

CHATTER... HOW SAFETY LEADERS **TALK** ABOUT COMMUNICATION...



21st Annual Missouri Workers' Compensation Conference

Matt Forck, June 8, 2015

CHATTER...HOW SAFETY LEADERS TALK ABOUT COMMUNICATION...



WHY DID THE CHICKEN CROSS THE ROAD?



CHATTER... HOW SAFETY LEADERS **TALK**
ABOUT COMMUNICATION...

The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw

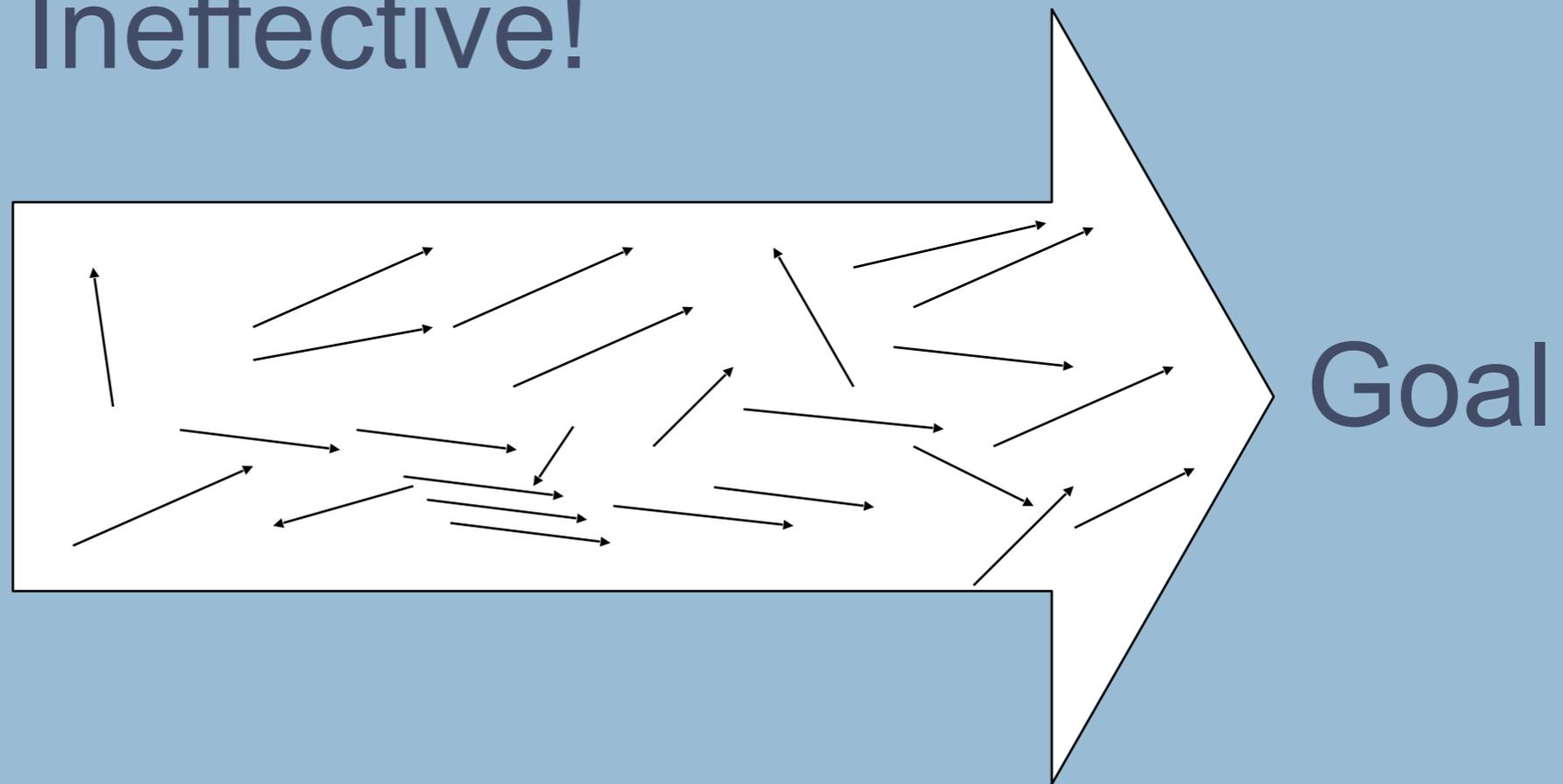
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Building Life!

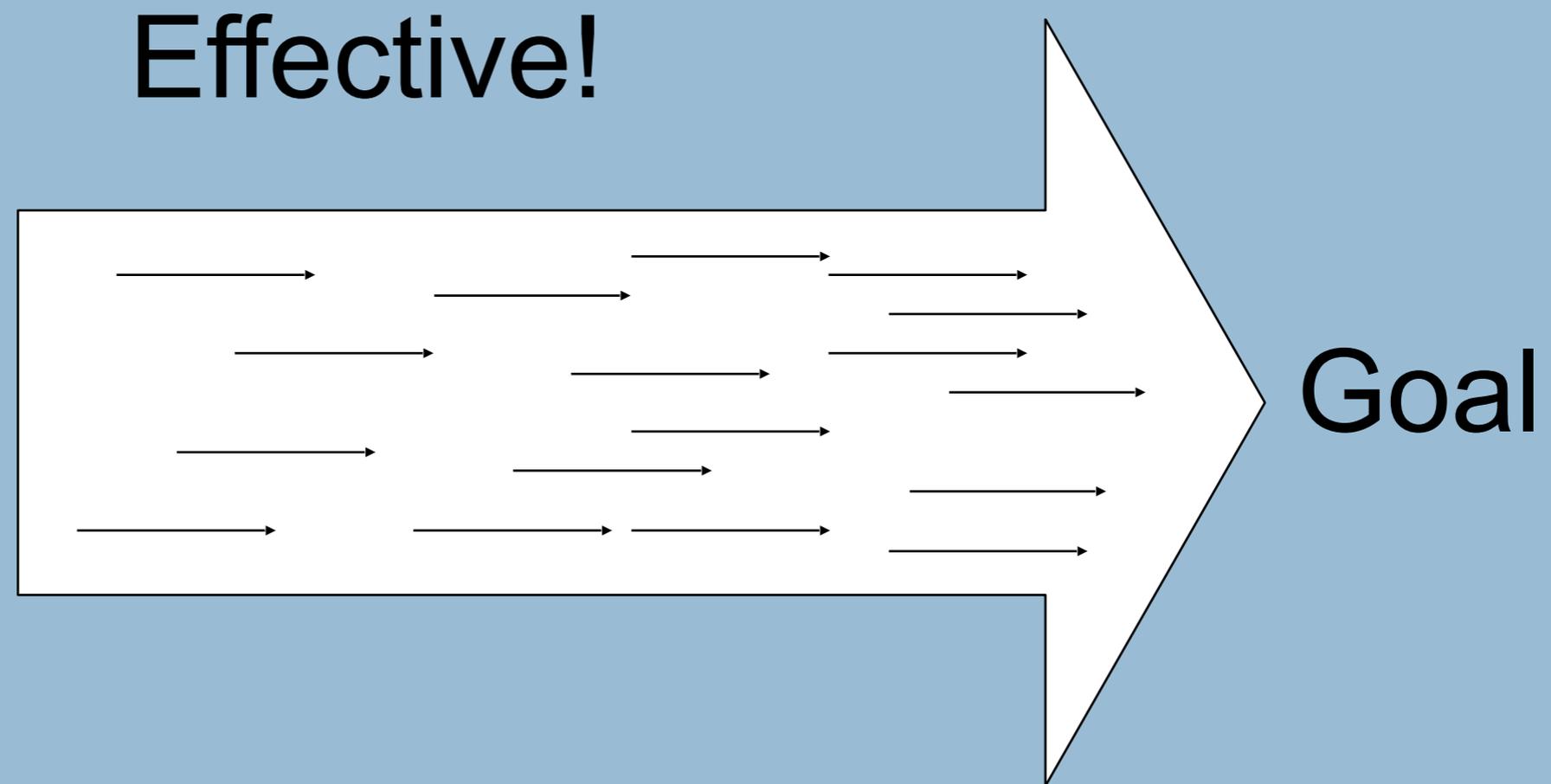
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CHATTER...HOW SAFETY LEADERS **TALK** ABOUT COMMUNICATION...

Ineffective!



CHATTER...HOW SAFETY LEADERS *TALK* ABOUT COMMUNICATION...





CHATTER... HOW SAFETY LEADERS **TALK**
ABOUT COMMUNICATION...

***“Decisions are easy when
values are clear.”***

-Roy Disney

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CHATTER... HOW SAFETY LEADERS **TALK**
ABOUT COMMUNICATION...

“Don’t worry that your children listen to what you say, worry instead that your children watch what you do!”

-Robert Fulghum

“Example is not the main thing in influencing other people; it’s the only thing”

- Abraham Lincoln

CHATTER...HOW SAFETY LEADERS *TALK* ABOUT COMMUNICATION...

“Leadership must hold itself accountable to exceed the expectations it espouses for others. When a breakdown occurs, it opens a floodgate for everyone in the organization to justify his or how own behavior.”

— Culture Eats Strategy for Lunch, Coffman/Sorensen



***CHATTER*...HOW SAFETY LEADERS *TALK*
ABOUT COMMUNICATION...**

What did Bruce Larson find?

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ABOUT COMMUNICATION...

R **I** **S** **K**

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Emotional Risk...

When you do something you are a little nervous to do, that is positive and powerful, for yourself or someone else.

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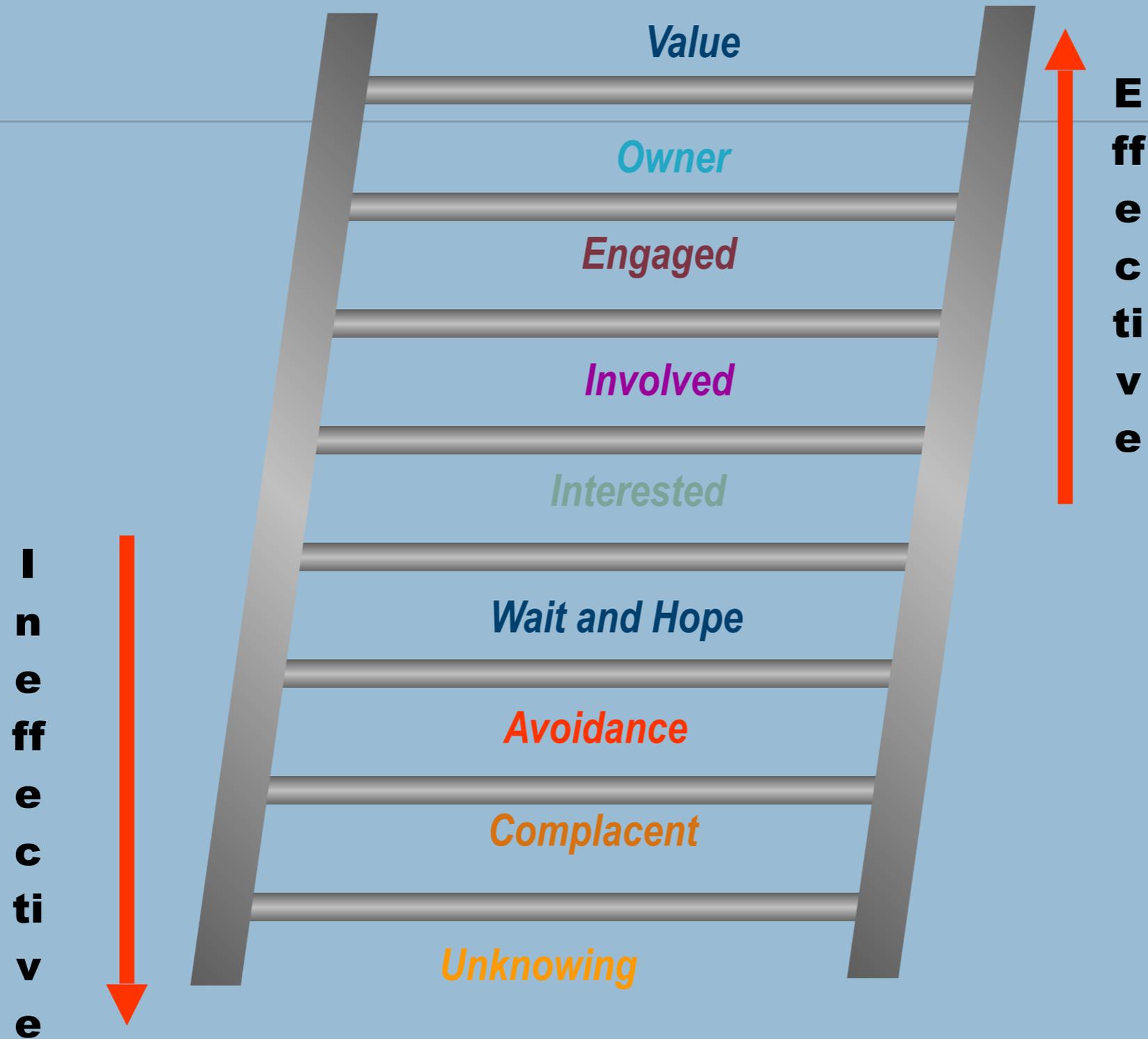
Risk is always in the gap between opportunity and success. You must therefore make risk your new friend. Risk is at times fickle, but without it the greatest opportunities will not be realized.

Unless you are willing to accept that you must take calculated risks whatever the consequences, your days in leadership are numbered. If you lead with the mindset that risk is your best friend, you will stop being afraid to fail, and instead be empowered to learn from the risks you take.

Embrace a New Leadership Mindset by Facing 8 Critical Realities
GlennLlopis Forbes, Jan 2015



S.C.A.T.-Safety Communication Awareness Tool



CHATTER...HOW SAFETY LEADERS *TALK* ABOUT COMMUNICATION...

The Equation for Communication Success...

$$Q \times A = E$$

CHATTER...HOW SAFETY LEADERS TALK ABOUT COMMUNICATION...

“I want to talk to you about worker safety. Every year numerous Alcoa workers are injured so badly that they miss a day of work. Our safety record is better than the general American work force, especially considering that our employees work with metals that are 1500 degrees and machines that can rip a man’s arm off, but it’s not good enough. I intend to make Alcoa the safest company in America. I intend to go for zero injuries.”

– Paul O’Niell

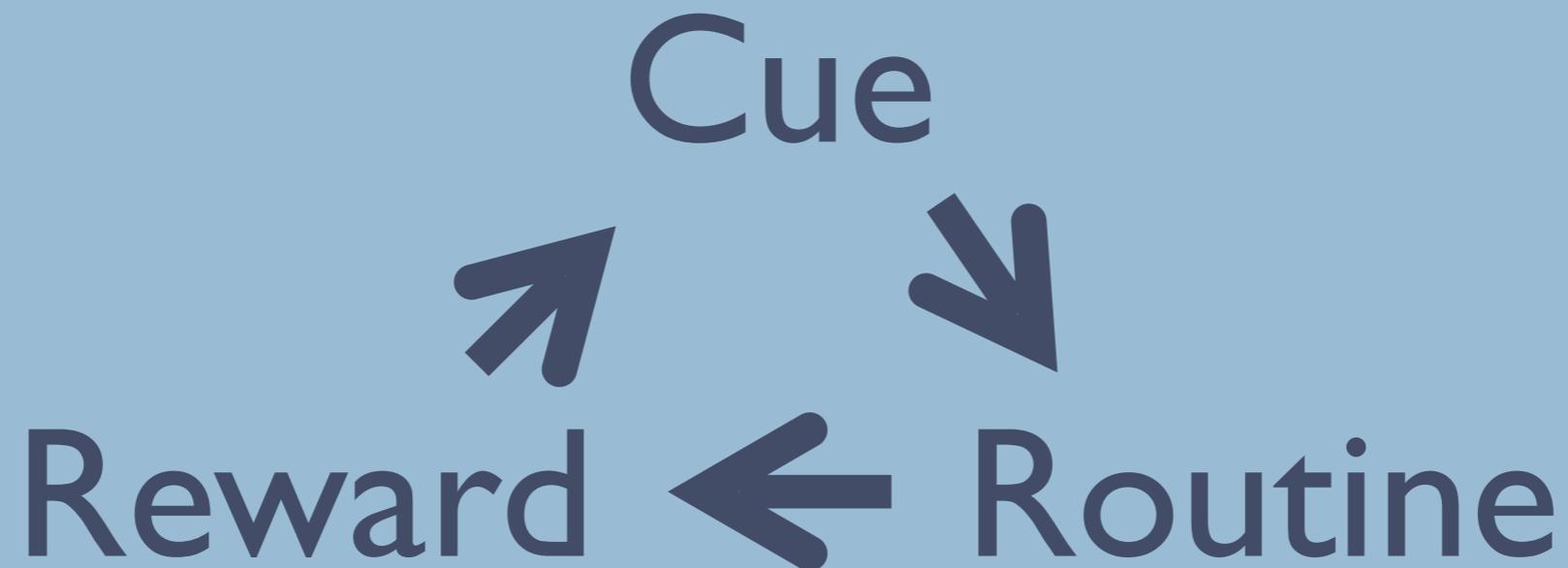
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*“O’Niell believed that some habits have the power to start a chain reaction, changing other habits as they move through an organization. Some habits, in other words, matter more in remaking businesses and lives. These are **keystone habits** and they can influence how people work, live, spend and communicate.*

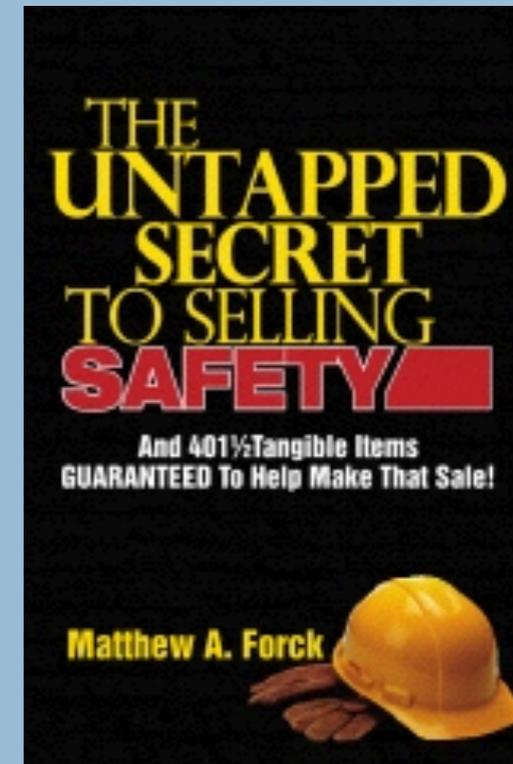
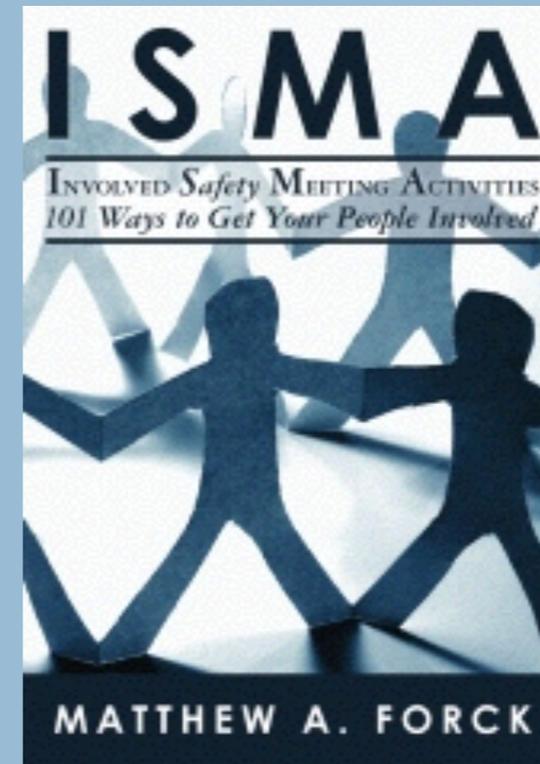
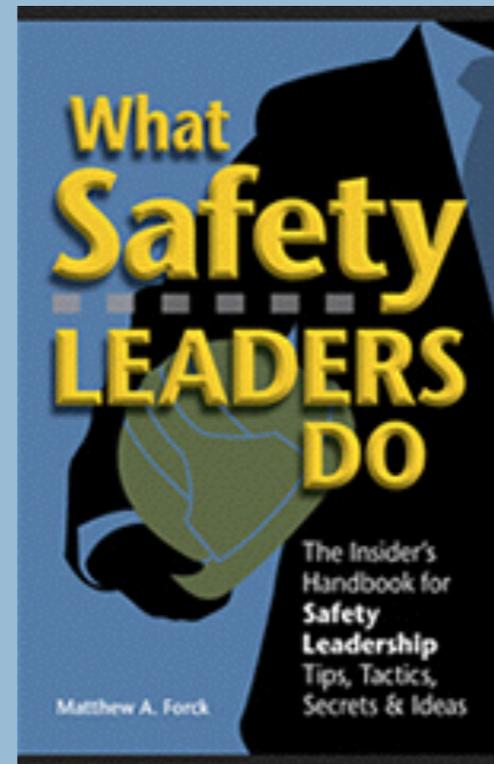
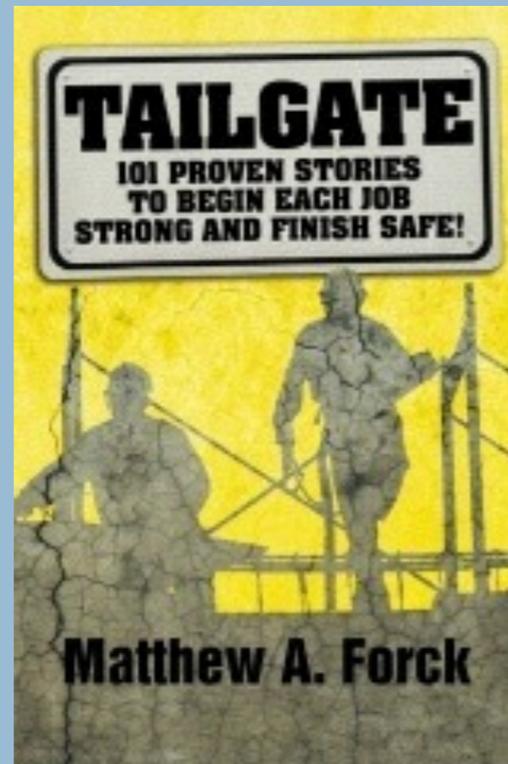
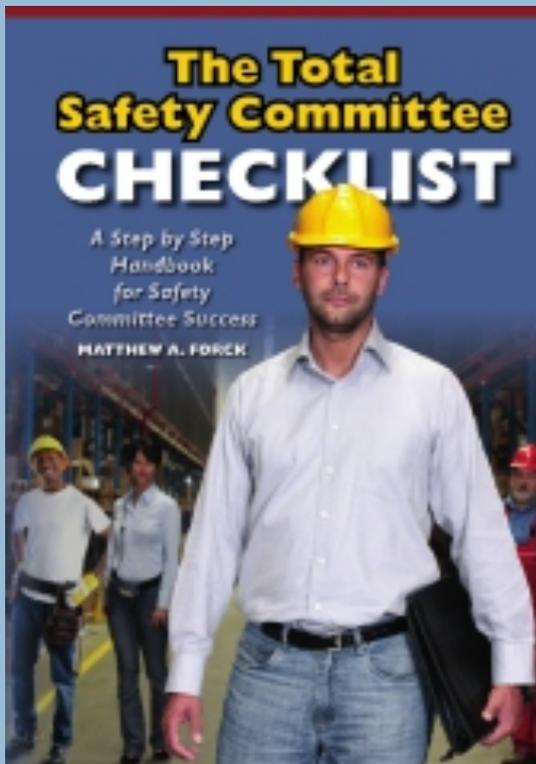
– Charles Duhigg, [The Power of Habit, Why we do What we do in Life and Business](#)

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ABOUT COMMUNICATION...

The Habit Loop –



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Thank You...and for your reading pleasure!

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