expectation is that everyone is working together to create safety and it’s no longer delivered to people like a pizza that they didn’t order!

A measurable and “nested” Accountability & Measurement System needs to be developed and implemented. The key to safety excellence is in the activities people do. Many of the activities typically associated with safety management are probably already identified implemented in your company. What needs to happen to improve your results is that everyone’s “boss” has to show interest in the completion of those measurable tasks.

Simple questions can become part of the daily conversation and should be asked and answered by everyone in the organization (Including the CEO):

- 1) What did you do today to make safety happen on your worksite?
- 2) What did the people who work with you do to make safety happen today at your worksite?
- 3) How do you know that they did these activities?
- 4) What happened to them because they did the work to create safety?
- 5) What happened to them because they did the safety work?



CSSE Calgary Chapter Incident Investigation Workshop

Alan is presenting the following:

“Supercharge Your Incident Investigation Skills”

April 5 - Calgary

For more details, please visit their [site](#).

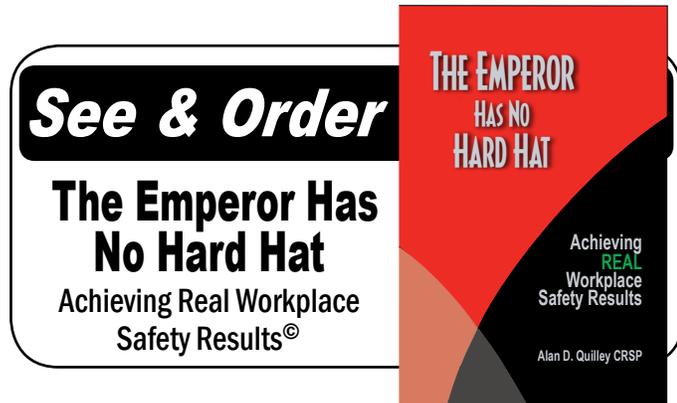
Seats are limited!

On The Net

New from the University of Alberta!

The U of A is launching a new OH&S Diploma program.

More information is found [here](#).



Another Way That We Help CRSP Candidates!

Alan created a website to further assist you in your studies. He also posted, for your FREE download, 90 questions (in two series of 45 questions). This could cost over \$80.00 on a competitor's site! The practice Q & A are based on the 2015 CRSP Blueprint.

Stay tuned for even more questions and study tips at:

[Safety Results CRSP Exam Preparation Site](#)

You'll find the practice questions and answers at the following links:

[Safety Results CRSP Practice Questions - Series 1](#)

[Safety Results CRSP Practice Questions - Series 2](#)

Compliments for our CRSP Exam Prep Workshops

"The Safety Results Ltd. CRSP preparation course and materials helped me immensely to prepare for the exam. It drew attention to the areas which I needed to focus on, allowing me to utilize my study time in the most effective manner".

"Alan Quilley is a great instructor, as he presents information in a way that keeps participants engaged while reviewing a large amount of material".

"I am proud to say that I just received confirmation that I passed the exam, which is due in part to the course. Thank you Alan!"

"Thanks so much Alan and Marie, your workshop was worth every penny! I'm SO happy I have this CRSP monkey off my back and I'm proud to be joining a group of such highly sought-after professionals".

Thank you all for your fantastic comments - we really appreciate receiving testimonials such as these!

Congratulations again!

CSSE Edmonton Chapter CRSPEX Study Group Sessions

The Edmonton CSSE Chapter 2018 Study Group Sessions have been set for the following dates:

CRSP Study Group - Spring 2018 Session - April 25 to June 2

CRSP Study Group - Fall 2018 Session - September 5 to October 13

Registration for the study groups open two to three weeks prior to the start date. For additional information about the course, please contact Trevor Johnson at tjohnson@systemera.ca



CRSP EXAMINATION PREPARATION WORKSHOPS 2018

Sherwood Park	April 13 - 15
Calgary	April 18 - 20
Sherwood Park	July 13 - 15
Calgary	August 15 - 17
Sherwood Park	September 21 - 23
Sherwood Park	November 28 - November 30

Our intense 3 day CRSP Examination Preparation Workshop fee is \$999.00 + GST. Here's why we think we can help and why it's important to research fully when you are researching CRSP Examination Preparation Workshop providers and instructors.

Our Workshop includes the following:

- Material updated to the current BCRSP Blueprint
- Our Manual and Workbook (\$600.00 value)
- Our CRSP Exam Prep Multiple Choice/Quick Answer FlashCards (\$105.00 value)
- Our Handbook which contains additional practice questions and answers (Handbook is available *only* to participants at the workshop)
- Material is contained in a coveted Safety Results canvas attaché bag which includes pen, highlighter, calculator, notebook for notes and Post-its.
- Lunches and refreshment breaks
- Special offer – We are the *only* workshop provider that has a special offer for participants of our Workshop: If you write the CRSPEX and are unsuccessful, you may attend another sponsored Safety Results Ltd. CRSP Examination Preparation Workshop for a nominal fee. The workshop must be taken within one year of your first workshop with us and further conditions apply - please check with us for more details. If you see other providers with this same offer, it will be because we did it first.

When broken down, the value added features of our Workshops cannot be beat.

What makes us different? No boring lectures here! Alan Quilley CRSP, our dynamic instructor engages participants, truly demonstrating that you can enjoy learning. Sifting through mountains of paper presented in an illogical manner isn't efficient, nor is sitting in a classroom answering hundreds of practice questions. How do we know? Because our students have told us.

Why not learn from an industry leader who actually works with companies, helping them create their Health and Safety programs? With decades of practical experience, highly experienced in Adult Education and the knowledge to help you focus your studies to make your examination writing positive and successful, why look elsewhere? Our business was created and has centered around educating adults in OH&S topics

We don't just teach it, we live it.

Our course format is often imitated but never surpassed. Don't be fooled by cheaper imitations of our workshop process and content. Safety Results Workshops are the gold standard of preparation workshops!

For more details and to register, please visit our [CRSP Workshops](#) page. *Please note that if you have registered for a workshop, but not paid for your spot, we are not holding a seat for you.*

And remember that if you are unable to attend one of our Workshops, you can purchase the very same Manual, Workbook, Multiple Choice/Quick Answer and Long Answer FlashCards that our students receive in our Workshops. Visit our [CRSP Exam Prep Materials](#) page for more details!