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.”