



Risk Management for Leaders, Certificate Series

Kickoff: A Framework for Success

The webinar will begin soon



Risk Management for Leaders, Certificate Series

A Framework for Success

ICW Group Risk Management Services



Series Presenters:

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Head of Risk Management





RISK MANAGEMENT FOR LEADERS

Certificate Series

Risk Management for Leaders Certificate Series

A Framework for Success

Commitment to Safety – A Way of Doing Business

Cultural Impact on Safety

Engaging and Empowering Teams

Continuous Improvement – A Fundamental of Growth

The Power of Communication and Transparency



Risk Management Leadership

This presentation was developed to express the vital role the management team plays with the safety for all employees and the control of operating cost.

What's at Risk?

- Competitive Risk
- Reputational Risk
- Operational Risk
- Financial Risk
- Financial Risk
- Compliance Risk
- Strategic Risk
- People Risk

But most of all Quality of Life!



Poll

Who plays the most important role in workplace safety?

- a. Company Safety Professional
- b. Supervisors
- c. Front line employees
- d. Executive leadership



Poll

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- a. Company Safety Professional
- b. Supervisors**
- c. Front line employees
- d. Executive leadership

Did you know?

15% of a company's accidents can be controlled by employees – while 85% can be controlled only by management.

– Dr. W. Edwards Deming



Common Leadership Mistakes

- Focusing on rules enforcement
- Criticizing more than complimenting
- Unfamiliar with “Inspect, Don’t expect” philosophy
- Quick to blame their crew
- Quicker to take credit
- Blaming senior management
- Fancying yourself a leader

From People Work by Kevin Burns

Manager

- gives direction
- has subordinates
- holds authority
- tells you what
- has good ideas
- reacts to change
- tries to be a hero
- exercises power

Leader

- asks questions
- has followers
- is motivational
- shows you how
- actions good ideas
- creates change
- makes heroes
- develops power

Resources

- *Start with Why* – Simon Sinek
- *Dare to Lead* – Brené Brown
- *The Fearless Organization* – Amy C. Edmondson
- *Safety by Objective* – Dan Peterson
- *People Work* – Kevin Burns
- *Practical Loss Control Leadership* – Bird and Germain
- *Difficult Conversations* – Stone et al.



Leadership Responsibilities

- Commitment to Safety
- Cultural Impact on Safety
- Team Engagement
- Continuous Improvement
- Communication and Transparency



Commitment to Safety

The crucial role of leadership in modeling safety behaviors and committing to safety as a core value.



Leadership Responsibilities

1. Leaders are responsible for the safety and health of others.
2. Demonstrate safety leadership through actions.
3. Care deeply about their people.
4. Budgeting for safety provides significant opportunities for managing long term costs.
5. Risk management provides an operational strategy to improve overall management.

Safety Leadership Through Actions

- Make safety practices a visible priority in daily operations.
- Promote genuine involvement from all levels of leadership.
- Make decisions that prioritize the well being of employees.
- Avoid mediocrity, complacency and status quo.
- Establish an organizational budget for safety.

Investing in Safety

Do **YOU** have a budget for safety?

Safety – An Operational Strategy to Improve Overall Management

“The first duty of an organization is to survive, and the guiding principles of business economics is NOT the maximization of profit – it is the avoidance of loss”

– Peter Drucker



Cultural Impact on Safety

“Creating an environment where safety is integrated into every aspect of the organization, with management and team members working together toward common safety goals.”

— Dan Peterson





Poll

According to Deming, what percent of incidents are controlled by management?

- a. 15%
- b. 50%
- c. 85%
- d. 95%



Poll

According to Deming, what percent of incidents are controlled by management?

- a. 15%
- b. 50%
- c. 85%**
- d. 95%

Leadership Responsibilities

1. Establish the organization's risk tolerance.
2. Set expectations for safety.
3. Build a positive attitude toward safety.
4. Value production and safety equally.

Leader's Responsibilities

Establishing the Organization's
Risk Tolerance



Evolving Risk Tolerance



Football
Wilderness Survival
Back Country Skiing



Mountain Biking
Traveling Surfing



Golfing Fishing
RV Camping



Fitness Coaching Family

Leader's Responsibilities

Setting Expectations for Safety



Setting Expectations

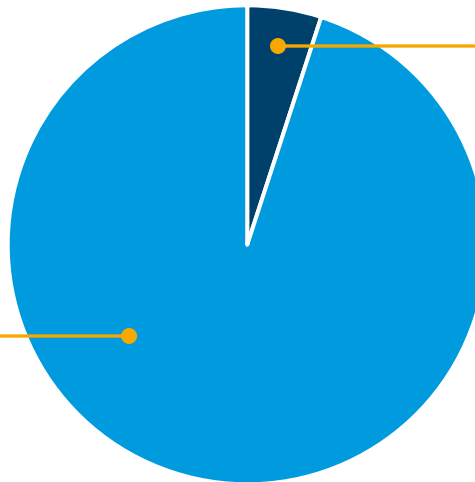
- Integrate safety into daily operations.
- Create accountability at all levels of organization.
- Set expectations around unsafe acts and conditions.



Did You Know That...

All Claims are Caused by...

Unsafe Act
90-95%



Unsafe Condition
5%

Leadership Responsibilities

Being human, leaders have the human tendency to rationalize regarding accident causes; to focus on the “Careless” or “Unsafe” acts of employees and avoid blaming themselves.



Examples of Unsafe Actions

- Unauthorized operation
- Failure to secure
- Working at unsafe speeds
- Failure to warn
- Removing safety devices
- Using defective equipment
- Using equipment improperly
- Unsafe position or posture
- Servicing moving equipment
- Horseplay
- Improper or not using personal protective equipment

Examples of Unsafe Conditions

- Lack of Warning Systems
- Fire hazards
- Unexpected movement
- Poor housekeeping
- Poor illumination
- Protruding objects
- Atmospheric conditions
- Unsafe design or layout
- Defective tools, equipment

Personal Factors to Consider

- Attitude
- Fatigue
- Morale of the workforce
- Stress factors
- Substance abuse
- Experience level
- Literacy level
- Physical restrictions
- Maturity level
- Language barriers

What Are You Willing To Risk



Safety is not about accident statistics, charts, graphs, finding out who is to blame...



Safety is about coming home every evening and embracing your family and friends.



It's about quality of life. As individuals you either accept safety or ignore it.

Team Engagement

The importance of involving employees in safety decisions and practices to foster ownership accountability.



Leadership Responsibilities

1. Create ownership and accountability.
2. Team empowerment.
3. Atmosphere of psychological safety.

Ownership and Accountability



Involve all levels of team in planning and feedback.



Delegate responsibilities with measurables.



Integrate into performance metrics.

Team Empowerment



Give them a voice.



Resources to be
successful.



Skills to be
successful.

Psychological Safety



Model vulnerability.



Foster a listening environment.



Encourage team engagement.

Express gratitude and appreciation.



Normalize learning from mistakes.

Continuous Improvement

The need for ongoing assessment, learning, and improvement in safety practices.



Leading the Same Old Way

How are we managing our Risk Management programs?
Is it an active living program that improves and grows with time? Or is it inactive until something drastic happens?



59 Chevy

VS



2009 Malibu



Leadership Responsibilities

1. Create an environment of continuous learning.
2. Establish systematic approach for continuous risk assessment.
3. Create Leadership accountability.
4. Empower leaders to make upstream changes.
5. Confront mediocrity and complacency.

Continuous Learning



Encourage
a Growth
Mindset



Access to
Learning
Resources



Make
Time for
Learning



Celebrate
Team
Growth



Incentivize
Continuous
Education

Continuous Risk Assessment



Establish a systematic approach for continuous risk assessment



Empower leaders to make upstream changes based on risk information



Learn from incidents.

Ways to Identify Your Exposures

- Include safety by design
- Planned safety observations
- Job Hazard Analysis
- Risk inventories / exposures
- Annual reports
- Purchasing



Leadership Accountability



Establish clear goals and objectives.



Measure safety as a performance metric.



Ensure leaders understand their safety responsibilities and the impact of their actions.

Empower Leaders



Empower leaders to address hazards identified.



Create a budget for safety.



Celebrate risk management wins.

Confront Mediocrity and Complacency



Shake it up.



Increase
frequency and
quality of
training.



Ongoing
communicati
on,
recognition
and problem
solving.



Provide
positive and
constructive
feedback.

Communication and Transparency

The necessity of open communication and transparency in promoting safety awareness and reporting incidents.



Communications

- Methods of Communication
- Environment open to communication
- Confirmation of understanding
- Having difficult conversations
- Normalize learning from mistakes.



Learning Styles

How can understanding your workers learning style greatly increase the effectiveness of you Risk Management program?

Learning Styles

You can greatly increase your learning ability by identifying your learning style and modifying your learning strategies to leverage your preferred mode of acquiring and processing information.



Visual = absorbing information in written form



Auditory = hearing lectures or verbal instructions



Kinesthetic = doing or hands-on methods

Training to Learning Styles

What methods do we use to train our team members? Does it touch on each learning style? When we train do we combine seeing, touching, hearing?

Transparency

- Foster open dialogue and candor.
- Demonstrate vulnerability.
- Ensure everyone feels seen and heard.



Take Aways

- Commitment to Safety
- Cultural Impact on Safety
- Team Engagement
- Continuous Improvement
- Communication and Transparency

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✓ A Framework for Success

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Visit www.icwgroup.com/webinar to register!

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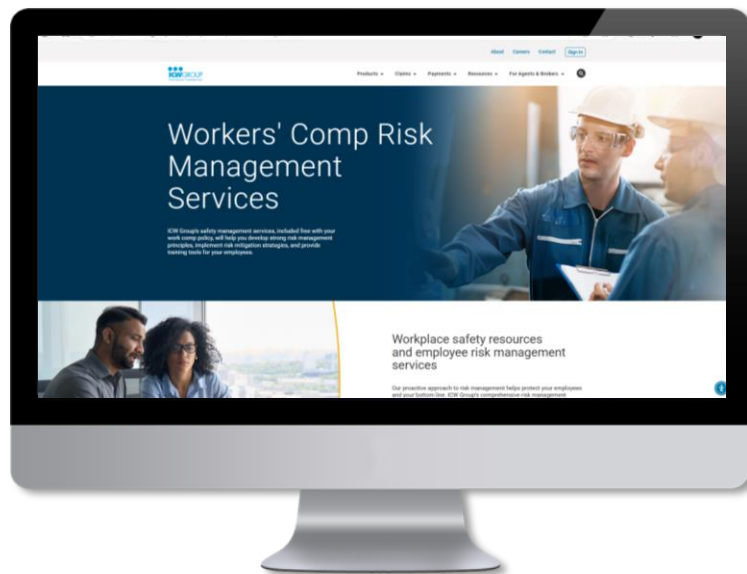
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Safety Resources Available to You

Policyholder Website

- Injured Workers Resources
- Safety Webinars on demand
- Safety *OnDemand*®
- And More!

icwgroup.com/safety





QUESTIONS?

Contact Us:

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THANK YOU!

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