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STOP YELLING AT ME!

How **soft skills** make you a better safety person

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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 30-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,
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"Dr. Todd" has been teaching students for over 15 years and practicing safety for over 30 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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Why do we **YELL?**

Does it really work?



[Download Worksheet](#)

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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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Why do we respond aggressively?



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How do our own feelings and beliefs change our perception of a situation?



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What we don't know about each other



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How to identify when a conversation is adversarial



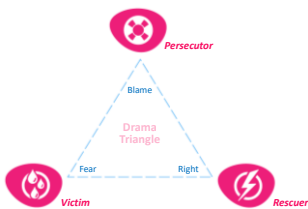
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Where do you feel it when you're getting upset and frustrated at work?



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A Tool: The Drama Triangle



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Strategies to communicate effectively

1. Calm yourself down
2. Calm the other person down
3. Communication barriers
4. Seek to understand
5. Explain the why
6. Short-term vs. Long-term




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Internal check:

Inside Self:

- Posture
- Body language
- Tone
- Volume
- Touch or rather, not
- Breath
- Cultural differences between you and another



Outside self:

- 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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6 Key Active – Listening Skills



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How to have a difficult conversation

START > STOP > CONTINUE

A communication method to improve performance, collaboration, and understanding.

Open-ended questions:

What should we ____ doing?



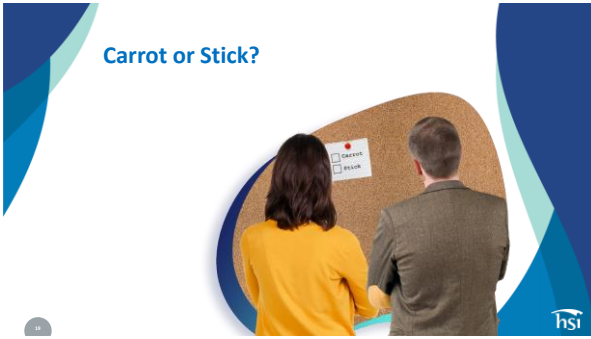
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Trusted Advisor/Mentor

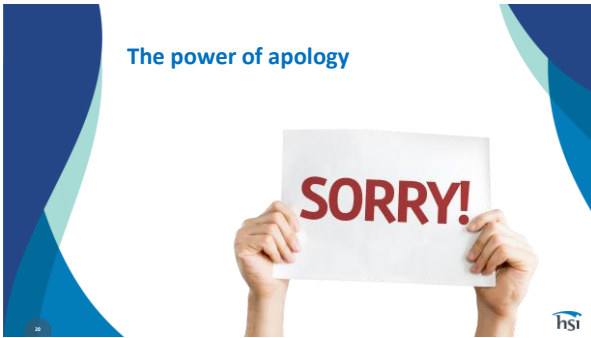
Do you have a mentor?
 Is there someone you can use as sounding board?
 Who do you debrief with?



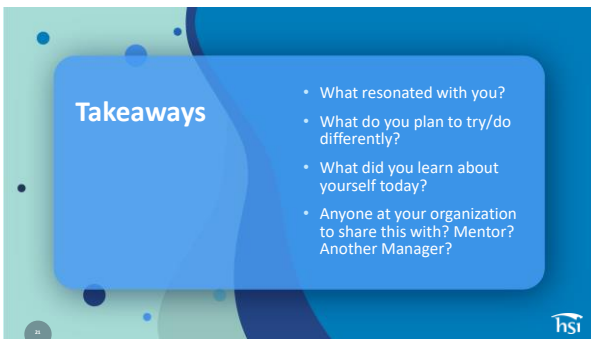
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hsi *Thanks for joining us!*
Questions?

Additional Resources 



Let's connect!
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