

# Communication techniques for effective safety programs

September 24, 2013

8:00 AM – 4:00 PM

“Laser-focus your safety program. Imagine how it would be... if you had a safety training program that could simply and easily persuade everyone around you to take safety as serious business.”

—Gary Phillips, Author of *The Art of Safety*

This course is held in conjunction with the Washington State Governor's Industrial Safety and Health Conference  
<http://www.wagovconf.org/conference/>

## Introduction

Improving safety performance relies on management commitment, employee participation, and a well-designed safety plan. Safety leaders play an integral role in safety performance by influencing the ongoing maintenance of safety activities in an organization. How does a great safety leader know how to determine priorities, shape the organizational culture, and foster constant communication to reduce injuries and illnesses in the workplace? These leaders use a range of communication skills and techniques to motivate employees at all levels to support a comprehensive approach to safety improvement. And these new skills and techniques can be adopted to improve your program. This course is designed to provide health and safety professionals with advanced communication skills to build a long-term, continuous improvement safety program in their workplace.

*See reverse side for more information.*

## Registration

Register Online at [osha.washington.edu](http://osha.washington.edu) or by calling the Northwest Center at 206-543-1069

Registration:	\$175
After August 30, 2013:	\$195
Government Rate:	\$155
After August 30, 2013:	\$195
On-site:	\$205

## Information

206-543-1069 or 800-326-7568  
[ce@uw.edu](mailto:ce@uw.edu)



## CONTINUING EDUCATION PROGRAMS

NORTHWEST CENTER FOR OCCUPATIONAL HEALTH AND SAFETY

Department of Environmental and Occupational Health Sciences  
 University of Washington School of Public Health

# Communication techniques for effective safety programs (continued)

## Course Objectives

At the completion of this course the learner will be able to:

- Discuss two communication skills that can influence relationships and program outcomes
- List ways of delivering “bad” news while still maintaining effective relationships
- Identify ways of dealing with inappropriate behaviors
- Develop guidelines for effective meetings
- Discuss how to leverage personal motivation to influence outcomes
- List strategies to avoid attaching negative association to the program

## Intended Audience

Safety and health professionals, industrial hygienists, safety officers, health and safety program managers, safety committee members, labor union members, occupational medicine physicians, and occupational health nurses.

## Faculty

**Gary Phillips, BEd, MA, CRSP, CHRP**

Gary Phillips is a Canadian Registered Safety Professional and Certified Human Resources Professional and is the manager and principal trainer for Northwest Training and Development. He has served on the Board of Governors of the Association for Canadian Registered Safety Professionals and in the Canadian Society of Safety Engineering and taught Occupational Health and Safety at Lakehead University. He is a Master Practitioner and Licensed Trainer in Neuro-Linguistic Programming (NLP). Gary is also a personal and executive coach. In 2008, he published the book, *The Art of Safety*, which provides a synthesis of leadership, safety, and advanced communication skills for anyone interested in improving their communication skills and the effectiveness of their safety programs.

## Topics Covered

- Framing safety as a value
- Translating values into performance management
- Safety and organizational culture
- Neuro-Linguistic basics
- Safety Meeting and Investigation tools
- Reading and using the motivation & temperament of others in the organization
- Aligning your personal states for effective influence

## Location

Hotel Murano, 1320 Broadway, Tacoma WA 98402

## Accreditation

This course is 7.0 contact hours. American Board of Industrial Hygiene Certification Maintenance can be obtained for this activity; see the ABIH Website for CM credit criteria.

The Northwest Center for Occupational Health and Safety is one of 17 Education and Research Centers funded by the National Institute for Occupational Safety and Health (NIOSH). The Center is responsible for promoting health and safety training and information programs in Washington, Oregon, Idaho, and Alaska. It provides graduate and continuing education programs to upgrade the skills of people working in the broad disciplines of occupational and environmental health.