



Safety Meeting

Safety, Teamwork & Our Customer's 1st Choice

Meeting Leader Instructions

These meetings are more than “safety” meetings. While they address safety as a top priority, these meetings are also an opportunity for you to interact with your team; a chance to learn about and from your people. It is also an important time to boost morale and show that we care about them very much.

Leadership Goals

- ◆ To keep everyone well and working
- ◆ Keep morale high (happy people have fewer and less severe injuries)
- ◆ Provide essential information in a fun, easy to remember format
- ◆ Answer the “What’s in it for me?” safety question from the employee perspective
- ◆ Discuss several types of injuries and how to prevent or minimize them.

Orientation

Safety meetings are an important tool in educating workers on how to work without injury. However, people must want to be “well and working” and happy in their employment for safety meetings to be truly effective.

Each safety meeting provides an opportunity for open communication, feedback and a shared direction regarding anything that affects the potential for work related injuries.

The materials provided for each safety meeting include a:

- ◆ Meeting Focus Sheet
- ◆ Hand-out
- ◆ Quiz

The focus sheet states the safety mission statement, outlines the goals and action plan for that meeting, and makes suggestions regarding props that can be used to enhance the experience. These meetings are meant to be interactive.



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Meeting Leader Instructions

Meeting Tips

Before the meeting

- Read the employee handout in advance and make sure there are enough copies. A meeting focus sheet should be the top page of each meeting's handout.
- Review the sections of the IIPP handbook you will refer to during the meeting
- Decide on and purchase the incentive reward ... for the first person to correctly answer a question or willing to speak/engage in the conversation (candy, a small gift card, etc. – be creative)
- Assemble appropriate props (topic focus sheet may include suggestions)
- Sign in sheet (pass out at the end of the meeting)
- Prepare for a 30-minute meeting – time moves quickly so monitor it closely.

During the meeting

- Pass out the handouts
- Review the focus page and 1-page hand-out – recite the mission statement
- Incentive award – it is generally best to do your incentive activity early in the meeting
- Discuss the topic handout - keep people engaged - Ask questions, have them work in twos for 5 minutes, etc., encourage feedback– use your props. Let the participants discover the information themselves during the meeting rather than just hearing it from you...keep the time conversational but focused.
- Pass out the sign in sheet
- Have them take the quiz – go over it before they leave – collect them



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SIGN IN SHEET

Employer:	
Training Date:	
Facilitator:	
Topic:	

ATTENDEES

1		11	
2		12	
3		13	
4		14	
5		15	
6		16	
7		17	
8		18	
9		19	
10		20	

Notes:



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Meeting Focus Sheet – Workplace Violence

Important Truths

According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), nearly 2 million American workers report having been victims of workplace violence each year. These staggering figures should not be an accepted cost of doing business in our society – nor should death or injury be the ultimate result of one's chosen occupation.

Safety Mission Statement

The health and safety of our staff members and guests is top priority. We are all responsible for making this happen. Our attitude and commitment to a fun and safe workplace will help encourage our customers to make us their 1st choice.

The Goals

1. To know the risk factors and ways to recognize potential danger
2. Be familiar with preventative measures
3. To be able to demonstrate and teach the correct way to respond in a violent situation

Meeting Action Plan

1. Memorize and recite the Safety Mission Statement (3 mins)
2. Incentive award (suggestions: 1st person to recite mission stmt, or 1st person to provide input or answer a question correctly, etc.) (3 mins)
3. Review the meeting goals; go through the hand-out in open discussion format (10 mins)
4. Share a story or two regarding "workplace violence" (review news articles) (5 minutes)
5. Use the flip chart to interactively discover preventive measures, ways to respond, etc. (5 minutes)
6. Successfully complete the quiz....have fun. (4 minutes)

Suggested Props

1. A copy of the IIPP manual
2. Newspaper articles on incidents of workplace violence
3. Flip chart or dry erase board to interactively list risk factors, prevention strategies, etc.



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Safety Meeting Topic – Workplace Violence

Risk Factors

A number of factors may increase a worker's risk for workplace assault. These factors include the following:

- ◆ Contact with the public
- ◆ Exchange of money
- ◆ Delivery of passengers, goods or services
- ◆ Working alone or in small numbers
- ◆ Working late at night or early in morning
- ◆ Working with unstable persons in health care, social service or criminal justice settings
- ◆ Having a mobile workplace (taxi, etc.)
- ◆ Working in high crime areas
- ◆ Guarding valuable property
- ◆ Working in community based settings

Recognizing Danger

Though the most common cause of workplace violence is robbery, it can also come from staff members or guests under stress; relatives, friends or acquaintances of staff members who come to the workplace to do harm; anyone under the influence of drugs or alcohol.

People who become violent often display behavior that should alert you to danger:

- ◆ Threats against others
- ◆ Blaming others for problems
- ◆ Claims of victimization or persecution
- ◆ Excessive talk about weapons
- ◆ Frequent intimidation of others
- ◆ Excessive anger or abusiveness

Response Skills

If you need to deal with a violent staff member or guest, remember to respond in a way that reduces, not increases, the tension. Here are some approaches:

- ◆ Speak and act calmly
- ◆ Show respect
- ◆ Focus on the behavior not the person
- ◆ Never respond with anger threats or violence of your own
- ◆ Use an agreed upon danger signal to alert other staff members of danger

Remember, the best action you can take to protect yourself and others is to be alert and get out of danger. Avoid doing anything that will inflame a dangerous situation, and get help as quickly as possible from those who are trained to handle these emergencies (response team, security, police).

This is no place for heroics!

Preventative Measures

- ◆ I.D badges
- ◆ Security guards
- ◆ Security cameras
- ◆ Restricted access areas
- ◆ Staff member awareness
- ◆ Proper lighting
- ◆ Set procedures
- ◆ Limited access to former staff members



Quiz

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Safety Meeting Topic – Workplace Violence

1. You might be concerned about a staff member who begins to complain that:

- a. Everyone is out to get him.
- b. Work is boring
- c. Raises are too small

2. Most workplace violence involves angry former staff members.

True or False

3. You should always report a staff member who:

- a. Says the supervisor favors you
- b. Threatens you with violence
- c. Likes to party on weekends

4. If someone you know outside work is stalking or threatening you, you should:

- a. Keep it to yourself
- b. Inform security or management so they can keep an eye out for the person
- c. Change jobs.

5. If you are attacked, you should:

- a. Try to run away and yell to let others know about the attack
- b. Resist and fight the attacker
- c. Cry

6. The best way to calm down an angry person is to yell right back.

True or False

7. If you see an unknown and suspicious person with no identification in the work area, you should:

- a. Report it to security or management
- b. Ask the person what he or she is doing there
- c. Assume someone else knows the person

Name _____ Date _____



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Quiz Answers

Workplace Violence

1. A
2. False (robbery)
3. B
4. B
5. A
6. False
7. A