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SPEAKERS

Jill James
Chief Safety Officer, HSI

Jill James is Chief Safety Officer at HSI where she focuses on product, thought leadership, and regulatory trends. Her 29-year EHS career includes 12 years as an OSHA Senior Safety Investigator, and several years in healthcare, education, biotech, life sciences and the poultry industry. Jill hosts the Accidental Safety Pro podcast and created the Supervisor Safety Tip video series. She received her Master's in Industrial Safety from University of Minnesota, Duluth and her undergraduate degree is in Community Health Education.

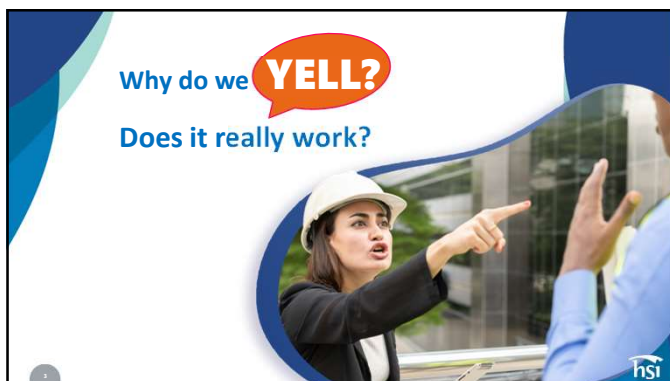
Todd W. Loushine, PhD, P.E., CSP, CIH
Associate Professor & Graduate Coordinator,
Dept of Occ & Env Health & Safety, UW-Whitewater

"Dr. Todd" has been teaching students for over 15 years and practicing safety for over 29 years. He started as a CSHO with Minnesota OSHA, worked with the Dept of Health and Family Services while attending grad school at UW-Madison. He's very active with the American Society of Safety Professionals (ASSP), currently serving as the Region 5 Vice President. He recently started working part-time as the safety manager at a manufacturing facility, getting back to his roots and staying connected to the real-world experiences in safety.





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How management might view the EHS professional

- Why would management raise their voice to supervisors? Workers? Or us?
- Is it an effective mode of communication, or does it negatively affect communication?




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How workers might view the EHS professional

Are workers who get yelled at going to trust or seek open communication with that person?




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The Traffic Cop Safety Pro:

Is this style effective?

Healthy?

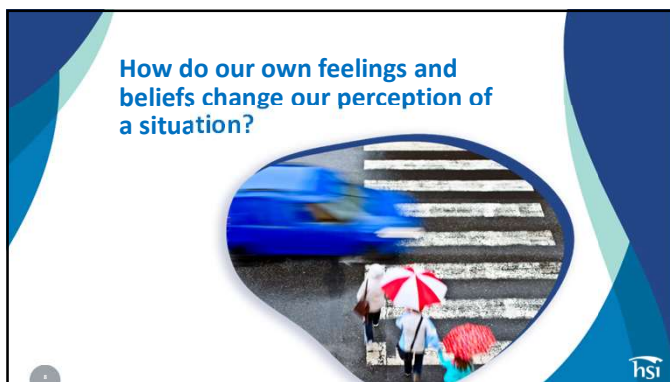


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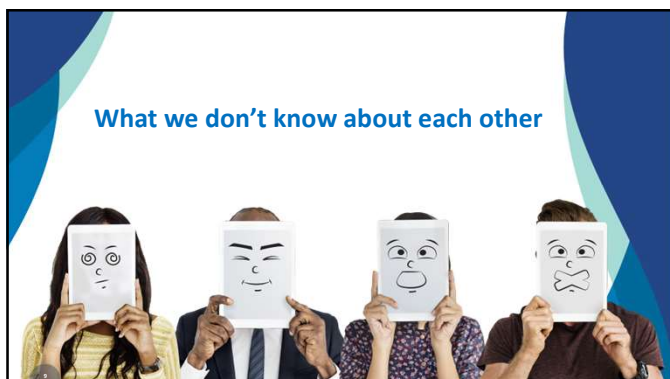
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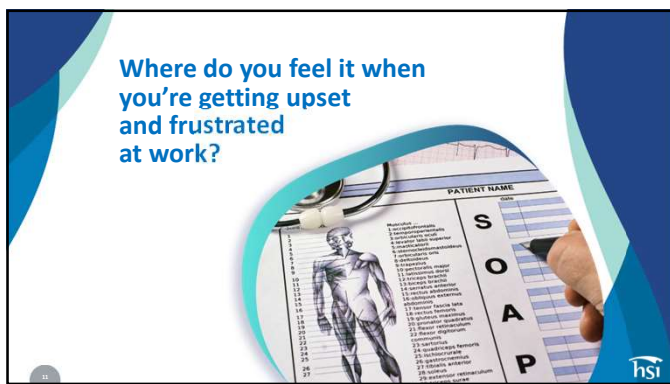
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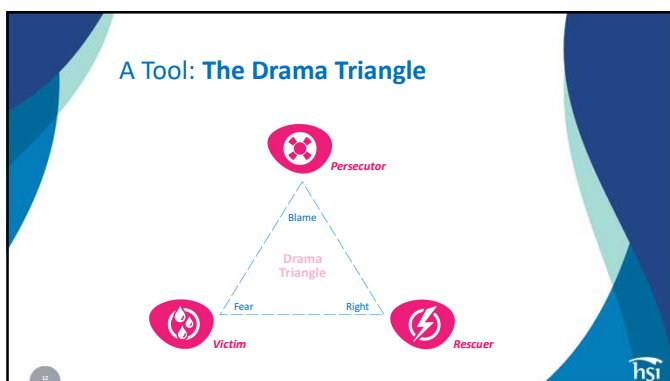
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Strategies to communicate effectively

- Calm yourself down
- Calm the other person down
- Communication barriers
- Seek to understand
- Explain the why
- Short-term vs. Long-term




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Internal check:

Inside Self: <ul style="list-style-type: none"> • Posture • Body language • Tone • Volume • Touch or rather, not • Breath • Cultural differences between you and another 	Outside self: <ul style="list-style-type: none"> • Assumptions • Unconscious bias • Blame • Energy matching • Empathy • Is this particular issue, circumstance a challenge to my north star (a hill to die on)?
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Calming your nervous system



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De-escalation techniques

- Empathetic and non-judgmental
- Respect personal space
- Non-threatening nonverbal behavior
- Keep emotional brain in check/avoid overreacting
- Focus on feelings, validate
- Ignore challenging questions
- Set limits
- Choose wisely what you insist upon
- Allow silence for reflection
- Allow time for decisions

*From CPI, Crisis Prevention Institute, applicable to any crisis situation

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6 Key Active – Listening Skills

 Pay Attention
  Withhold Judgement
  Reflect

 Clarify
  Summarize
  Share





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How to have a difficult conversation

The STAR method: an approach to difficult conversations that can help you determine goals and approach an issue productively and respectfully

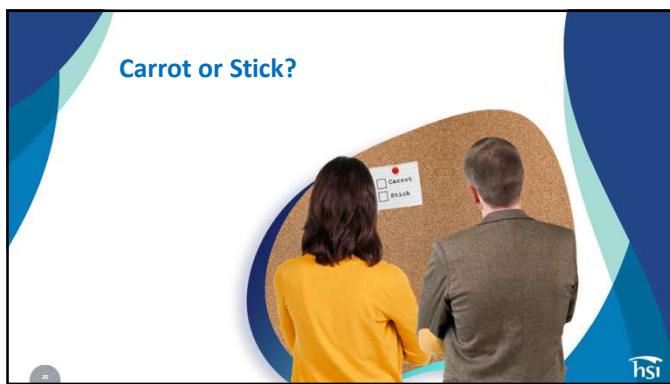
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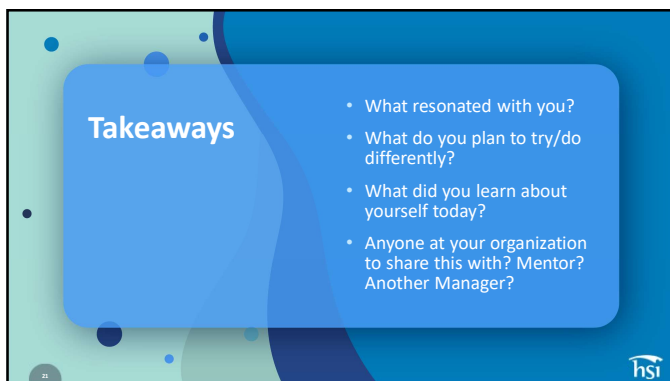
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