



STARK COUNTY

SAFETY COUNCIL

member news

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Anger Awareness in the Workplace

*Provided by Curt Speck, President
Safety Resources Company of Ohio and
SCSC Steering Committee Member*

Everyone experiences anger from time to time; it's a natural emotion. We often feel it in response to difficult situations, such as those that make us feel undervalued or like we have no control. Differences in opinion are a major cause and voices and tensions usually rise when employees fight for their opinion. However, if we want to engage with colleagues effectively, we need to know how to properly manage that anger in ourselves and others. When employees express their feelings of frustration or anger in unhealthy, destructive ways, everyone in the workplace suffers. Employees may feel like they're treading on eggshells and may become too afraid to say anything that might cause a conflict. This lowers morale, communication, and productivity, and makes employee feel unsafe at work. The workplace should not be controlled by an angry employee.

Managing anger requires not only a reactive approach, but also a proactive one. In other words, to prevent anger from occurring in the

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January 9, 2020

“When It Hits the Fan – Crisis Management”

Bruce Hennes (GlenOak '72)
Hennes Communications Veteran Crisis
Management & Communications Specialist

January Spotlight Co.



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Stark County Safety Council Mission Statement: *To provide a forum for safety and health information, education and networking in Stark County, through leadership, innovation, facilitation, program, and support, in partnership with other public and private organizations.*

first place, your workplace should have a standard regarding employee's behavior and how it will be handled.

If you anger issues properly, you'll maintain a work environment that employees know doesn't tolerate bad behavior. Furthermore, you'll help employees understand how to react if they do encounter an emotionally charged/angry employee.

9 Tips to Recognize and Manage Anger in the Workplace.

1. **Build a professional workplace culture.** Encourage positive behavior with rational problem solving to set a standard for how employees should behave at work.
2. **Set a good example.** Behavior filters down from those in senior positions and influences others. This is simply human nature. If an employee allows their temper to control them, then everyone else in the team will do the same. Composed, respectful leaders show by example what professional behavior looks like, which motivates employees to improve themselves.
3. **Have disciplinary procedures in place.** It's crucial to have disciplinary procedures in place, use them to discuss what happened, document the incident, and take any necessary action. Plenty of workplaces have staff who are set in their ways and aren't influenced by good example. The employee needs to know they'll face consequences if they can't control their behavior and avoid getting angry in the first place. Repercussions help employee re-evaluate themselves and avoid repeating their behavior in future.
4. **Provide training on how to diffuse emotional situations.** Staff at all levels should know how to respond in confrontational situations. This includes the do's and don'ts. For example, they should know not to react to emotionally charged situations negatively, do not attempt to touch or grab an emotional/angry employee. They should know to instead respond calmly and to report the behavior to senior staff. Those in senior positions need to understand how to de-escalate situations and take swift disciplinary action, so the emotional employee knows the company has a zero-tolerance approach.
5. **Don't try to fix the person.** Despite your best intentions, it's unlikely the person's behavior will change with a few well-spoken words. Susceptibility to anger is likely deep-seated beyond your ability to correct in the short-term. Try to find ways to prevent their behavior from affecting the work environment.
6. **Keep records.** Whenever incidents of bad behavior occur, make a note of it. A written record enables you to apply disciplinary actions much more professionally. During your discussion you can flag specifics to explain what led to the disciplinary action, as well as address changes or steps you'll apply to prevent these specific incidents from happening again.
7. **Prioritize safety.** If the angry employee becomes physical, everyone's safety comes first. Employees should know to keep their distance and make sure they can get to an exit without the angry employee blocking their path. Furthermore, employees should avoid nonverbal behaviors that may be misinterpreted as a threat. For example, pointing fingers or clenching fists.
8. **Address the behavior.** When a discussion becomes heated, your priority should temporarily shift away from settling the cause of the disagreement. At this point, there's rarely a chance for constructive discussion. You should instead focus on diffusing their angry behavior. Effective ways of doing so include keeping your voice level and calm, asking questions such as "Why are you shouting at me?" and telling them that you can't continue this discussion until they calm down. You can revisit the issue later.
9. **Be empathetic and understanding.** When the employee calms down, you should resume the discussion and aim to find the root of the problem together. To do this effectively, ask simple and direct questions, be patient and listen, and take responsibility for any mistakes you made.

Many employees respond well to an emphatic, understanding approach, and admit to their mistakes, too. You can then move past the moment of anger and onto the original problem with a calmer, more reflective mentality.

Report any escalating and emotionally charged behaviors to management right away so they are aware of the situation and can be prepared to handle the de-escalation. Always think safety first.

Safety Tip of the Month

Provided by Troy Manion, Safety Director, Hilscher-Clarke &
Vice Chair SCSC Steering Committee



Thank You Bob Harris!

*Toys for Tots Coordinator
Marine Toys for Tots Foundation*



A special thank you to Bob Harris who is retiring this year from the Marine Toys for Tots Foundation. Bob has worked with the SCSC for many years and other organizations as well. Overall, during the last 25 years, the Marine Toys Foundation has collected over 1 million toys for children in Stark County. Even though the Stark County Toys for Tots tradition will continue, we wanted to give special recognition to Bob's efforts and dedication to the program.

ROBIN'S CORNER

By Robin Watson, Ohio BWC Representative



Bureau of Workers' Compensation



Q: : Can I guard an E - Stop (Emergency Stop) button to prevent employees from hitting it accidentally?

A: I understand why some employers want to guard an E - Stop to prevent it from repeatedly getting activated when there is no emergency. However, any kind of guarding is prohibited on an E - Stop. The ANSI B11.19-2010 12.9.2.1f states that “the emergency stop device shall remain unguarded”. In the explanatory information it goes further in stating at no time may anything cover an unactuated (armed) push button. Also, it states that a push button shall be installed such that it is unobstructed and can be actuated by the palm of the hand.

A few other tips; be sure emergency stops are inspected at least once a year and are red with a yellow background. Finally keep in mind, emergency stop devices are not safe guarding devices, they are complimentary to guards and other safeguarding methods and cannot be the single source of protection on a machine.



The SCSC hosted the U.S. Marine Corp Toys for Tots Foundation Drive at the December 12th luncheon/meeting. Hundreds of toys & almost \$1000.00 was collected for children in Stark County. Thank you to all of our members!

7 Keys to Creating a Safety Culture

*Provided by Troy Manion , Safety Director Hilscher-Clarke
Stark County Safety Council Steering Committee Member*

In my consulting work and in presenting to large groups, the topic of creating or supporting a safety culture comes up without fail. What I find most often is a varied understanding of what is needed by leaders and employees to ingrain a safety culture into the fabric of their organization. It's important to begin with a common definition of a safety culture: a set of core values and behaviors that emphasize safety as an overriding priority.

While values are the foundation, safety culture is ultimately expressed through what is said and done—through behavior. Each organization has or should have its own description of an ideal safety culture (based in values) however there are some elements that should be common to all. Following are seven keys to an effective safety culture:



1. The entire workforce relentlessly pursues the identification and remediation of hazards. Correcting hazards as quickly as possible and maintaining good communications around hazards will not only create a safer workplace, it will improve your employees' engagement. Frontline employees who believe management takes care of hazards are more willing to participate fully in safety initiatives.
2. Employees at all levels are equally comfortable stopping each other when at-risk behavior is observed and recognizing each other when safe behavior is observed. While good constructive feedback is important for improvement, positive reinforcement for safe behavior is essential for building safe habits. The more actively involved all levels of the organization are in delivering positive reinforcement for behaviors consistent with the desired culture, the stronger the culture will be.
3. No one is blamed for near misses or incidents. Instead, systemic causes are pursued. Often when people engage in at-risk behaviors that lead to incidents, there are organizational systems and practices that inadvertently encourage those at-risk practices. It is important to uncover those and establish accountability for making the changes to the systems and practices to encourage safe behavior.
4. The fear of discipline which drives under-reporting and stifles involvement has been driven out of the culture. Discipline has a place, but most safety issues can be effectively dealt with without discipline, which has side effects that work against building a culture of safety. When discipline is used disproportionately in relation to positive consequences it leads to lower morale, reduced trust, lower productivity, less teamwork and lack of engagement. Equally disturbing is that it suppresses reporting incidents which cripples the organizations ability to learn from mistakes and become more proactive.
5. The workforce is characterized by good relationships at all levels. Trust is an essential component for an effective safety culture. As noted above, mistakes and errors, while unfortunate, provide invaluable learning. Employees who have good working relationships with management are more likely to speak openly and honestly about what is working, what is not and what still needs to change. They are also more engaged in other aspects of safety.

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6. Safety is integrated into day-to-day work. It is not treated as something separate to be discussed during a weekly safety meeting or only at shift change. Safety should be part of every conversation and considered in every decision.
7. Successes are celebrated along the way. Pride shouldn't be focused solely on a company's safety record, but also in what is being done every day, all day to achieve that record.

Once you have defined the ideal safety culture for your organization, the science of behavior analysis can be used to develop behaviors consistent with that culture. Targeted positive reinforcement of desired behaviors leads to rapid change and the effects multiply quickly as all employees begin to not only display desired cultural behaviors, but to reinforce those behaviors in others.

Read about Judy Agnew's newest book "A Supervisor's Guide to Safety Leadership: Preventing Injury in the Workplace."

Upcoming Events

January 23—8:30 A.M-11:00 A.M. **OSHA Recordkeeping Seminar**—The Tangiers in Akron. This is a joint venture with Stark, Summit, Medina and CAK. No fee for SCSC Member. Registration is online at [OSHA Recordkeeping Seminar](#)



Register: SafetyCongress@bwc.state.oh.us

***Note: Due to this event, the SCSC March 2020 luncheon will be moved to March 19th**

FREE BWC SAFETY CLASSES

Free BWC safety classes available at North Canton Service office. See the [BWC catalog](#) for class descriptions.



First Aid in the Workplace—Jan 22—8:30-4:30

Combustible Dust Hazards: Recognition, Evaluation and Control Recommendations—Jan. 30—8:30-4:30.

Go to www.bwclearningcenter.com to enroll.

Resources

- The BWC Library creates a monthly 'Safety Update' available at www.bwc.ohio.gov
- Occupational Health & Safety Administration—www.osha.gov

February 13, 2020

“Safety Leadership and Multigenerational Communication”

Bronwyn Weaver
President/Vision and Strategy
Ami Gignac, Executive Vice President
Q4 Impsct Group, LLC

Spotlight Company:



Mark your calendars! The March SCSC meeting will be moved to March 19th due to the 2020 Ohio Safety Congress & Expo.

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*Stark County Safety Council
December 2019 Luncheon Photos*

