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### **Open Letter to CEOs and Their Management Teams about Safety Excellence Part 2**

#### **Article by Alan Quilley CRSP**

My last Open Letter to CEOs and Their Management Teams About Safety Excellence (September 2017 Newsletter) was one of my most popular and most shared posts. So I thought I'd expand a bit on proven "activities" your Management Teams can undertake to actually manage Safety Excellence. Here's how you do it:

#### **1) Change Your Language**

Leaders lead, followers follow and humans tend to try to accomplish what they are asked to accomplish. So if you want safe production of your corporation's goods and services, it starts with asking for it! The way to do this is to change your leadership team's language. During our day as leaders, it's necessary to ask a few common and repeated questions. From the CEO to the shop floor we tend to ask these two important questions:

- a) How much will it cost to get that accomplished?
- b) How long will it take to accomplish?

In asking both of those questions (my guess is you asked that many times in the past week... maybe even several times TODAY) you are indicating to the people in your corporation that time and money is important to you. GREAT, it should be. It is why you are there. To be effective and efficient. That being said, here's a better way to ask those two questions to add a safe production focus to the assignments:

- a) How much will it cost to get that "safely" accomplished?
- b) How long will it take to safely accomplish?

Seems simple enough. Try it, you'll like the outcome but only if you do the next two steps consistently...

## 2) Show sincere Interest In Their Answers

Now that we've indicated that safe production is what you're interested in, it will be a total waste of your time and theirs if you don't follow up. When they answer your two questions... ask follow-up questions like:

- a) What are we going to do to make it safe?
- b) Is there anything I can do to help that happen?

## 3) Boss! We got it done!

OK now the final step in really impacting what your people do to make your corporation's work safe! Provide some follow up and consequences when they tell you the work is done safely. Here are a few suggestions!

- a) Great news on the project's progress. I'm really interested in how we managed the safety of the process. Can you tell me how you were involved and if anyone should be thanked for going out of their way to make the project safe?
- b) Have you got any ideas how we can improve our safe production of the next project?

I can assure you that if you haven't had these conversations in your corporation on a consistent basis, starting to will have a huge impact. Your management team will start to volunteer the answers to your "safe production" questions before you even ask them. Why? Because you have demonstrated your true interest in safe production! It's not magic... it's called leadership!

By the way... STOP saying Safety is #1! Safe Production should be the focus! Don't put safety and production into competition. They MUST happen at the same time!

## On the Web

Noise in the Canadian Workplace Infographic

One of the most common health hazards in the workplace, noise can have serious impacts on our health, safety, and well-being. Noise can be annoying and disruptive, risk our safety if signals, speech and machinery can't be heard, and even permanently damage our hearing.

Share this [infographic](#) which outlines what the law says and ways in which workplaces can be proactive about preventing hearing loss.



## Compliments for our CRSP Exam Prep Workshops

*"Just wanted to let you know I received my results from the June writing and I passed. This was my first time writing and I don't believe I would have passed without taking your course. The money it cost me to fly out to Alberta was money well spent, although I didn't feel great walking out of the exam I did pass it on the first try. Thank you!"*

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*"I attended your spring CRSP session in Edmonton and just successfully wrote the CRSPEX in June. Happy to be another successful student successful student of yours!"*

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

Congratulations again!

## CRSP EXAMINATION PREPARATION WORKSHOPS 2017

Sherwood Park	September 22 - 24, 2017
Sherwood Park	November 3 - 5, 2017
Sherwood Park	November 24 - 26, 2017
Calgary	January 10 - 12, 2018
Sherwood Park	January 19 - 21, 2018
Sherwood Park	April 13 - 15, 2018
Calgary	April 18 - 20, 2018

*Due changes being implemented by the BCRSP July 2018, we have received a number of requests to add additional dates for our Workshops. We are pleased to offer this enhanced schedule.*

Our intense 3 day CRSP Examination Preparation Workshop fee in 2017 is \$949.00 + GST, and \$999.00 + GST in 2018. Safety Results Ltd. wants you to be successful in becoming a CRSP. Here's why we think we can help and why it's important to research fully when you are comparing CRSP Examination Preparation Workshop providers!

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.

What makes us different? No boring lectures here! Our dynamic instructor engages participants, truly demonstrating that you can enjoy learning. 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!

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