



# Speak Up!/Listen Up!

for Electric Cooperatives

*Web Conference*

## **SULU Implementation Update**

# Web Conference Overview



## Speak Up Listen Up – Program Update

- Purpose and Content
- Implementation Status
- Promotion Plan

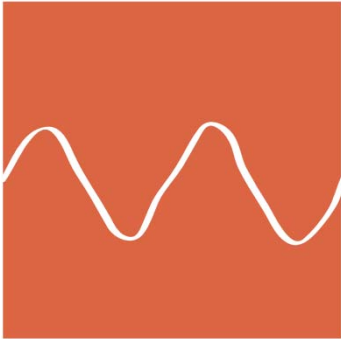


# RESAP Vision and Mission



## **Vision:**

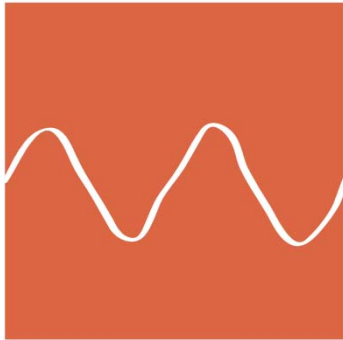
Working together to create a true culture of safety



## **Mission:**

Assist co-ops to continually evaluate and improve safety performance to create a safer workplace

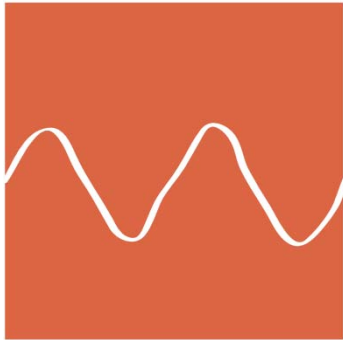
# Speak Up Listen Up – Purpose and Content



## Improve safety culture by:

- Helping employees overcome fear and anxiety about speaking up
- Teaching employees how to give and receive safety-related feedback
- Providing a framework for effective safety conversations at all levels
- Emphasizing safety as everyone's responsibility
- Emphasizing key principles to leaders

# Speak Up Listen Up – Purpose and Content



## Value Proposition for Co-ops

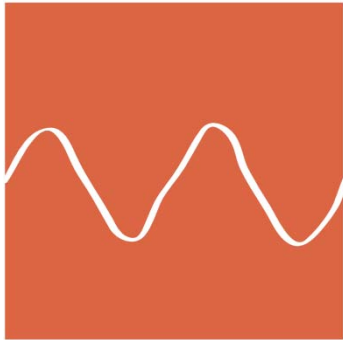
- Instills courage in employees to address unsafe situations
- Reduces the risk of serious incidents occurring
- Provides a means to solve safety issues as they occur
- Elevates safety as a core value
- Strengthens safety cultures

# Speak Up Listen Up – Purpose and Content

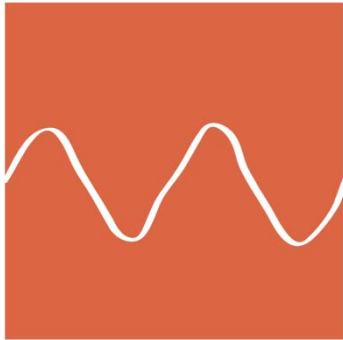


## Selected Topics

- Why Do We Keep Silent?
- Importance of Responsibility and Respect
- Three Steps to Giving Feedback
- Different Feedback Response Styles
- Two Steps to Receiving Feedback
- Factors Affecting How We Receive Feedback



# Speak Up Listen Up – Purpose and Content



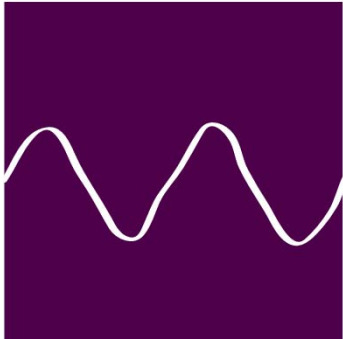
## Training Session Approach

- Program Content (CAT)
- Video of Co-op Work Scenarios
- Video of Leadership Principles
- Large and Small Group Discussions
- Personal Assessments
- Role Playing in Typical Work Situations

## Crew Leader Discussion Comments



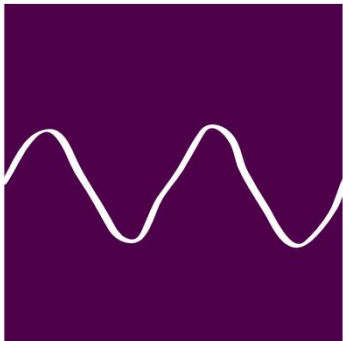
*“As a Crew Leader, I need to demonstrate that safety is a central part of everything I do.”*



*“Together, our courage to act for the safety of each other demonstrates how much we care.”*



# Senior Leader Discussion Comments



*“The result is a strong level of trust . . . so that everywhere you look, every time you look . . . somebody has your back, even if it means correcting you or interrupting you.”*