

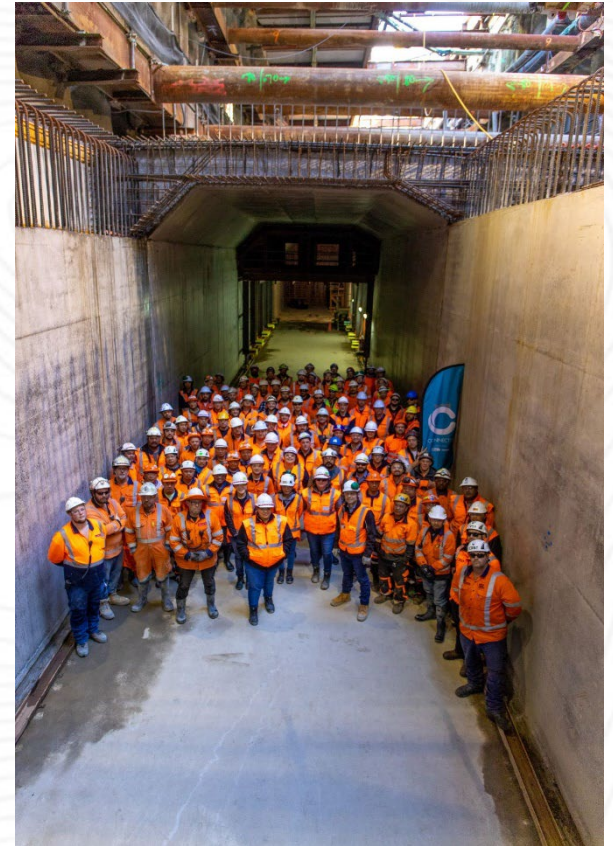
# Worker Engagement



# Health and Safety at Work Act 2015

**Duty holders, including owners or persons conducting a business or undertaking (PCBUs), have an obligation to engage with and enable the participation and representation of workers.**

**A PCBU should regularly discuss health and safety issues at their work with their workers.**



# Involving workers in health and safety matters and decisions in the workplace

- **Share information and decisions in a timely manner**
- **Give workers reasonable opportunities to share their views, raise work health or safety issues, and contribute to the decision-making processes**
- **Consider the views of workers**

**The key is good communication**



# What does good communication look like?

## Top 5 communication skills

- **Listening**
- **Non-verbal communication**
- **Clear and concise**
- **Empathy**
- **Open-mindedness**



# Challenge - Changing mindsets and behaviour

- **Personal stories are very powerful**
- **Challenge the belief that “it won’t happen”**
- **Put in the time (conversations)**
- **Put yourself in their shoes**
- **May need to just manage behaviour**



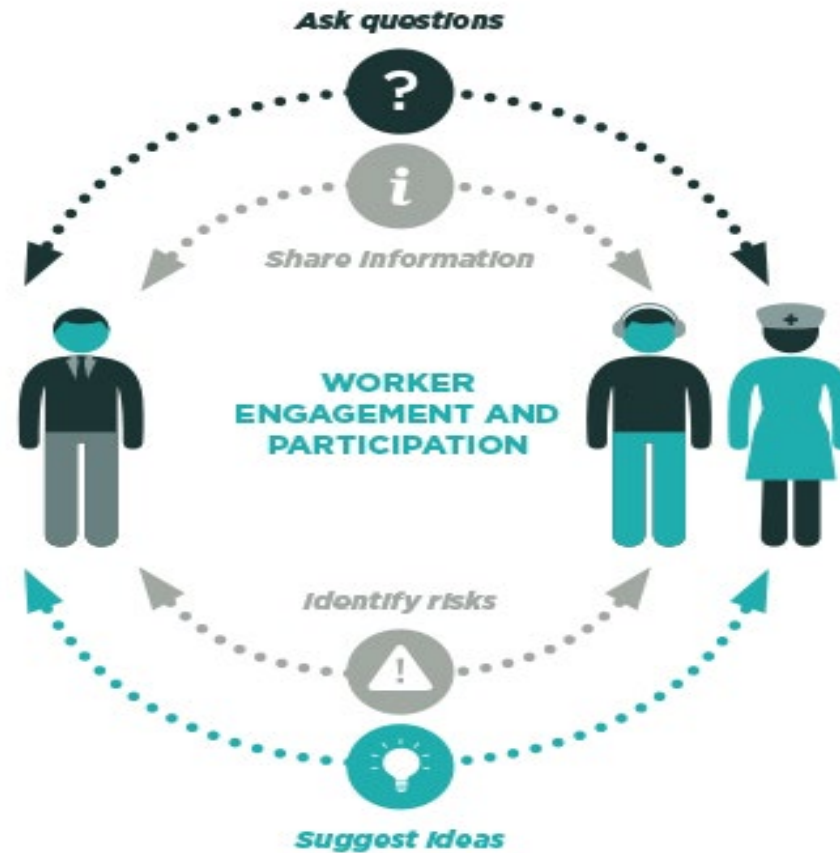
# Behaviour is influenced by consequences

- **Positive or Negative**
- **Immediate or Future**
- **Certain or Uncertain**

**PICs and NICs are very powerful**



# How do you engage with workers?



# Examples

- A company introduced a whiteboard where people can proactively write up any health and safety issues, and a deadline is set for resolving them. All issues get added to the board, and workers are updated on progress at meetings.
- At this quarry, the site shuts production for one day per month. A skeleton crew continue with sales, and the rest of the site complete safety training, conduct safety inspections, review safe work procedures and a site safety meeting is conducted.
- The Senior Leadership Team are required to undertake specific interactions with workers. Topics to discuss include; their personal motivations for being here, what they like/don't like about their job, any specific hazards they see on the site, questions about their job, hazards, issues, any previous incidents with the work they are undertaking etc.





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