



Speak Up!/Listen Up!

for Electric Cooperatives



Frequently Asked Questions (FAQs)

Questions for statewide associations to consider when answering questions regarding SULU, these answers are only suggestions. Some states may decide to vary the responses based on their own individual plans.

- Could you provide a brief overview of the program and the potential benefits we should consider?
 - ✓ The program was developed through a partnership between CAT Safety Services, NRECA's Rural Electric Safety Achievement Program (RESAP) and program Area Administrators, and Federated Rural Electric Insurance Exchange.
 - ✓ The training uses CAT's proven communication concepts, and links them to work scenarios shown on videos. The work scenarios are tailored to day-to-day work activities that co-ops typically perform. The videos help employees connect to the training content and engage them in discussions of how to best provide and be open to receiving feedback within their work environments. This program has helped strengthen safety culture and reduce injuries in other industries.
 - ✓ The purpose of the program is to help instill the courage and confidence in employees to speak up, and willing accept feedback on safety performance.
 - ✓ The specific objectives of the program are:
 - Help employees overcome the fear and anxiety about speaking up
 - Teach employees how to give and receive safety-related feedback
 - Provide a framework for effective safety conversations between employees and leaders
 - Emphasize safety is everyone's responsibility
 - Emphasize certain leading practices to co-op leaders

- What is the cost for our co-op to participate in the training?*

 - ✓ States can offer the program to co-ops at no cost or for a small fee.
 - ✓ The intent is for each statewide association to purchase the program training content from CAT for \$250 (more than one package may be required based on your scheduling needs) and train the instructors needed to deliver the training. RESAP is offering the training-the-trainer program at no cost through CAT to kick off the program. A co-op also has the option to purchase the training material directly from CAT for \$250 and conduct the training themselves. It is

recommended that co-ops who choose this option have their instructors participate in a SULU training-the-trainer program before conducting the training, offered either through the statewide or RESAP.

- **How much time will the training take?**
 - ✓ The training typically takes between 3 and 4 hours depending on the size and make-up of the class.

- **When will the training be available?***
 - ✓ The program will be available to co-ops in 2015 however each state will need to answer for this question based on their own individual plans considering existing workload, available resources, availability and timing of training-the-trainer sessions for instructors, priorities and goals of their statewide.

- **How can we participate?***
 - ✓ The training is offered to all co-ops who want to participate whether or not they are in RESAP.
 - ✓ Co-ops need to request and schedule the training through their statewide association and/or their states designated representative, or on their own as previously discussed.
 - ✓ For the training to provide the maximum benefit to co-ops, co-op senior leaders need to participate in the training and actively support implementation of the concepts. It is recommended that states first introduce the training to their co-ops' CEO/GM, and/or their designees to decide if they agree with the concepts and want to instill these safety principles at their co-op. Once co-op leaders commit to participate, training can be offered in separate sessions for managers and supervisors, front-line employees, or as a single session depending on the size of the co-op.

*This answer needs to be finalized based on your specific state and/or region's plan.