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Engaging the Workforce

Article by Alan D Quilley CRSP

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In my last article, I discussed the art of workplace-safety management by suggesting that the human side of the challenge of creating safety is more than just wishing that it happens through our safety commitments. We need to create it through our activities.

For those activities to be effective, they must include the very people who are affected by the safety process. It requires real engagement. Let us examine how we can get everyone from the “C” suite through the middle-management team to the line supervisors and frontline workers to engage in creating safety at work.

To bring about engagement, we need to be clear on what we are trying to accomplish. A 2004 paper, *The Drivers of Employee Engagement* by the Institute for Employment Studies in the United Kingdom, defines employee engagement as a positive attitude held by an employee toward the organization and its values.

An engaged employee is aware of the business context and works with colleagues to improve performance for the benefit of the organization. The organization must develop and nurture engagement, which is a two-way relationship between an employer and employee.

I would suggest that this actually falls short of what engagement needs to be, which has to actively involve everyone in an organization. Only thinking about and being committed to safety means nothing unless people execute the activities that create safety. Everyone from the chief executive officer to the hourly waged worker needs to examine why they should make their workplaces safe. It has been my experience that for a person to be involved in an organization’s goals, the individual must personally want to make a personal commitment. The real reasons for wanting safety at work is not for the government or the company; it is for the well-being of ourselves, our family and friends. The second step is to educate everyone on how safety is created by our individual and collective efforts. Safety does not happen by magic; it is created by people who diligently commit to doing those activities that create a physically safe workplace and promote an engaged and motivated management team and workforce.

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Knowing how risks can arise and having a hierarchy of controls that mitigate risks is fundamental to engaging people in making workplaces safe and healthy. It also takes time to train everyone so that they can use their skills to bring about safety collectively.

In most organizations, the decision-making process is well understood; staff know what they need to do to get decisions made. We also know what is important by what is being discussed and measured.

Nesting safety activities requires the establishment of clearly stated goals and measures focused on activities that contribute to job safety. Leaders need to ask about progress on those activities, give feedback and provide coaching to ensure the activities are completed.

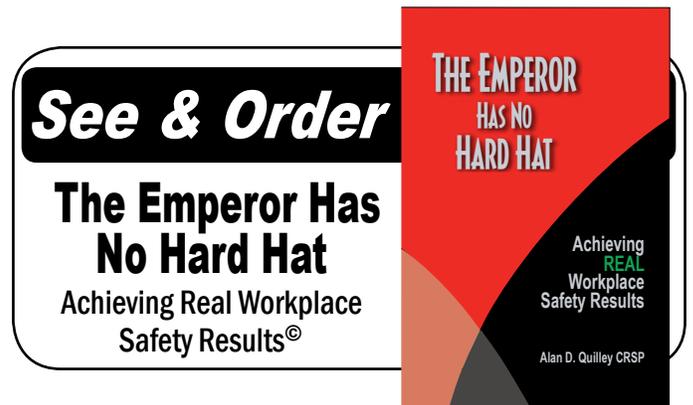
“What gets measured gets done; what gets rewarded gets results” is particularly true of senior leaders. Staff must be assessed not only on their results, but the measurable activities they did to make those results a reality.

Getting better requires feedback. If we hope to support our employees, we need to ensure that they understand how they are doing in their efforts to reach our collective goals. Engaging employees, regardless of their position in an organization, is critical to safety excellence. The classic “Plan-Do-Check-Act” (PDCA) continuous improvement model can now be put into play. The PDCA model leverages on the enormous power of an entire organization working to find and resolve safety concerns and maximize opportunities.

Those who leave behind the old model of “the few controlling the many” will never go back to that model once they have truly engaged their organization from top to bottom. Leading from the base of an organization utilizes the tremendous power of ideas and innovations from the floor.

Through coaching, mentoring and supporting, leaders in an organization can learn from employees who are at the business end of the shovel. Facilitating bottom-up leadership will produce unimagined positive results for those who are brave enough to implement the process.

It has often been said that safety management is a people problem. I would suggest that it is an “every employee opportunity” for those who take the time and effort to make it a reality.



On The Net

From Human Factors and Ergonomics Society:
[For those of you who fly a lot](#)

From COS Magazine:
[CSA standard for cannabis impairment coming next year](#)

From the BCRSP Newsroom:
[20 OHS Practitioners Awarded New Canadian Registered Safety Technician \(CRST\) Certification](#)

From the BCRSP Newsroom:
[In My Own Words - Alan Quilley, CRSP](#)

CRST Examination Preparation Workshops and Study Material

This is important. When the BCRSP introduced the new designation/Blueprint, we carefully designed our Study Material to match the specified domains and competencies. We've already heard from others that have studied from other providers' CRSP material and were NOT successful. Using study material for the wrong exam is a bad idea... ensure you have the material for the RIGHT exam.

We held a successful first CRST Examination Preparation Workshop in May. Our next CRST Examination Preparation Workshop is taking place November 15 - 17, 2019.

We also offer the same material our students receive in our Workshops for sale on our website. Currently, we offer a CRST Examination Preparation Manual and Workbook. For more information, please visit this [page](#).

Compliments for our CRST Examination Preparation Workshop and Study Material

"Thank you Alan for the amazing prep class! Feel so much more confident about going to write the exam in August!"

"It was extra challenging without (the) BCRSP study guides... (Note: the BCRSP has not created Study Guides for this designation)

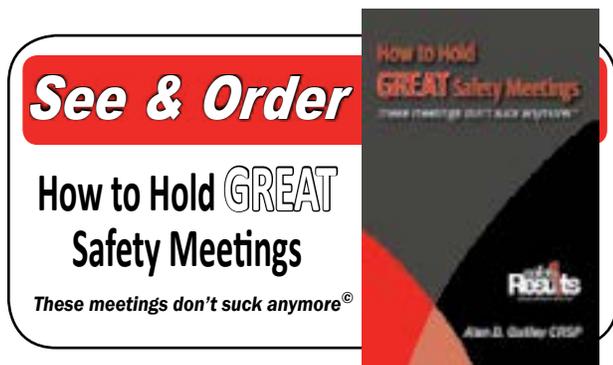
I am grateful to Safety Results for creating the CRST study materials, manual and practice exams alike. The manual guided my studying and the practice exams helped me to find my knowledge gaps and where I needed to study more. I focused my studying on what was in the manual, and it paid off as I have received confirmation that I successfully passed the exam. I am very pleased and proud. Thanks!"

Compliments for our CRSP Examination Preparation Workshops

"I passed my exam! I attended the course and used all the materials provided. This absolutely assisted me in passed the hardest test I have ever written. Thank you again for helping me by answering questions I had - even months after the course! I will not hesitate to recommend your prep course for anyone wanting to write the exam."

"Hey Alan, I just wanted to let you know that I passed my CRSP exam! I only used your texts and practice quizzes. Thanks for all of your help!"

"Happy to tell you that I passed the exam. I enjoyed the course and it definitely helped my studying. Thanks to both you and AI!"



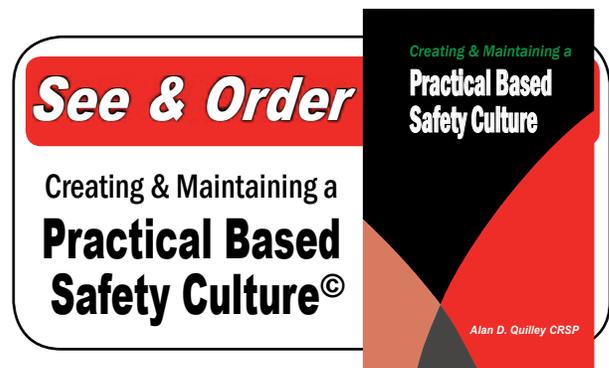
Compliments for our CRSP Examination Preparation Study Material

We received this wonderful testimonial from one of our international clients.

"A very good morning, I hope this email finds you in the best of health. I am glad to inform you that I have passed the CRSPEX in June 2018 session. It took some time for BCRSP Post/Results to reach my home in Pakistan. I want to thank you for the extended support in providing the Study Books. Moreover, please thank Alan on my behalf for developing a wonderful CRSPEX preparatory material. Also update him that I keenly follow all his updates/ tips on LinkedIn. I am just sharing my experience, to motivate other prospective CRSPs that Alan Teach/ Coach: 'All it took me was 90 Hours of Self Study, my Professional Experience, knowledge from CSP (USA) Exam and Alan's CRSP Preparatory Material to clear CRSPEX in the first attempt' Once again I am very thankful to you and Alan."

Thank you!

Congratulations and thank you all for your wonderful comments! We really enjoy receiving testimonials such as these!



CRSP EXAMINATION PREPARATION WORKSHOPS

Sherwood Park	July 19 - 21, 2019	9 seats left
Sherwood Park	September 20 - 22, 2019	
Sherwood Park	November 1 - 3, 2019	

Stay tuned for our Calgary Workshop dates!

Our intense 3 day CRSP Examination Preparation Workshop fee is \$999.00 + GST. Here's why we know we can help and why you should thoroughly investigate before choosing your CRSP Examination Preparation Workshop and product provider.

Our Workshop price includes the following:

- Study material continuously updated to the current 2015 BCRSP Exam Blueprint
- Our Manual, Workbook, Series 1 & 2 Multiple Choice and Long Answer FlashCards (\$910.00 value)
- Our Handbook that contains more practice questions and answers (Handbook is available *only* to participants at the workshop)
- Material is enclosed 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 were the first workshop provider with a special offer for participants of our Workshop: If you challenge the CRSP exam and are unsuccessful, you may attend another sponsored Safety Results Ltd. CRSP Examination Preparation Workshop for a nominal fee. (Workshop must be based on the 2015 BCRSP Blueprint - further conditions apply - please inquire for details).

When broken down, the value-added features, the quality of our material and our instructor cannot be beat. We've been doing this for a long time and we're extremely proud of what we offer.

What makes us different?

- If you learn better by sifting through mountains of paper presented in a random and an illogical manner, this is not the Workshop for you.
- If you learn better by sitting and answering hundreds of practice exam questions without quality direction, this is not the Workshop for you.
- If you learn better by reviewing regurgitated copies of the BCRSP's Study Guides (that you've already paid for!), this is not the Workshop for you.

How do we know all this? Students who have taken other providers' Workshops have told us. Ours always wins, hands down, every time.

"It's really important to know who is trying to teach you something". - Alan D Quilley CRSP

Learn from Alan Quilley CRSP, our engaging, dynamic instructor and who teaches you how to study, truly demonstrating that you can enjoy learning. He's a **proven industry leader in safety**, a working CRSP who not only consults, but trains within North America and internationally. He actively works with companies, helping them create their Health and Safety programs. He doesn't just teach it, he lives it. With his decades of practical experience in OH&S, highly qualified in adult education and the techniques to help you focus your studies, why look elsewhere?

Our course format is often imitated but never surpassed. Don't get taken in by cheap imitations of our process, format and content.

For more details and to register, please visit our [CRSP Workshops](#) page.

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!