

Southern Oregon

AMERICAN SOCIETY OF SAFETY ENGINEERS Chapter

CRUCIAL CONVERSATIONS for Safer Workplaces

By Mary Hoskins, Chapter President

At SAIF, our safety consultants recently had representatives from a company called VitalSmarts provide training from their work on influence – “the power to change anything.” As safety professionals, we all want and need to know how to influence others and create safer workplaces. Kerry Patterson, Joseph Grenny, David Maxfield, Ron McMillan, and Al Switzler collaborated on the research and concepts in a book called “Influencer.” With our colleagues, we decided we wanted to learn more, and wanted to work together on enhancing our influence skills.

One of the basic components of influence is skillfully conducting what the authors call “Crucial Conversations.” They define a “crucial conversation” as a discussion between two or more people when 1) stakes are high, 2) opinions vary, and 3) emotions run strong. Often, humans avoid unpleasant interactions – or some of us face them and handle them poorly. A few people face them and handle them well.

As a person involved in workplace safety, it’s probably not too difficult for you to recall a near-miss or even a serious disabling injury where, as you were investigating, someone told you: “Yeah, I saw that hazard, but I didn’t say anything. I was worried, but I figured I would be seen as overreacting...or my co-worker would get mad...or no one would listen anyway...” I’m sure you’ve heard the saying “silence kills.”

As it happens, Joseph Grenny and David Maxfield co-authored an article in the August 2011 issue of *Professional Safety* magazine. They talked about “Five Crucial Conversations that Drive Workplace Safety.” VitalSmarts conducted research that confirmed an “ugly secret” about injuries: someone is aware of the threat of injury well in advance, but is unable or unwilling to speak up about it. In fact, 93% of employees said their work group was at risk of an injury caused by at least one of five missing “crucial conversations”:

Get it done: Unsafe practices, such as shortcuts, justified by tight timelines.

“Undiscussable” incompetence: Unsafe practices stemming from skill deficits that can’t be discussed.

Just this once: Unsafe practices justified as exceptions to the rule.

This is overboard: Unsafe practices that bypass precautions considered excessive.

Are you a team player? Unsafe practices justified as good for the team, company or customer.

Continued on Page 3...

Inside this issue:

Page 2: *Chapter Meeting & News*

Page 3: *Ask an Expert*

Page 4: *Be Well-Informed, Be Well*

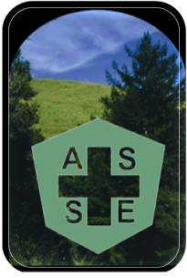
Page 5: *Government Update*

Page 6: *Employment Opportunities*

Page 7: *Training Opportunities*

Page 10: *Mark Your Calendars*





Southern Oregon Chapter Meeting

Date/Time: Tuesday, December 6th, 2011 (No-host lunch)

*Executive Committee 10:30 am; Regular Meeting 11:30 pm –1:00 pm;
Program begins at noon.*

Location: **Red Lion Inn** –please note new location*

200 N. Riverside Avenue, Medford; Misty's Restaurant -off the lobby

Topic: Safety In the Heart and Mind: Personal Risk Management

Presenter: Chris Lawrence, Swanson Group, Corporate Risk Manager

Description: Personal risk management is a term I use to describe the idea that all activities a worker does can be incident free if the worker evaluates the risk in each activity and then takes action to control those risks. We often tell employees to be safe and we often teach them how to do a job safe. If being told and trained is enough, then why do accidents still happen? We want employees thinking about safety in everything they do, but how often have we taught them the way we want them to think about it. As an example, we teach a person to run a particular machine; we teach them in a way that ensure the outcome is what we are looking for. Do we teach them how we want them to be safe so that safety plays out the way we want it to? Personal risk management is a tool we can teach to employees to work safe in all they do.



RED LION
HOTELS

*Change of Venue

For a trial run, the Southern Oregon Chapter will be holding the December 6th executive committee meeting and regular meeting at the Red Lion in Medford. Misty's Restaurant (off the lobby, behind the coffee shop) can accommodate up to 80 guests; it's a professional, spacious, and serene environment. Guests will order their meals from a host as they enter. For \$11, you get a choice from 3 entrees, beverage and gratuity. You take a number with your order selection and all meals are delivered at one time.

We love the Black Bear Diner. However, it is also important to make sure that is where we want to continue having our luncheons in 2012. Happily, our meetings are growing and the Red Lion can accommodate a larger group with fewer interruptions. After the meeting, we will be sending a survey to get your opinion on the new venue.

Chapter Accolades

Congratulations to our Chapter on achieving Chapter Star status for the 2010-2011 chapter year!



Continued from page 1

The researchers found that the people who remained silent were NOT apathetic – most cared and said they'd worried about the potential outcomes. Yet only about one in four employees spoke up or did anything to prevent an accident. You can see how dangerous this is – to what extent does it describe your company's safety culture?

The good news is that it's possible for leaders to improve their organization's culture of accountability. Leaders can foster an environment where senior management is accountable for welcoming and responding to crucial conversations, and for rewarding people who speak up. More good news: conducting an effective conversation is a skill that can be learned: individuals can be trained to speak up in a way that will be heard and preserve relationships.

Is it easy? No. Is it possible? Yes. Is it important? Absolutely; in fact, it's essential if you aspire to creating a world-class safety culture.

Additional resources:

Additional information and applications of VitalSmarts materials can be found on the website at www.vital-smarts.com I also recommend that you look at a related web resource called Silence Fails, sponsored by VitalSmarts. If you have a current project or one you've just completed, download the free "Silence Fails Assessment" that will give you crucial information about a new project's chances of success or why an initiative didn't turn out as expected. Many of your outcomes relate to having effective, candid conversations with the people who can impact your project.

ASK AN EXPERT

Your safety-related questions answered by subject matter experts

Q: How can I make my safety training more fun?

A: Great question! We have all sat through interminable safety training. But, it doesn't have to be that way. Here are a couple of websites to get you going:

www.safetyfundamentals.com

www.makesafetyfun.com

Both websites will give you some ideas. If that seems to 'out there' to start with, I recommend you consider asking an ASSE member to address your group. The Southern Oregon chapter has some passionate safety experts who would love nothing better than to see all workplace injuries disappear. Many have expertise in a particular area and have developed terrific presentations. An occasional outside speaker can really give a safety committee a boost in their efforts. Let the Executive Committee know of your training needs and they can get you connected.



Send your "Ask An Expert" questions to Pam Ahr at: pamahr@saif.com

Holiday Season Decorating



It's that time of year when many of us start hanging lights indoors and outdoors. It makes a home feel so festive and beautiful! Here are some tips from the Consumer Product Safety Commission to ensure you minimize the fire hazard:

- Indoors or outside, use only lights that have been tested for safety by a recognized testing laboratory, such as UL or ETL. This indicates conformance with safety standards. Use only lights that have plugs containing fuses.
- Check each set of lights, new or old, for broken or cracked sockets, frayed or bare wires, or loose connections. Throw out damaged sets. Always replace burned-out bulbs promptly with the same wattage bulbs.
- If using an extension cord, make sure it is rated for the intended use.
- Never use electric lights on a metallic tree. The tree can become charged with electricity from faulty lights, and a person touching a branch could be electrocuted.
- Before using lights outdoors, check labels to be sure they have been certified for outdoor use.
- Stay away from power or feeder lines leading from utility poles into older homes.
- Fasten outdoor lights securely to trees, house walls, or other firm supports to protect the lights from wind damage. Use only insulated staples (not nails or tacks) to hold strings in place. Or, run strings of lights through hooks (available at hardware stores).
- Turn off all holiday lights when you go to bed or leave the house. The lights could short out and start a fire.
- Use caution when removing outdoor holiday lights. Never pull or tug on lights – this could cause stress on the connections that could create a fire hazard.

Outdoor electric lights and decorations should be plugged into circuits protected by ground-fault circuit interrupters (GFCIs) to protect against electric shock. Portable outdoor GFCIs can be purchased where electrical supplies are sold. GFCIs can also be installed permanently to household circuits by a qualified electrician.

In addition, from a dedicated safety consultant, please be careful if you are using a ladder. Inspect the ladder before you use it and follow the manufacturer's directions. Do not stand on the top step and do not overload!

Words of Wisdom

“A good leader encourages followers to tell him what he needs to know, not what he wants to hear.” -John C. Maxwell (I'm sure this applies to women as well)



Thanksgiving Riddle

What does Godzilla eat on Thanksgiving?

....Squash



Oregon OSHA - Proposed Changes to Penalties and other rules in Division 1, General Administrative Rules

Public hearings are scheduled for early December 2011 in Eugene and Portland.

The comment period is open through December 14, 2011.

Oregon OSHA contact is Claudia Marthaller, Central Office, 503-947-7454, or e-mail at claudia.s.marthaller@state.or.us

Go to the OR-OSHA web site www.orosha.org and select Rules/Compliance from the left vertical list, then click on Proposed Rules.

FEDERAL OSHA

Federal OSHA has rescinded residential fall protection exemption:

Effective June 16, 2011, OSHA will begin enforcing fall protection regulations for residential builders/contractors and light commercial contractors. In 1995, federal OSHA issued a directive, intended to be temporary, that allowed certain builders and contractors to bypass fall protection requirements of CFR 1926 Subpart M. This resulted from industry testimony that said compliance with fall protection rules would be too expensive and onerous for small builders and contractors; some industry representatives even argued that implementing the rules would create greater safety hazards.

Over the 16-year-period between 1995 and 2011, a disproportionate number of fall-related deaths and injuries occurred on residential and light commercial construction sites. Workers' compensation data gathered between 2003 and 2007 indicated that the prevention of falls would have saved the industry \$2 billion annually in direct injury claims. Because of this adverse history, OSHA determined it was essential to protect workers in residential construction. For complete details, check the federal OSHA website: www.osha.gov

Materials on preventing heat-related illness:

Federal OSHA has, as part of a formal national initiative, developed excellent materials on preventing heat-related illness. This is a timely topic in southern Oregon. Check: www.osha.gov/SLTC/heatillness/index.html Federal OSHA has also partnered with NOAA on a "Heat Watch" page; check the NOAA website for extreme weather alerts.

National Advisory Committee on Safety and Health (NACOSH)

NACOSH is a 12-member committee that advises, consults with, and makes recommendations to the Secretary of Labor on matters relating to the administration of the OSH Act. Its charter was filed on October 29, 2010. For information about its activities, check: www.osha.gov/dop/nacosh



Online registration	Mail or fax registration	Questions or cancellations
<p>www.orosha.org</p> <p>click on the "Education" link</p> 	<p>Mail:</p> <p>Oregon OSHA Public Education P.O. Box 14480 Salem, OR 97309-0405</p> <p>Fax: 503-947-7462</p>	<p>Call:</p> <p>Salem office 503-947-7443</p> <p>or toll-free in Oregon 888-292-5247, option 2</p>

...providing knowledge and tools to encourage self-sufficiency in workplace safety and health

Central Point (Medford) – OSP – Southwest Region HQ

12/8/11 8 a.m. Hazard Communication Program
12/8/11 1 p.m. Worker Protection Standard

Employment Opportunities

Senior Safety Manager (Washington State)

Job Reference #20968KC

Education: Bachelor's Degree required, prefer Masters

Required Years of Experience: 15

Industry: Manufacturing



This is a newly created position that will lead the overall safety efforts for a privately held company. This person will be responsible for planning, developing and coordinating the safety strategy to achieve safety effectiveness for the organization; must have a passion for safety and have the ability to identify and execute on safety improvement opportunities. This person will be a strategic leader and needs to be able to motivate and influence others as they will be supervising a staff of (6) in addition to others indirectly at the other manufacturing locations. This is a highly visible role that will be interacting daily at the executive level. To be considered for this position, all candidates must be legally able to work in the U.S. without sponsorship.

Shannon Zimmer, Technical Recruiting Associate, Professional Outlook, Inc.

Direct: 616.796.2289 / www.professionaloutlook.com / shannon@professionaloutlook.com

Safety Video Contest Opens to Oregon Students

Win cash by showcasing on-the-job safety

From realistic car wrecks to kitchen mishaps, students have used some creative moviemaking to promote young worker safety and health. High school students across Oregon are invited to enter the 2012 "Save a Friend. Work Safe." video contest. The top three entries will take home cash prizes ranging from \$300 to \$500 and students will earn a matching amount for their school.



The contest is designed to increase awareness about safety on the job for young people. Students must create a 45-second public service announcement with the overall theme of "Save a Friend. Work Safe."

Specific video guidelines are outlined in the contest rules. Participants are encouraged to use humor, creativity, and share the message "Speak Up!" while emphasizing ways to protect themselves at work. Submissions will be judged on the following:

- A teen worker health and safety message based on the concept of "Speak Up!" as the main focus of the video (See rules for more specific details.)
- Creativity and originality
- Overall production value (video and audio quality) and Youth appeal

The deadline for submissions is **Feb. 1, 2012**.

Contest winners will be unveiled at a screening event to be announced in the spring, and winning entries will be posted on YouTube. For detailed contest information, including contest tips, rules, and entry forms, go to www.orosha.org/psacontest/. To see the 2011 winning videos, including Piers Dennis' PSA depicting an accident involving a pizza delivery driver, go to <http://www.youtube.com/user/OregonSafetyHealth>.

Training Opportunities

SAIF and the Southern Oregon Chapter of ASSE co-sponsored a free welding health and safety class taught by Certified Industrial Hygienist Dan Stuckrath on November 2, 2011. About 25 employees, supervisors and safety professionals from several public and private entities in Josephine and Jackson counties attended; the session was held at Hart Insurance's new training facility in Medford. We are grateful to Kristin Wick of Hart Insurance for helping make the training possible. Dan Stuckrath detailed a variety of hazards, particularly health hazards, present in welding operations, along with recommendations for controlling them.

ASSE is interested in providing quality training that will be helpful and useful in keeping southern Oregon workplaces safer. If you have a topic or presenter in mind, please contact Mary Hoskins, Chapter President, with your ideas. (marhos@saif.com or 541-857-4227). ASSE will try and make it happen!



Meeting Facilitation Training

Presenter: Karen Bolda

December 8th – 9:00 AM to noon

Medford Library, Adams Room (Cost: \$60)

Karen Bolda was very well received at the Southern Oregon Safety and Health Conference. Her next training provides tips and resources for successful meeting facilitation.

Meetings are an important part of communication at most organizations. Unfortunately, the actual meetings don't always accomplish what was hoped, and sometimes can even make communication between team members worse.

Many of you are being asked to facilitate your staff, project, safety, or team meetings, to try and keep meetings on track and be more disciplined. But how do you create and facilitate a meeting that accomplishes its goals and avoids turning into a version of this picture?

“Come learn the tools that I apply to every meeting I facilitate, whether its a small staff meeting, or a large contentious public meeting.” -Karen

To learn more or register: www.karenbolda.com

Karen is also offering a “Learning Styles and Communication class on Jan 26th.

Mark Your Calendars:



Redwood Safety Association

Thursday – December 1, 2011

12:00 noon -1:00 pm

at **Black Bear Diner**

1900 NW 6th Street, Grants Pass OR

Mark your calendar for the December 1 from Noon to 1:00PM, Redwood Safety Meeting!

Mark Hurliman will be sharing some scary and fascinating information about the health (or lack thereof) of the American worker. The costs of healthcare keep going up while we as a society seem to do less and less to control those costs.

There are many who feel that wellness is becoming an economic imperative for our country.

Mark will be covering the issues surrounding Wellness Programs and providing multiple resources to help employers and employees start to turn the tide and help create a healthier workforce.

Considering starting your own business? If so, the Small Business Development Center at SOU offers a free 3-hour class for potential start-ups. Classes are offered two times a month, on Thursday evenings and Friday mornings. For details and class schedules, check out the website at www.sou.edu.sbdc



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