



Improving Safety Culture through Employee Engagement

Carlos J. Rojas, *Director of Risk Management*
Wood Gutmann & Bogart Insurance Brokers

714.824.8302
crojas@wgbib.com

WOOD GUTMANN & BOGART

Insurance Brokers

EXECUTIVE SUMMARY

2016 NNAHRA CONFERENCE – IMPROVING SAFETY CULTURE THROUGH EMPLOYEE ENGAGEMENT

As all of you know, Human Resources is one of the most important, yet challenging, responsibilities of Tribes, and their enterprises. Evolving beyond just “hiring and firing”, Human Resources Professionals are tasked with an increasing myriad of challenges. One of those challenges is bridging the gap between employer and employee. That gap can lead to poor employee morale which, in turn, can result in a variety of problems.

Employee Engagement is a popular, and effective, management technique which can close the gap between employer and employee. The closing of that gap can raise employee morale, increase job satisfaction, and improve productivity.

Our goal today is to review some of the components of an effective Employee Engagement Program, while focused on the goal of safety. Through the use of actual case studies, established “Best Practices”, and interaction among all of you, we hope to enhance your current Human Resources program; hopefully in an entertaining fashion.

Your speaker, Carlos Rojas, offers 15 years of experience in Risk Management. His proven record of success includes working in Hospitality, High Tech Pharmaceutical Manufacturing, and Staffing (arguably one of the toughest industries from the Human Resources perspective). Beyond his experience, Carlos brings passion and concern to his profession. He truly cares about employees, and understands their critical value to any organization’s success.

THE KEY POINTS OF TODAY’S SESSION:

1. Define the problem of low employee morale
2. Describe the solution offered by Employee Engagement Programs
3. Review successful techniques to achieve an effective Employee Engagement Program
4. Present the components of successful Focus Groups

We hope you enjoy today’s presentation and invite your questions and comments.



ACTIVITY #1 – IDENTIFY DRIVERS OF LOW MORALE

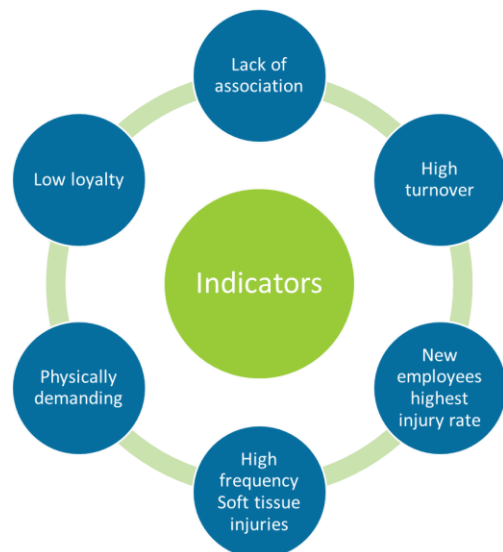
WRITE DOWN 3 CONCERNS OR DRIVERS OF LOW MORALE THAT YOU HAVE EXPERIENCED WITHIN YOUR ORGANIZATION

1. _____
2. _____
3. _____

TALLY THE TOP 3 MENTIONED CONCERNS FOR YOUR GROUP

1. _____
2. _____
3. _____

SHARE YOUR RESULTS WITH THE GROUP



ACTIVITY #2 – CRAFTING FOCUS GROUP QUESTIONS



TOP 3 DRIVERS OF LOW MORALE FROM ACTIVITY #1

1. _____
2. _____
3. _____

DRAFT 3 SURVEY QUESTIONS THAT WILL ELICIT EMPLOYEE SOLUTIONS TO ABOVE DRIVERS OF LOW MORALE

1. _____

2. _____

3. _____

FINAL TOP 3 FOCUS GROUP SURVEY QUESTIONS

1. _____

2. _____

3. _____

HOW YOU CAN MAKE YOUR FOCUS GROUP BREAK SILOS

Focus groups are particularly well suited to gauge the perceptions of safety and can yield qualitative result on feelings and attitudes on a particular subject. A well-crafted focus group allows individuals in the group to share their ideas in a structured environment so their input provides meaningful solutions.

PLANNING FOR THE MEETING

- ✓ Be clear on the objectives
- ✓ Create a mission statement to communicate expectations
- ✓ Based on the organizations' size determine how many participants are needed.
- ✓ Get a fair representation of your employee population (it is important all departments are represented)

DEVELOP THE QUESTIONS

- ✓ Use questions that are short, clear and conversational in tone.
- ✓ Stick with basic questions about how the employees perceive safety in the workplace.
- ✓ No more than 10 total questions with at least 3 being open-ended.
- ✓ Use a rating scale

1	2	3	4	5	6	7	8	9	10
Strongly disagree		Barely agree		Agree or neutral		Mostly agree		Strongly agree	

BEFORE THE MEETING

- ✓ Write a script that includes an introduction, the questions and a close. (especially if having multiple meetings).
- ✓ Provide snacks
- ✓ Arrange the room in a circle or U-shape

SELECT THE RIGHT FACILITATOR

- ✓ Sets the tone so everyone is comfortable;
- ✓ Makes the meeting enjoyable.
- ✓ Encourages conversation between the participants
- ✓ Asks questions to clarify understanding

WHEN CONDUCTING THE MEETING

- ✓ Keep the groups small (e.g. 5 to 10 participants)
- ✓ Be a host, Be Welcoming, Be Real
- ✓ Makes sure everyone is heard.
- ✓ Begin with the introduction
- ✓ Explain the process

CREATE ACTION

- ✓ Write a summary report
- ✓ Analyze the information.
- ✓ Schedule a meeting with decision maker to review results
- ✓ Put an action plan in place
- ✓ Show and communicate results

SAMPLE SURVEY

PURPOSE

Our company conducts focus groups for its Crewmembers to allow them to share safety ideas and suggestions in a neutral and safe environment. The information captures the group's comments and feedback for our continuous improvement processes.

SURVEY QUESTIONS

Please answer the questions below, using a scale of 1-10 to rate your opinions and impressions, with 10 being best or most favorable.

Survey Questions	Rating 1 – 10
1. I consider my work environment safe.	
2. I have received safety training and support to do my job.	
3. I know how to report a work-related injury.	
4. I like coming to work.	

[illegible]