



Speak Up!/Listen Up!

for Electric Cooperatives



What's In It for My Team?

Did you know that 90% of all on the job incidents are due to unsafe behavior?

Do you have more than one employee on a job site at any given time?

If you answered “yes” to either question, learn more about Speak Up! / Listen Up! (SULU) training!

In order to create and maintain a culture of safety excellence your entire leadership team and every employee, *without exception*, must be able to effectively and routinely demonstrate the following SULU principles:

- ✓ **Recognize the normal fears** and excuses that keep us from speaking up when we see unsafe behavior.
- ✓ **Identify the normal responses** to feedback.
- ✓ Apply **the three simple steps** to give feedback:
 1. **Ask** if you can talk about the situation.
 2. **Get a Commitment** to work more safely.
 3. **Follow up** with the person to see that he/she is working safely.
- ✓ Apply the **two simple steps** when responding to safety feedback:
 1. **Listen:** Focus on the message.
 2. **Commit:** Agree on a safer way.

Let's create a culture of safety together!