

October 2020

In this Issue:

- **10 Tenets of Implementing Safety Logically - Tenets #1 to #3 - Article by Alan D Quilley CRSP**
- **Online CRST Exam Prep Course - next course starts Oct 5**
- **Online CRSP CPD-Mandatory Ethics - courses November 2 & December 1**
- **Sale! 2015 Blueprint CRSP Exam Prep study material - while quantities last!**
- **CRSP and CRST Virtual Coaching Exam Prep Courses**

The Ten Tenets of Implementing Safety Logically

Article by Alan D Quilley CRSP

In this, my 35th year as a Canadian Registered Safety Professional, I'm focusing on "Safety Logically!" I'll admit that I've read about doing safety "differently" and apparently, it is in it's "second version" and I can honestly say for those of us who have been paying attention for the last few decades, these are neither a new version nor any different that many of us have been doing at least since the 1980's. So, I've been focusing this year on logically applying what we know with some certainty works to achieve safety excellence. Not unlike my Integrated Safety Management System (ISMS) that I first wrote about in 2005 in the "The Emperor Has No Hard Hat - Achieving REAL Workplace SafetyResults," the Ten Tenets of Implementing Safety Logically are inter-connected and inter-dependant.

1. Do safety WITH people and not TO people.
2. Don't jump to a safety solution because it's quick. Efficient AND effective should be the desired outcome of any solution.
3. Use evidence to support what you do to enhance safety. You need data to make good decisions.
4. Measure what you do - not what doesn't happen to you.
5. Stop relying on auditing! If you need an auditor to tell you what you are doing...you don't know what you are doing!
6. Acknowledge efforts to create safety over those that just celebrate non-injury outcomes.
7. Recognize the need for the psychosocial aspects of your safety efforts.
8. Be patient – Change takes time – quick fixes rarely last.
9. Keep learning what works and let go of what doesn't.
10. Stay connected and informed on what is new and should be considered.

1) Do safety WITH people and not TO people

I recently had an opportunity to speak to a crowd of people considered leaders in safety management.

My topic for my keynote session was focused on the need for us to manage safety logically. In fact, I've coined the phrase to mean exactly what it says.

Safety management needs to be approached systematically and logically. By that, I am suggesting that safety efforts need to follow the evidence to produce results. Otherwise we should do something other than what isn't getting us the outcomes we want.

I'm going to intensify the focus on managing safety logically.

Every company that tries to manage their safety excellence through implementing Edwards Deming's "Plan – Do – Check – Act" (PDCA) cycle of continuous improvement is approaching safety management logically.

Employee and contractor engagement is always reported to be high on the list of reasons for success when it comes to the safe production of goods and services.

None of the leaders in safety mentioned doing safety to employees as a factor in their success. In fact, in my 40-plus years in the safety management business, I have never observed that to be a factor in excellence.

Most of us should be spending at least some of our time thinking and learning about how we engage employees in their own safety. Not because it's the new buzz phrase or because books on engagement and emotional intelligence are highly popular right now.

Engaging employees

It is because we've historically seen overwhelming evidence that doing safety to people has failed in significant ways. Passive safety — like any kind of passive activity — doesn't produce the same quality results that high engagement can.

Engagement is a key feature of successful enterprises and is essential to ensuring your safety culture is empowered by the considerable knowledge of your entire employee population.



Every competent teacher will tell you that to gain the confidence that students know what they've been taught requires engagement.

Safety guru Dan Petersen famously said: "Paper doesn't save people; people save people."

Our ability to engage people passionately and with sincere interest is guaranteed to get better outcomes, rather than inflicting safety onto people by overwhelming them with an endless number of written policies and procedures.

Barking orders to "comply with the rules" will never work as well as engaging the people who have to comply in the development of said rule.

People tend to comply with rules they have made with more understanding and commitment than an edict from head office.

2) Don't jump to a safety solution because it's quick. Efficient AND effective should be the desired outcome of any solution.

In exploring a more logical approach to implementing safety management systems, I've discovered that beyond full engagement of employees, second on the Safety Logically tenets list is resisting the temptation to jump to easy yet ineffective solutions to the challenges we face.

Probably the most prevalent example of failure is the ever-present safety orientation video. I've seen this orientation tool so drastically misused that I'm almost of the mind that we should make them illegal. Typically, these well-intentioned videos have the goal of orienting new employees and contractors to a company's safety requirements.

The first tenet that these videos violate is that they are (typically) totally passive by design. It's one-way communication at its worst — lots of

telling with almost no chance for questions or clarification by the viewer.

There is an expectation that brand-new employees — who may not even know where the washroom is — mentally absorb a long list of critical information. Far too often this critical information is blasted at them at breakneck speed by a fast-talking announcer rattling off everything from emergency procedures to confined-space entry permits.

It may look like an efficient way of touching bases with employees, but it's totally ineffective. Retention of this type of delivered information can be expected to be zero.

What will be our present in our collective future is a much more evidenced-based microlearning technology where employees are motivated to learn at their own pace and are not passively, force-fed information. When designed well, microlearning is highly effective and certainly efficient.

But these orientation videos aren't the only violation of the effective-and-efficient requirement to achieve safety excellence. Having virtually untrained managers and front-line supervisors manage safety in their areas of responsibility is bordering on insane. Like the safety orientation video, management training in OH&S responsibilities and skills often suffers the efficient but not effective test.

We often jump to solutions like executive-summary training, when in fact these leaders need intensive education and training on what it actually takes to implement world-class safety initiatives. Leaders need to be trained in the behaviours they need to implement to provide the demonstrated commitment actions that organizations demand of them.

“What you do speaks so loudly, I can't hear what you say” has never rung truer than in our safety management efforts.

3) Use evidence to support what you do to enhance safety. You need data to make good decisions.

The third tenet on the Safety Logically list is interconnected to all of the others. We must use whatever evidence that we can gather about our safety-creating efforts and created results to

logically know what to continue doing and what to stop. It becomes all important to stop doing activities if they are not getting us the results we want.

Following the orientation example — how do you know that your orientation for new employees and contractors is working?

First, you could simply ask them to describe what they know about your requirements sometime after they have watched the video. Engage them in describing what they should do in a safety sensitive situation. If they actually know, they will be able to describe it. Asking them to pass a series of questions seconds after they have watched the video proves very little.

Similarly, one could ask the management team of their organization a series of questions about the process they should use in a safety situation to encourage future safe behaviours from their employees — and if they have used those steps in the last week. If you collect and analyze the information you gather in these two examples alone, you are miles ahead of those who don't.

Safety Logically requires us not only to do new things. It also requires us to stop doing those things that bring us little or no return on our investments in effort.

Next month, we'll take a more indepth look at the next 4 tenets of my “Ten Tenets of Implementing Safety Logically”! Stay tuned!

Online CRST Examination Preparation
Safety Results Ltd, in conjunction with Lambton College based in Sarnia, Ontario, brings you THE best online CRST Examination Preparation Workshop!

The next course starts October 5 and concludes October 29. Registrations for this course will be accepted by Lambton College until 4:00PM EDT, October 12.

When researching methods to deliver this top-notch course, we were expressly interested in associating with a distinguished educational institution as opposed to unknown online entities. It was vitally important that we aligned ourselves with an institution that believes in the same degree of ethics, high attention to service, content and quality as we do.

Established in 1966, Lambton College has the enviable reputation as a pioneer in Mobile Learning. They are a global leader in applied research, education and innovation. Their work in a number of fields continues to exceed expectations, which makes them a perfect fit for what we do.

The aim of this course is to assist in performing your own knowledge gap analysis and then create a study plan which will enable you to focus on the competencies that you need to master before the exam.

To review and register in this online course, please click [here](#). (Registrations are handled exclusively by Lambton College)

Exclusive to Lambton College students confirmed in this course, the study material that the course was built upon is available at a special student discounted rate of \$375.00 CAD plus applicable taxes. Shipping (within Canada only) is included. More details [here](#).

BCRSP-CPD Mandatory Ethics Course Two courses now open to register! November 2 and December 1

The November 2 course, which will take approximately 3.5 hours to complete, concludes November 20/20. Registrations for this course will be accepted by Lambton College until 4:00PM EDT, November 9. Coursework and assignments must be completed/submitted by November 20.

The December 1 course will conclude December 18. Coursework and assignments must be completed/submitted by December 18.

This comprehensive and thought-provoking course, designed specifically for, and approved by the BCRSP by Alan Quilley, (who has been a CRSP for 35+ years), is ensured to enlighten and challenge a CRSP's thinking of ethics in their professional practice.

As required by the BCRSP, the course also includes detailed discussion of:

- BCRSP Code of Ethics and Professional Conduct

- Rules of Procedure of the Discipline Committee of the Board of Canadian Registered Safety Professionals

For more information on the course, please email [Lambton College](#):

To register for the course, please click [here](#).



Sale! 2015 Blueprint CRSP Exam Prep study material

The last writing window based on the **2015** BCRSP CRSP EX Blueprint is taking place January 25 - February 5, 2021. We are pleased to announce that our remaining stock of study material towards this Blueprint is now on sale! Available only while quantities last:

CRSP Exam Prep Manual

Was \$369.00 Now \$249.00

CRSP Exam Prep Workbook Practice Q&A

Was \$209.00 Now \$149.00

Series 1 and Series 2 Multiple Choice Practice Q&A

Were \$99.00 Each Now \$59.00 Each

(Shipping and taxes are additional)

Click [here](#) to purchase!

CRSP AND CRST VIRTUAL COACHING EXAMINATION PREPARATION COURSES

Due COVID-19, we removed dates for in-person classes for the balance of 2020. We didn't feel it at all ethical to book dates and hold onto *your* funds for months on end. Additionally, we ALL have a responsibility to protect the health and safety of our fellow human beings and we aren't about to put our students, ourselves, colleagues and loved ones at risk.

As it has always been Alan's commitment to help candidates with their studies for both the [CRSPEX](#) and the [CRSTEX](#), we are pleased to announce that we have introduced *Virtual Coaching Packages*. These packages are currently available to those that are writing the 2015 Blueprint CRSPEX taking January 2021 as well as the 2019 Blueprint CRSTEX taking place March and August 2021.

We will provide all of the material (shipped at our cost within Canada only) that you would have received in one of our Workshops. We are also delighted to offer generous discounts to current members in good standing of the CSSE and WOHSS (not combinable). For more information on those discounts, please contact [Marie](#).

This virtual package includes 6 hours of personal instruction by Alan D Quilley CRSP. The hours are broken down however you wish; the first session will take 2 hours. There will be homework assignments between the calls. Calls are individualized and held via phone or Zoom Video Conference, your choice.

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

Who is your Coach?

Alan Quilley CRSP is our engaging, dynamic instructor and he will teach you how to study, truly demonstrating that you can enjoy learning. He's a respected industry leader in OH&S and has the credentials to prove it. A working CRSP who not only consults, but also trains within North America and internationally. Actively working with companies, helping them create their Health and Safety programs, as well as being regularly invited to present health and safety topics all over the world, Alan doesn't just teach it, he lives it.

With his decades of practice experience in various OH&S industries coupled with his qualifications in adult education (he developed, designed and instructed OH&S programs at the U of A, U of C, NAIT and now Lambton College, as well as showing you the techniques to help you focus your studies, why look elsewhere? When selecting your mentor, take the time to really research who other providers are and what they've done. We believe that they simply won't measure up to our instructor in terms of quality, experience and teaching style. And, we are confident you will find our process better than the rest.

"There are no hard questions if you know the answers". - Alan D Quilley CRSP

CRSP Virtual Coaching Package

Inclusions:

- Study material (material shipped at our cost within Canada only) based on the 2015 CRSP Examination Blueprint
- 6 hours personal instruction with Alan
- CRSP Exam Prep Manual
- CRSP Exam Prep Practice Questions and Answers Examination Workbook
- Series 1 & 2 Multiple Choice FlashCards
- Handbook (offered only to those taking part in this Virtual Coaching Package)
- \$999.00 + tax

CRST Virtual Coaching Package

Inclusions:

- Study material (material shipped at our cost within Canada only) based on the 2019 CRST Examination Blueprint
- 6 hours personal instruction with Alan
- CRST Exam Prep Manual
- CRST Exam Prep Practice Questions and Answers Examination Workbook
- Handbook (offered only to those taking part in this Virtual Coaching Package)
- \$849.00 + tax

The Board of Canadian Registered Safety Professionals (BCRSP) does not have any involvement in the development, content or distribution of any courses or materials associated with preparing for BCRSP examinations.