



RISK MANAGEMENT FOR LEADERS

Certificate Series

Engaging and Empowering Teams

The webinar will begin soon



RISK MANAGEMENT FOR LEADERS

Certificate Series

Engaging and Empowering Teams

ICW Group Risk Management Services



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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



A woman wearing a yellow hard hat and an orange safety vest is shown in profile, looking upwards. She is holding a tablet or clipboard. The background is a blurred industrial setting, likely a factory or warehouse, with metal structures and equipment. The overall tone is professional and focused.

Cost of Disengaged Employees

A Look at Industry Trends

Engaged Employees Incur Far Less Costs than Disengaged Employees!

Companies with a highly engaged
workforce have...



70% fewer
accidents

Source: Gallup Organization



Cost of Disengaged Employees?

Low engagement leads impacts the bottom line



\$450 to \$500 billion

The annual lost productivity costs due to disengaged employees in U.S.

Leadership Responsibilities

1. Creating Ownership and Accountability
2. Team Empowerment
3. Executing an Effective Feedback Loop
4. Creating an Atmosphere of Psychological Safety



Poll

Our organization is intentional about team safety engagement.

- a. True
- b. False



Creating Ownership and Accountability

Involve Team in the Process



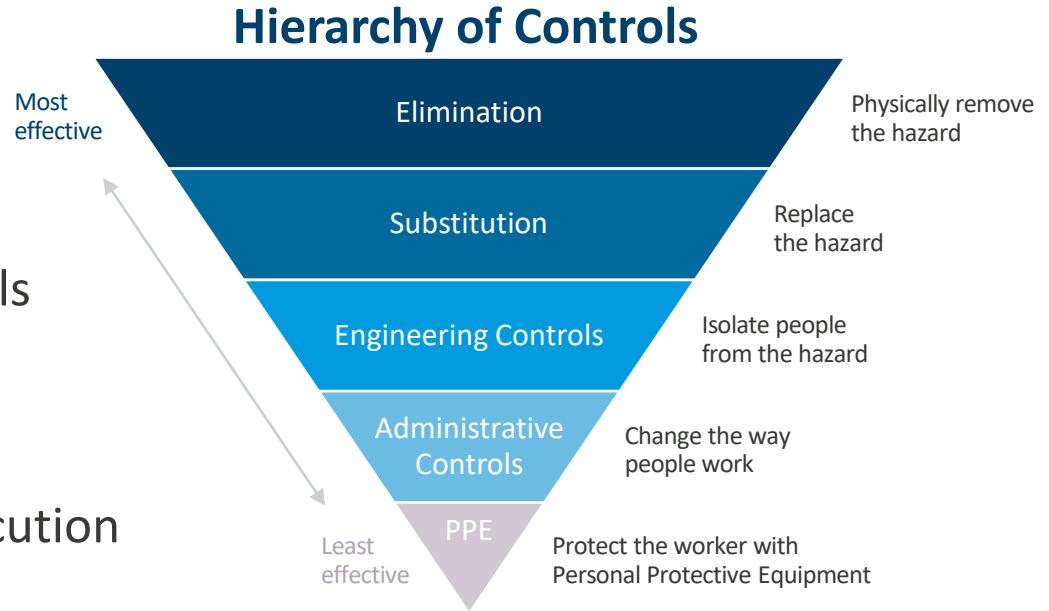
Identifying and Assessing Risk

- Individual and joint hazard assessments
- Surveys and questionnaires
- Effective hazard reporting mechanisms
- Hazard focus groups
- Safety committee participation



Treating Risk

- Hazard workshops
- Workplace design
- Input for administrative controls
- Purchasing input
- PPE selection
- Training development and execution



Monitoring and Reporting

- Inspections
- Observations
- Hazard reporting and stop work
- Accident investigations



Integrate into Team Performance Metrics

- Inspections
- Observations
- Use of PPE
- Unsafe acts
- Focus group/safety committee participation

“What gets measured gets done.”

– Peter Drucker

Leadership Performance Metrics

Safety by Objectives 2nd Edition –
Dan Peterson

Things a supervisor should do to...

- Identify accident causes
- Identify and remove hazards
- Coach his or her people to do better
- Provide a motivational environment



Accident Causation Metrics

Safety by Objectives 2nd Edition – Dan Peterson

Traditional

Accident investigations

- # completed
- # on time
- # causes identified/removed

Less Traditional

- Safety sampling
- Statistical safety control
- Technique of operations review
- Incident recall techniques

Hazard ID and Removal Metrics

Safety by Objectives 2nd Edition – Dan Peterson

Traditional

- Inspections
- Job hazard analysis

Less Traditional

- Hazard hunts
- OSHA compliance checks
- Ergonomic analysis

Coaching Metrics

Safety by Objectives 2nd Edition – Dan Peterson

Traditional

- Safety meetings
- Safety observations

Less Traditional

- One-on-ones
- Safe behavior reinforcement
- One-minute safety programs
- Stress assessments

Motivation Metrics

Safety by Objectives 2nd Edition – Dan Peterson

Traditional

- Carrot and stick method(s)

Less Traditional

- Worker safety analysis
- Inverse performance appraisals
- Safety improvement teams
- Climate analysis



Team Empowerment

Give Them a Voice

- Empower employees to act
- Act on team feedback
- Team member led inspections
- Open communication
- Informal safety conversations



Resources to be Successful

- Sufficient budget for safety
- Time
- Proper equipment & PPE
- Access to SOPs
- Access to industry standards/
best practices



Skills to be Successful

- Effective training
- Post training surveys
- Post training observation
- Detailed job descriptions
- Clear safe operation procedures
- Certifications/designations

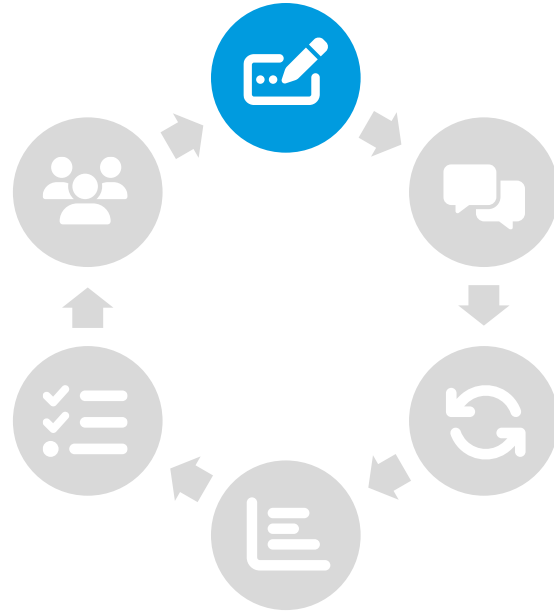


Executing an Effective Feedback Loop



Multiple Reporting Mechanisms

- Suggestion boxes
- Hotlines
- Mobile apps
- Online platforms
- Anonymous reporting options



Encourage Regular and Open Communication

- Regular safety meetings
- Safety committees
- Leadership meetings
- Formal and informal safety conversations
- Train team members on internal resources



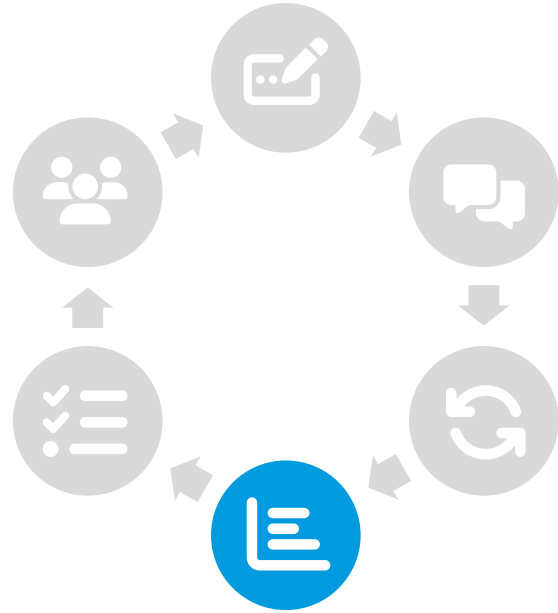
Timely Acknowledgement and Response

- Acknowledge feedback promptly
- Take immediate action on critical hazards
- Celebrate feedback



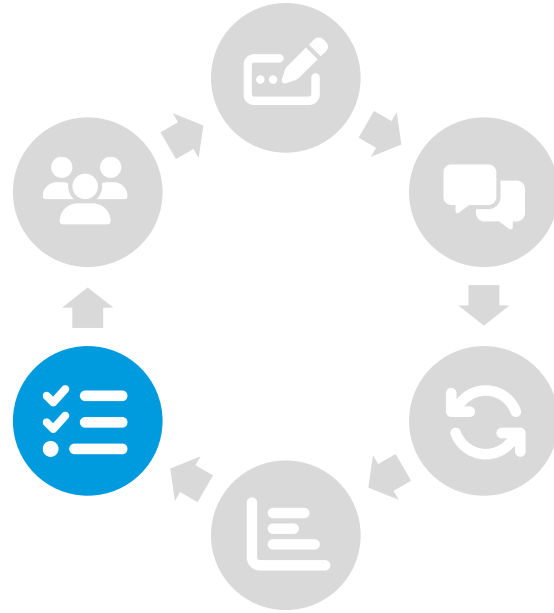
Feedback Review and Analysis

- Leading indicators
- Lagging indicators
- Root cause analysis
- Prioritizing risk



Implement Corrective Action

- Develop action plans
- Track progress
- Communicate progress



Feedback to Team Members

- Close the loop
- Communicate outcomes
- Recognize contributions
- Demonstrate change through actions



Psychological Safety



What is Psychological Safety

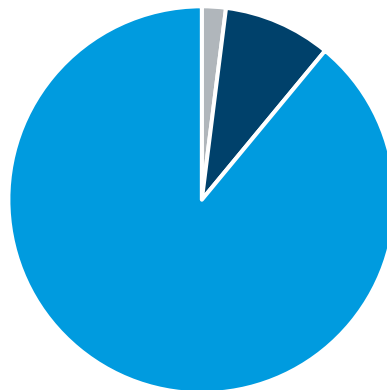
“Psychological safety means an absence of interpersonal fear. When psychological safety is present, people are able to speak up with work relevant content.”

– Amy Edmonson

Psychological Safety

Employees believe that psychological safety in the workplace is essential.

– McKinsey & Company



2% Not important

9% Important, but not essential

89%

Say it's essential

Responsibility of business leaders to create a safe and respectful workplace, US respondents

Low Psychological Safety

- Fear
- Mistrust
- Apprehension
- Concern
- Guardedness



Benefits of Psychological Safety

- Encourages speaking up
- Supports productive conflict
- Mitigates failure
- Increases operational excellence
- Promotes creativity and innovation
- Increases accountability and ownership



What Psychological Safety is Not

- About being nice
- A personality factor
- Another word for trust
- About lowering performance standards



Creating Psychological Safety



Model
vulnerability



Foster a
listening
environment



Celebrate
safe acts



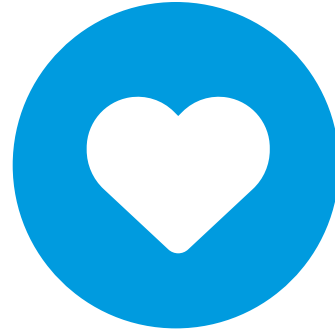
Express
gratitude and
appreciation



Normalize
learning from
mistakes

Model Vulnerability

- Heighten and maintain your awareness
- Be bold in exhibiting vulnerability
- Demonstrate empathy
- Act with compassion



Foster a Listening Environment

- Model active listening
- Encourage open dialogue
- Validate contributions
- Respond constructively



Celebrate Safe Acts

- Reinforce positive behavior
- Demonstrate commitment
- Boost morale



Express Gratitude and Appreciation

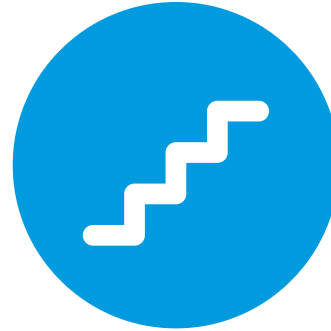
- Fosters trust and connection
- Encourages open communication
- Enhances engagement and motivation



Normalizing Learning from Mistakes

Benefits:

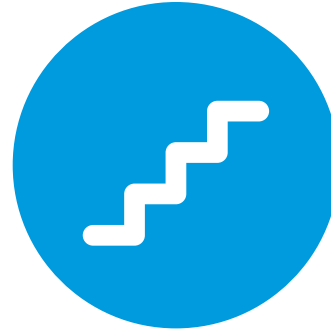
- Encourages openness
- Promotes learning and improvement
- Encourages autonomy
- Builds resilience



Normalizing Learning from Mistakes

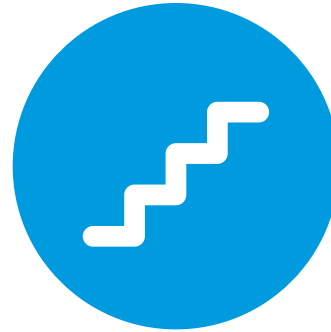
Requires:

- Organizational risk tolerance.
- Defined decision making process.
- Established confidence levels.



Normalizing Learning from Mistakes

- Create a blame free environment
- Encourage open communication
- Lead by example
- Implement structured learning
- Recognize and reward transparency



Recap

1. Creating Ownership and Accountability
2. Team Empowerment
3. Executing an Effective Feedback Loop
4. Creating an Atmosphere of Psychological Safety

Commitment

What is **one action** you will take to foster Team Engagement in your safety and risk management program?

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.

Influencer – Patterson et al.



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



Earn Your Risk Management for Leaders Certificate



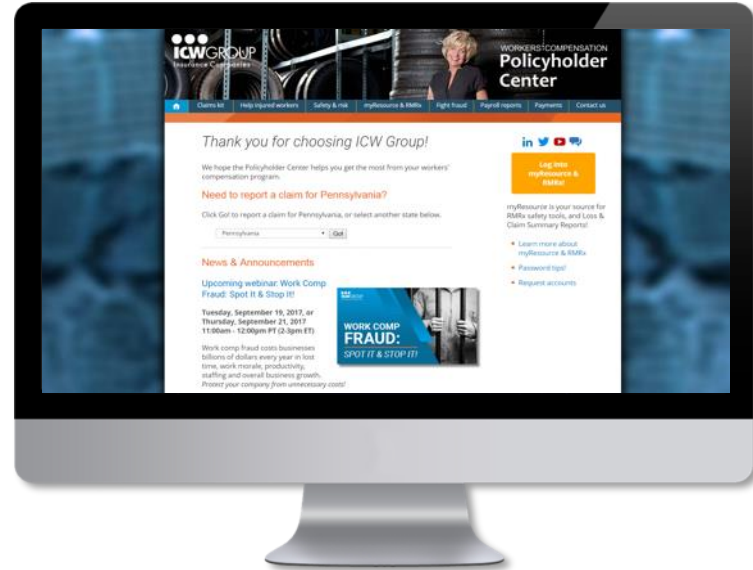
Social Media Badge

Safety Resources Available to You

Policyholder Website

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

icwgroup.com/safety





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QUESTIONS?

Contact Us:

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THANK YOU!

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