



Be the best you can be

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Registered in England No. 07097778



Michael Emery, CMIOSH





What is the role of the OSH practitioner?

What is the role of the OSH Practitioner?

The sorts of answers practitioners typically provide are: -

1. to **advise** senior management;
2. to **help** ensure the company is legally compliant;
3. to provide **support** with regard to risk assessment, accident investigation etc.;
4. to **assist** with finding solutions to health and safety problems;
5. to **promote** a safety culture;
6. to **encourage** safe behaviours.



What is coaching?

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“Coaching is a non-directive form of development, where the coach – using highly developed listening skills and by asking insightful questions – pulls ideas, suggestions and plans from the coachee.

Mentoring uses the same skills as coaching, but is generally used to describe a situation where a more experienced colleague uses their greater knowledge and understanding to support the development of another.”



What is coaching?

“A coach is a collaborative partner who works with the learner to help them achieve goals, solve problems, learn and develop.”

A good coach: -

1. asks the right questions at the right time;
is genuinely curious and focused
2. is an active listener;
verbal and non-verbal
expressions, gestures, metaphors
3. empathises and builds rapport;
is genuinely interested and respectful and withholds personal judgment
4. is non-directive; and
5. is solutions-focused.

Exercise (in pairs)

Member 1 talk for 3 minutes on any subject

Member 2 at the end of 3 minutes, relay back: -
- the details of the monologue;
- what you learned about how he/she felt; and
- any gestures / expressions / metaphors.

Switch



Curiosity exercise

The GROW Model

Coaching skills session one

Active listening exercise

Coaching skills session two

Being solutions-focused

Coaching skills session three



IOSH Approved Coaching for safety

Holiday Inn Express
Loake Close
Grange Park
Northampton NN4 5EZ

Wednesday 17th and Thursday 18th May 2017

Normal price £525 + VAT



What is the role of the OSH Practitioner?

Top 10 most commonly performed tasks	
1	Read professional safety literature
2	Investigate/evaluate workplace risks
3	Inform/discuss with line managers
4	Inform/discuss with first line supervisors
5	Exchange knowledge with colleagues at local or national level
6	Inform/discuss with employees
7	Inform/discuss with top management
8	Make recommendations from investigations
9	Conduct workplace inspections
10	Check compliance of machines, processes and workplaces

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What is the role of the OSH Practitioner?

“... practitioners report high levels of activity with regard to informing/discussing with safety representatives, employees supervisors, managers and top management about possible risks and safety measures ...”

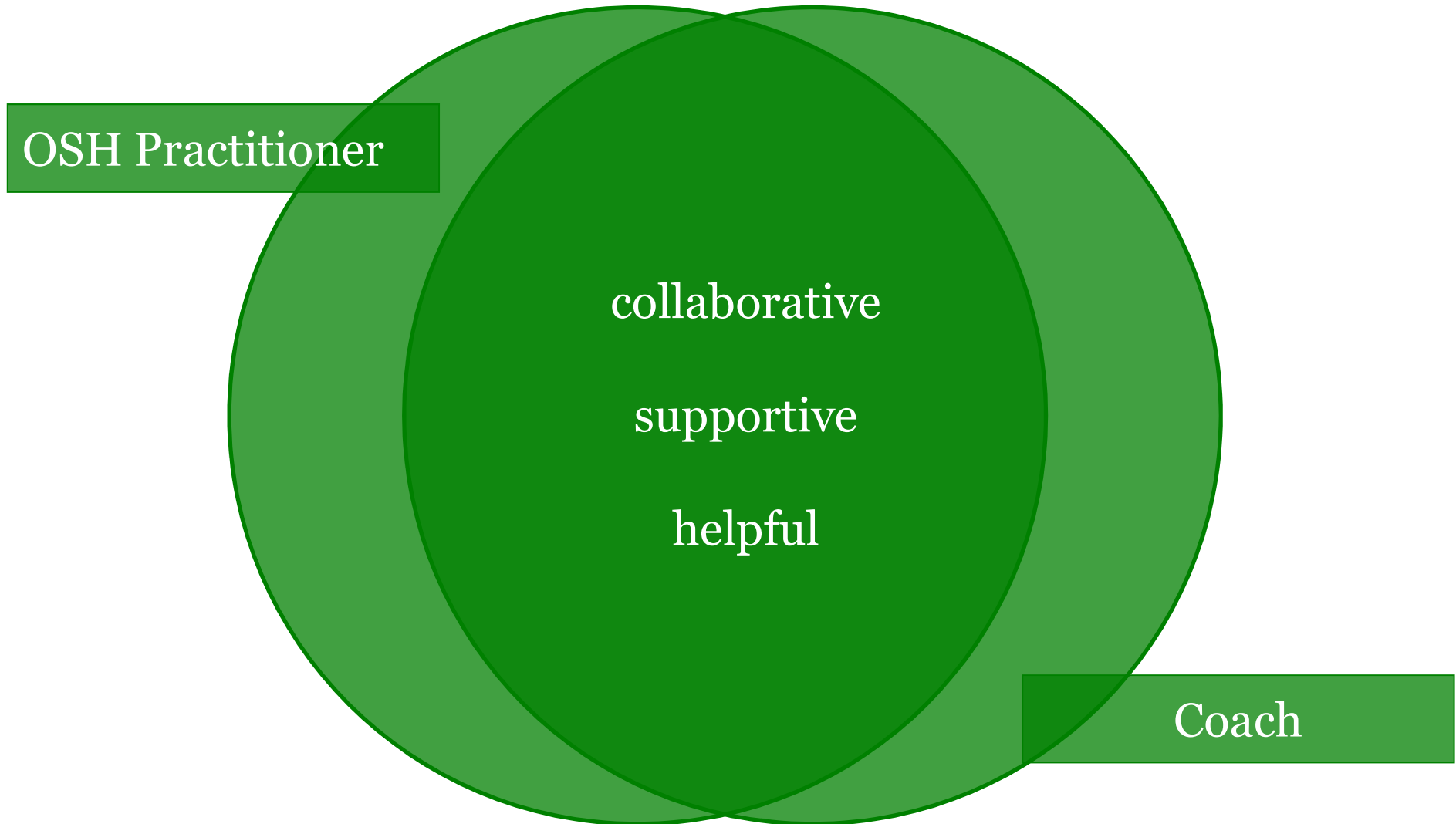
“All of these will have implications for guidance material, training syllabuses and CPD, which will need to support competence in these areas, particularly in ... communication skills.”



What is the role of an OSH Practitioner?

IOSH Blueprint – Engagement & Influence

- *Ask questions to clarify understanding*
- *Apply active listening techniques*
- *Apply communication methods*
- *Collaborate to improve OSH*
- *Explain body language and non-verbal communication*
- *Engage with individuals and groups in your workplace*
- *Challenge behaviour that is inconsistent with OSH policy*





“The very best practitioners are those who marry that [technical] knowledge with what we might call those ‘human skills’ of listening, communicating and influencing.”

Our efficacy in improving the health and safety of people at work is reliant on our success in interactions with colleagues or clients, from the shop floor to the board room.”



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