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OVERVIEW:

Technology and Culture

Safety and Workplace Culture

Safety and Workplace Programs

Technology:

- Smart Phones
- Tablets
- Laptops/Computers
- Software/Apps
- Social Media

GOAL:

Using technology to our advantage for real time interaction and to create an interactive and efficient system for accountability and transparency for all who are involved.

SAFETY AND WORKPLACE CULTURE:

CULTURE noun

cul·ture | \ ˈkəl-chər \

Definition of culture

a: the customary beliefs, social forms, and material traits of a racial, religious, or social group the characteristic features of everyday existence (such as diversions or a way of life) shared by people in a place or time

b: the set of shared attitudes, values, goals, and practices that characterizes an institution or organization

c: the set of values, conventions, or social practices associated with a particular field, activity, or societal characteristic

d: the integrated pattern of human knowledge, belief, and behavior that depends upon the capacity for learning and transmitting knowledge to succeeding generations

Today we will focus on *b: the set of shared attitudes, values, goals, and practices that characterizes an institution or organization.*

Safety and workplace culture is usually thought as the way we do things around here and it reflects how we collectively value Safety and the Workplace

There has been a major focus on making sure that culture in a company, in a corporation, in a business, is just as important as the process and the procedures that we do for our everyday tasks and operations.

The social environment aka **values, conventions, or social practices that** people work with and around are just as important now as to what their job is and where they work.

So, this is telling us: **It's not just working for a big-name company with a prestigious title...... It's working for a place and for people that you're proud to be associated with it.**

The term 'safety culture' was first used in INSAG's (1986) 'Summary Report on the Post-Accident Review Meeting on the Chernobyl Accident' where it described how the attitudes and characteristics of the company aka the safety culture had adverse effects on the priority of the nuclear plant's safety.

It has become evident that broken safety cultures are responsible for many of the major safety disasters that have taken place around the world over the past 20 years or more.

BROKEN CULTURE:

Post incident reviews have identified some characteristics and behaviors that attributed to the failures:

- "Profit before safety", where productivity always came before safety, as safety was viewed as a cost, not an investment. Productivity is a goal. Safety is a Culture.
- "Fear", Problems or concerns remain hidden as they are driven underground by those trying to avoid restrictions or reprimands.
- "Ineffective leadership, where leadership and the prevailing corporate culture prevented the recognition of risks and opportunities leading to wrong safety decisions being made at the wrong time, for the wrong reasons.
- "Non-compliance" to standards, rules and procedures by managers and the workforce.
- "Miscommunication", where critical safety information had not been relayed to decision-makers and/ or the message had been diluted.
- "Competency failures", where there were false expectations or misunderstandings that employees and contractors were highly trained and competent.
- "Ignoring lessons learned", where safety critical information was not extracted, shared or enforced.
- "Tough guy" attributes like unwillingness to admit ignorance, admit mistakes, or ask for help can undermine safety culture and productivity, by interfering with exchange of useful information.

5 KEYS TO A SUCCESSFUL SAFETY AND WORKPLACE CULTURE

1. Develop Safety and Health Program relevant to your company and future goals.
2. Leadership and Management involvement.
3. Worker Participation and engagement.
4. Consistency with information and scheduling.
5. Training and Meetings that are prescheduled and easy to follow for everyone to understand expectations.

Safety should be an everyday mentality, but safety trainings are spread out further within in the year which in turn helps it to be reserved and prescheduled. Because of the gap in time between trainings and meetings they take a bit longer to create a good habit but if you set a schedule and stick to it you will see this become routine. The mentality should be that safety, health and workplace program meetings and trainings are part of everyday operations. Not to mention they are a great time for employees, leadership, and management to meet together and truly have a meeting that has a focus. Don't save it for the barbecues, don't save it for the company parties, save it for a scheduled time be it monthly, quarterly, or annually. Scheduling this and reserving the date sets the tone of the importance of the event. Remember, Safety and Workplace Culture is usually thought of *"as the way we do things around here"* and it's the responsibility of the company and leadership to make it a priority so it reflects that everyone collectively values the importance of Safety and the Workplace as a whole.

FAILURES OF EMPLOYEE ENGAGEMENT

- 85% are NOT engaged or actively making the decision to not be engaged.

- **It is viewed as just an HR thing**

- Leadership and Companies blame tools/technology, philosophy, or environment

- Not owned by leadership and not expected of management

- Too Complicated

- Incorrect Metrics to measure Engagement (Difference between engaged and satisfied)

- Unrealistic expectations (example: 0 Incidents goal)

- Overuse of Surveys (if surveys are to be implemented then a training on how to take negative feedback is imperative.)

GALLUP POLL 10th Employee Meta-analysis report on Employee Engagement

Released in October 2020

Gallup Poll 12,312 companies, 2,708,538 and 54 industries from 96 countries

- Customer loyalty
- Engagement
- Profitability
- Productivity
- Turnover
- Safety incidents
- Absenteeism
- Shrinkage which is loss prevention
- Patient safety incident
- Quality index
- Well-being
- Organizational citizenship

https://www.gallup.com/workplace/321725/gallup-q12-meta-analysis-report.aspx

MASLOW'S HIERARCHY OF NEEDS

There are 5 levels of human needs in the pyramid. Each level supporting the next. In order to engage and grow your employee or yourself in a career you must meet 3 levels before your confidence or esteem is built up enough to take the next step and so on. What's important to remember is the difference between a **deficiency need** and a **growth need.** If you or your company is spending time filling deficiency needs those who are wanting to grow may be left behind and become actively disengaged.

EMPLOYEE ENGAGEMENT: 12 Core questions from 2020 Gallup Poll

- I know what is expected of me at work.

- I have the materials and equipment I need to do my work right.

- At work, I have the opportunity to do what I do best every day.

- In the last seven days, I have received recognition or praise for doing good work.

- My supervisor, or someone at work, seems to care about me as a person.

- There is someone at work who encourages my development.

- At work, my opinions seem to count.

- The mission or purpose of my company makes me feel my job is important.

- My associates or fellow employees are committed to doing quality work.

- I have a best friend at work.

- In the last six months, someone at work has talked to me about my progress.

- This last year, I have had opportunities at work to learn and grow.

What an effective program does......

- Increase productivity
- Reduces time away from work
- Internal growth and promotions
- Employee longevity
- Increase employee engagement
- Reinforces an inclusive workplace
- Transparency
- Accountability
- Communication
- Collaboration between management and employees
- Continuous Improvement
- Profitable workforce
- Attracts ideal candidates
- Increase employee morale
- Impress potential and current Hiring clients
- Reduces Insurance/Workers Comp costs
- Creates CULTURE

TECHNOLOGY FOR ENGAGEMENT

Typical Safety and Workplace procedures:

Daily forms:

- Daily task forms, JSA, PPE Hazard Assessments, Job Hazard Assessments, Emergency Action Plans, driving logs, Vehicle inspection reports, Toolbox talks, Reporting forms etc.

Important Documentation:

- Certifications (H2S, Safeland Orientation, OSHA 10, First Aid etc.)

- Work/Service Orders

- Permits

Internal Communication:

- Newsletters, emails from upper management, incident reports, safety meetings, job updates etc.

Key elements found in technology being used for Employee engagement....

Encourage Collaborative Working

With today's technologies, it's easy to use professional social media and collaboration tools to keep up to date on projects instantaneously. The use of technology helps us to boost employee engagement by allowing more and better communication between employees, no matter where they may be. Having an online or cloud-based community helps increase communication and connections that otherwise would never be available.

Use Gamification

A key issue within training, in general, is generating enough motivation so that students will want to invest the time and effort required to learn. As gamification makes practical day-to-day activities (like training) more compelling, using it appropriately can boost participation rates in eLearning courses and increase employee motivation. Virtual Reality training is the wave of the future and has shown amazing promise and statistics. The normal student retains 20% of what they hear. They retail 80% of what the learn by doing it either through hands on like tabletop exercises, computer based gaming or virtual reality.

Allow Personal Tools at Work (aka personal devices)

Most professional use two to three work and personal devices in their daily lives.

About 60% of respondents would choose a device other than a laptop for both work and personal use.

70% of HR professionals think Gen Y employees perform faster if they are allowed to use their mobile devices instead of computers

Peer-to-Peer (P2P) Recognition

43% of workers cite a lack of recognition as one of their biggest sources of unhappiness at work.

Companies that have identified this, have started to adopt P2P (peer-to-peer) recognition to boost employee engagement. Who doesn't like recognition?

Creating a culture of recognition is truly a beautiful thing. It creates a whole new attitude and outlook on the company and on working life.

Mobile Learning

Mobile learning and online learning are changing expectations from employees. That's right the employees' expectations of the company they work for. Remember I spoke about how it's more important what the company represents and gives to the employee than the brand name and prestige of title.

The modern employee juggles a hugely complicated, multifaceted life, balancing work, hobbies, outside interests, education, and family. Consequently, it's vital that learners access content and complete training at the time, pace, and place that suits them.

Available tools and tech:

Smart Phones and Tablets

Everyone has a smart phone unless they have a side gig that requires a burner phone and even now you can get smart phones on those plans.

Smart phones are just what the name says. They are smart. They have almost replaced home computers. Be it through a tablet or smartphone this is the most commonly used item of technology and one of the best ways to create instant communication with your team and company.

You can access videoconference calls from your phone, you can take online courses from your phone, you can fill out forms, sign contracts, send messages and order door dash all on your phone while you're on the clock. It's incredible what this palm sized tech can provide to us as employees, leaders, and owners.

Rules need to be applied and its always important to set expectations through a well thought out policy.

Activity: (Bye Bye Scanner)

Open your Notes app on your smart phone. Create a new note. Find a paper document you want to "scan" and select the camera icon. It will give you the option to SCAN DOCUMENTS. Take the picture and it should highlight he area. It will then create a PDF of your Document. You can then select the Share icon and send it via email or text or even save it in the Shared drive if your choice.

LAPTOPS AND COMPUTERS

Computers are the most common Virtual and Web based training tool. Most programs are set up to be viewed on a desktop or laptop. Every workplace should have a common use computer that can be easily accessible and not the administrative assistants. Virtual and Web based training has the convenience of being on demand. Which means your employees are able to maintain their normal workflow and schedule out training for when it is convenient for both the company and the individual. They key term is SCHEDULE.

Activity: (You get an email! You get an email! Everyone gets an Email)

All employees should have an email and know how to access it. If you are on a budget, you can create free Gmail, Hotmail, Yahoo etc. emails. Do not do this for your employee. Have them set up the account with your assistance. This email should only be for work information so for

example you can do the employees first initial last name and then the company name i.e., KBridgesRMCT@gmail.com you may have to get creative. Remind them the importance of checking this daily and keeping it strictly for business communication. You can create a weekly touch base email that can be delivered to check for follow through.

SOFTWARE AND APPLICATIONS

The more the merrier is our viewpoint on software and applications it seems lately. There's an app for that is a running theme and it's the truth. I have an app that I can take pictures of flowers and plants and it will tell me what it is and how to take care of it. I have an app that will help me fall asleep. So obviously there are apps for companies to help streamline their processes. These can be accessed through smart phones tablets and computers. The nice thing is most business apps and software will host a walkthrough demo with you and then help launch the program with your team so they can make sure it's being applied properly. There are a lot of free programs out there but remember that because apps and software are a dime a dozen these can abandoned by the creator and then you're floating in cyberspace. Just kidding but all your information will disappear.

Activity: (ADOBE PDF builder)

If you have Adobe advanced, you are set up! If not request a free trial. Then identify your most used document (JSA, Audit forms, etc.) Practice Preparing the Form to make it a fillable PDF. There are great tutorials on how to convert these but also ADOBE offers step by step tutorials as well. Utilize the resources especially if you are paying for them. When its complete share it with your team for feedback. Implement one new item at a time.

Activity: (SHARED DRIVE)

Create a Shared Drive (Google, Dropbox, TEAMS, SharePoint, Etc.) within that drive create a Spreadsheet that is for a daily check off list. Have your team practice going in and entering information into the spreadsheet as well as adding comments to each other's entries. Once they have completed that and feel confident, have them drop a document in the folder designated for them. Practice makes perfect!

Activity: (Let's Chat!)

Find a group chat app (GroupMe, signal, clicksend, google chat etc.) and have everyone sign up. Remember that this is only during the time of operations and when the employees are scheduled. If a holiday is on a weekend that's a free pass to chat! Start sharing recognition in the chat and pictures of successes. If Sally baked an amazing cake for the team take a picture and share it. If Harry made a big sale...share it! If there is an event to remember share it! Get everyone to use it for Peer-2-Peer recognition and company recognition. Keep it clean and appropriate. Remember not everyone as the same sense of humor.

SOCIAL MEDIA

Some of us may view it as a hinderance but if used appropriately and efficiently it's an amazing asset. So, we know majority of social media is free. You can promote your business for free most of the time unless you get a lot of followers then the platform wants some of that money in return. I have used Facebook to create a private member only page for teams to communicate. If you assign a moderator, it usually can stay pretty on task. By opening that stretch assignment it could help you identify who may not be super tech savvy or even maybe on the verge of leaving the company. If you want to create a culture you have to build it and people love to show off where they work How do, we get everyone to get involved? That falls back into the aspect of hiring the right people, participation from leadership and management and most importantly quality training.

ACTIVITY: (Sharing is caring)

Start a company specific private members page on Facebook. Remember some people may be anti-Facebook. Show them that they can join without having to be active on the homepage. Ease their concerns by showing them the ropes. Host a Facebook how to meeting lunch and learn etc. Training helps to provide the knowledge to ease fears away.

LEVEL UP COMPANY PROCESSES

- Invest in a PDF creator and editor such as Adobe
    - Convert all common use documents into PDFs to ensure standardization and ease of access for employees.
    - This will keep paper cost and frustration levels down.
    - Convert those PDFs into "Fillable" documents that they can download onto their device.
- Create a Shared cloud drive where documents can be submitted real time and protected from being lost.
    - Google, DropBox, ShareDrive, TEAMS etc. can have spreadsheets that are shared and updated by the whole. Training is imperative for everyone.
    - Recordkeeping is more organized, protected and easy to access.
- Develop a BYOD (Bring your own Device) program to save cost and invest in a VPN.
    - Keeps everyone in the know and avoid loss of equipment.
    - Monthly reimbursement or Device Discount from participating providers.
- Digital Calendars and Reminder/Task lists
    - Companywide calendar: Google or Microsoft
        - Every Quarter should be scheduled out so employees can see important dates
        - Employees Create tasks and mark off as needed to create ownership and accountability
    - Employees submit time off requests through calendar taps etc. for digital record and for supervisors to crosscheck with other schedules to avoid understaffing or meeting conflicts.

- SMS texting/messaging system
  - Google, TEAMS, GroupMe, ClickSend, etc. applications have group chat features to send emails, documents, newsletters, memes, reminders, celebrations, pictures to the group.
- Develop a Digital and Cyber security program
  - Policy and procedures keep expectations and security
  - Training on this annually or if corrective action is required
- Hybrid Meetings
  - Video conferencing for all meetings so everyone can attend
  - Digital Roster
  - Select employees to facilitate and bring topics. Change it up.
  - Record meeting for those who missed it.
- LMS (learning management systems) CBT (computer-based trainings)
  - Safety, Health, Environmental, HR, and some certifications are available online and can be accessed through mobile devices.
  - Screenshot and send the completion to the group chat for peer accountability.
- Tech supportive Safety and Workplace Culture Committee
  - Stretch assignments or leadership growth positions that are available for easy topics and moderate chat room and source meeting topics if necessary. Should work with HSE Coordinator
  - Volunteer or nominated. Acknowledgment and celebrated by leadership and management but not to replace leadership or management involvement.

Remember when I said 85% of employees are not engaged or are making the conscious decision to not be engaged? Well, here is the good news. A study was done by 36 companies who implemented a safety and workplace technology-based program, and they found a 65% improvement in morale, productivity and communication of those who said they were not engaged.

Tools such as virtual technology, social networking and online portals provide limitless options for employee engagement. We just need to provide the training, follow through, follow up, leadership involvement and scheduled routine to make it successful.

TECHNOLOGY HELPS TO………