

# 5 THINGS SUPERVISORS SHOULD NEVER SAY

1

Safety cops look for violations and use negative consequences, leading to fear and underreporting. Safety coaches help direct reports by focusing on positive consequences to build habits and strengthen prevention.

“ MY JOB IS TO ENFORCE THE RULES. I’M THE SAFETY COP. ”

“ SAFETY IS A CONDITION OF WORKING HERE. ”

2

This rhetoric gives the illusion that safety is under control. To earn engagement and develop a truly progressive safety culture, a *do it, or else* approach must be avoided.

“ I GIVE FEEDBACK ON SAFETY BEHAVIORS WHEN I HAPPEN TO BE OUT IN THE WORK AREA. ”

3

Key safety behaviors aren’t always easily observed by a casual walk-through. Supervisors need to identify critical safe behaviors and make a deliberate effort to observe them.

“ IT’S SOMEONE ELSE’S JOB TO FIX HAZARDS. ”

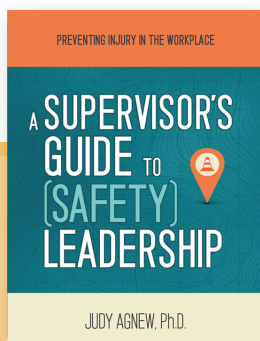
4

Hazard remediation can be a litmus test of management’s commitment to safety. Because supervisors are the face of management at the front line, it’s essential they address hazards.

5

Supervisors who use this statement miss out on the benefits of building good relationships with direct reports. Employees who feel valued are more engaged and more likely to participate fully in safety.

“ THEY DON’T PAY ME TO BE LIKED. ”



**A Supervisor’s Guide to (Safety) Leadership** helps supervisors learn the most effective things to say and do to improve safety.

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