



DO YOU CARE? SHOW ME!

OCTOBER 18, 2021

PPSA SAFETY CONFERENCE

MATTHEW KANNEBERG, DIRECTOR OF
HEALTH & SAFETY, CENTERS OF
EXCELLENCE (COE)

WHY CARE?

“Caring about people is an act of maturity.”

- Tracy McMillan

“People can say they care, but it means nothing until they prove it!”

- Unknown

“Nobody cares how much you know, until they know how much you care.”

- ?

MATURITY

*My level of maturity
changes
depending
on who
i am with.*



HUMAN PERFORMANCE (FOUNDATIONAL COMMITMENT)

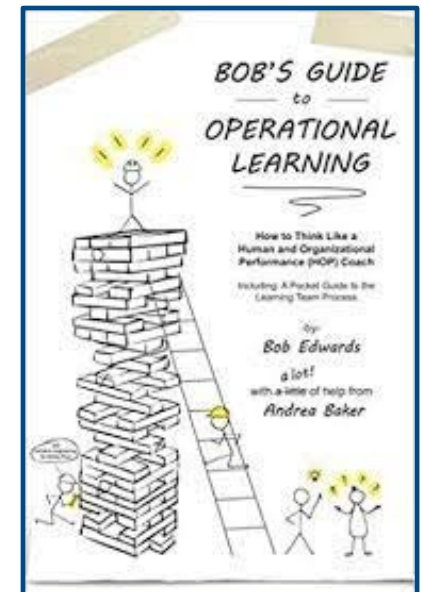
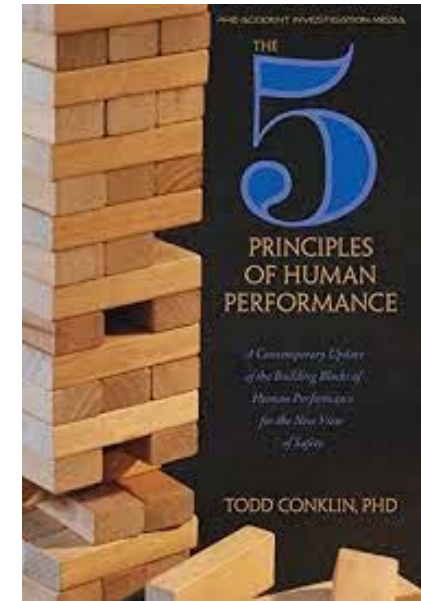
THE 4 PRINCIPLES OF SAFETY DIFFERENTLY

- Safety is not defined by the absence of incidents, but by the presence of capacity.
- Workers aren't the problem; workers are the problem solvers.
- We don't constrain workers in order to create safety, we ask workers what they need to do work safely, reliably and productively.
- Safety doesn't prevent bad things from happening, safety ensures good things happen while workers do work in complex and adaptive work environments.

HUMAN PERFORMANCE (FOUNDATIONAL COMMITMENT)

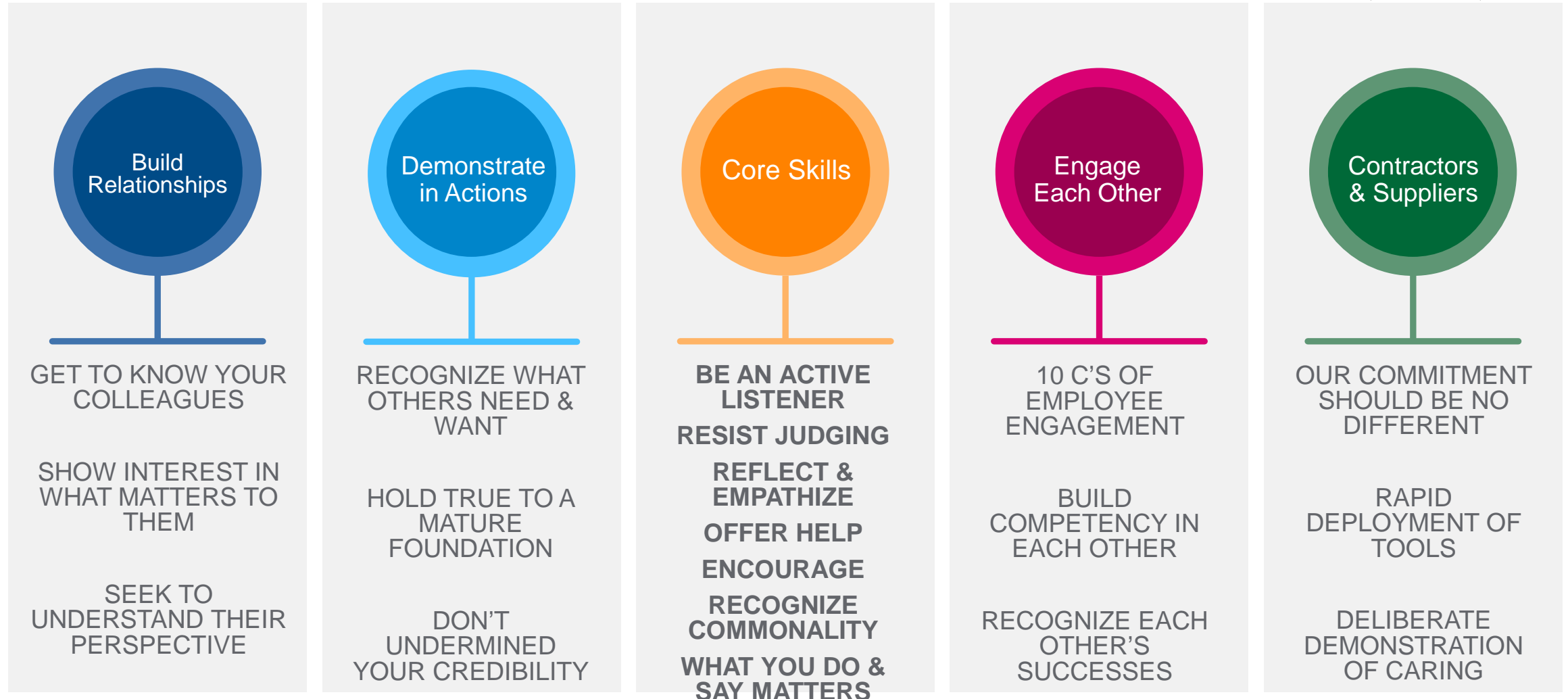
THE 5 PRINCIPLES OF HUMAN PERFORMANCE

- Error is normal. Even the best people make mistakes.
- Blame fixes nothing.
- Learning and improving are vital. Learning is deliberate.
- Context influences behavior. Systems drive outcomes.
- How you respond to failure matters. How leaders act and respond counts.

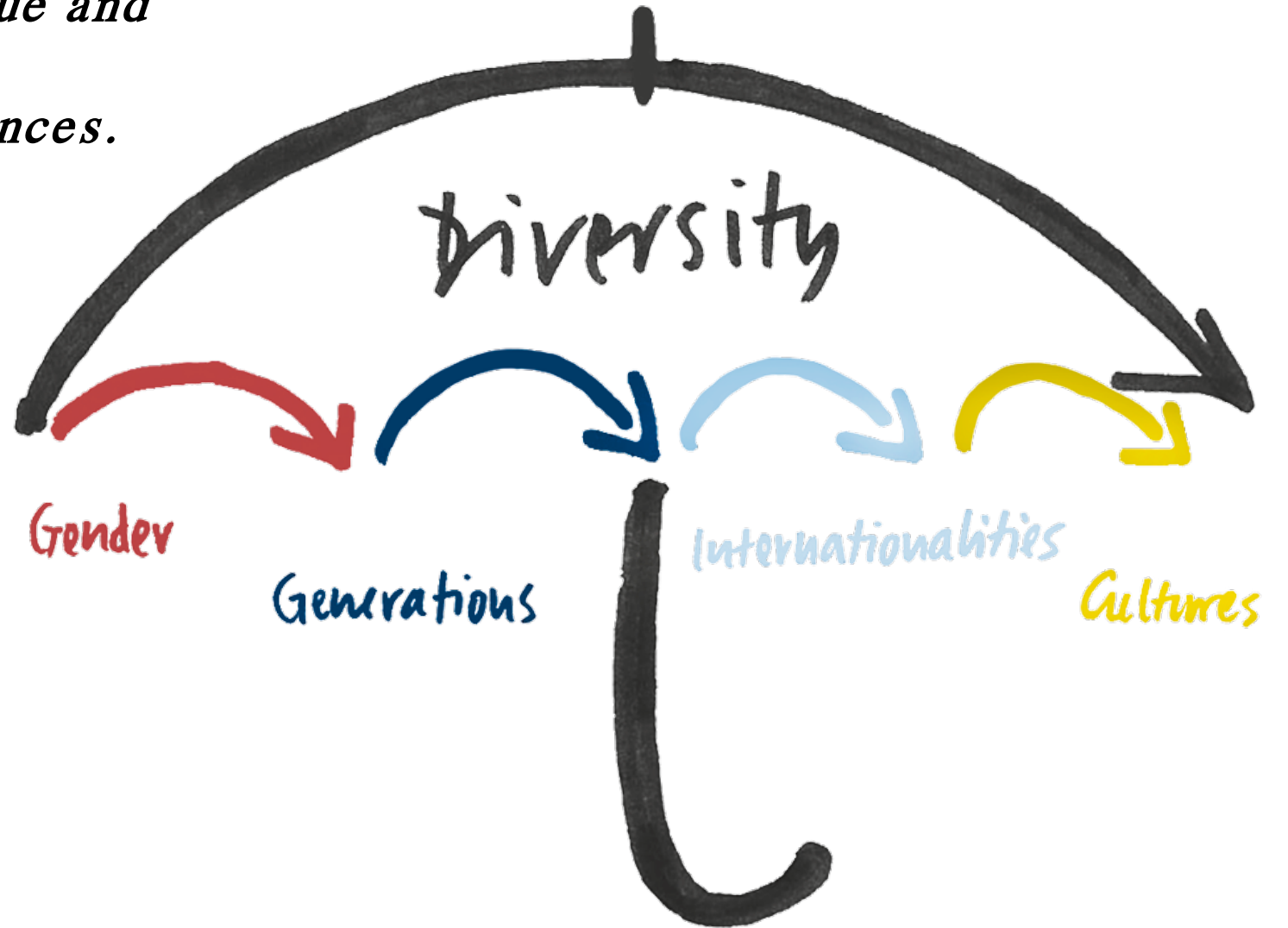


PROVE YOU CARE!

“We are not a team because we work with each other. We are a team because we respect, trust and care for each other.”
- Unknown (Matt K)



Diversity is understanding that each individual is unique and recognizing our individual differences.



PROVE YOU CARE!

“We are not a team because we work with each other. We are a team because we respect, trust and care for each other.”
- Unknown (Matt K)



Build Relationships

GET TO KNOW YOUR COLLEAGUES

SHOW INTEREST IN WHAT MATTERS TO THEM

SEEK TO UNDERSTAND THEIR PERSPECTIVE



Demonstrate in Actions

RECOGNIZE WHAT OTHERS NEED & WANT

HOLD TRUE TO A MATURE FOUNDATION

DON'T UNDERMINE YOUR CREDIBILITY



Core Skills

BE AN ACTIVE LISTENER
RESIST JUDGING

REFLECT & EMPATHIZE
OFFER HELP
ENCOURAGE
RECOGNIZE COMMONALITY
WHAT YOU DO & SAY MATTERS



Engage Each Other

10 C'S OF EMPLOYEE ENGAGEMENT

BUILD COMPETENCY IN EACH OTHER

RECOGNIZE EACH OTHER'S SUCCESSES



Contractors & Suppliers

OUR COMMITMENT SHOULD BE NO DIFFERENT

RAPID DEPLOYMENT OF TOOLS

DELIBERATE DEMONSTRATION OF CARING

The Ten Cs of Employee Engagement



Connect
Contribute
Career
Control
Clarity
Collaborate
Convey
Credibility
Congratulate
Confidence

PROVE YOU CARE!

“We are not a team because we work with each other. We are a team because we respect, trust and care for each other.”
- Unknown (Matt K)



Build Relationships

GET TO KNOW YOUR COLLEAGUES

SHOW INTEREST IN WHAT MATTERS TO THEM

SEEK TO UNDERSTAND THEIR PERSPECTIVE



Demonstrate in Actions

RECOGNIZE WHAT OTHERS NEED & WANT

HOLD TRUE TO A MATURE FOUNDATION

DON'T UNDERMINE YOUR CREDIBILITY



Core Skills

BE AN ACTIVE LISTENER
RESIST JUDGING

REFLECT & EMPATHIZE
OFFER HELP
ENCOURAGE
RECOGNIZE COMMONALITY
WHAT YOU DO & SAY MATTERS



Engage Each Other

10 C'S OF EMPLOYEE ENGAGEMENT

BUILD COMPETENCY IN EACH OTHER

RECOGNIZE EACH OTHER'S SUCCESSES



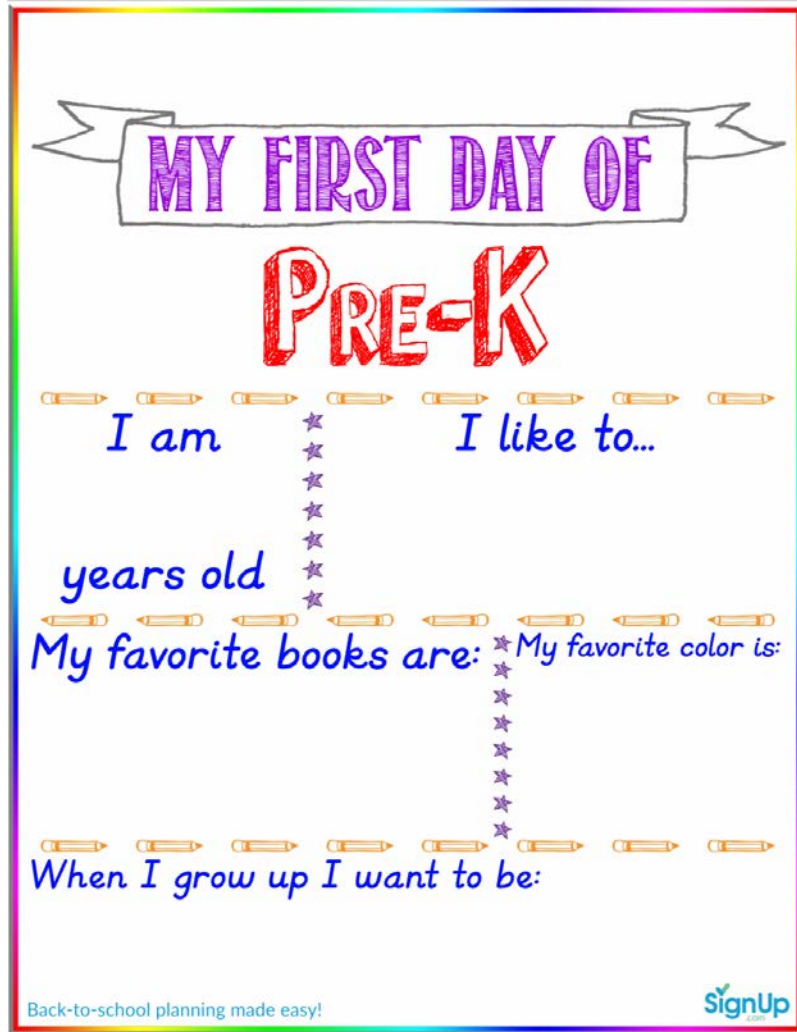
Contractors & Suppliers

OUR COMMITMENT SHOULD BE NO DIFFERENT

RAPID DEPLOYMENT OF TOOLS

DELIBERATE DEMONSTRATION OF CARING

HOW DO I LEARN TO CARE.....



- Recognize that caring is a deliberate action in what we say and do.
- Practice on improving your own weaknesses.
- Take time to solely work on building relationships.
- Target a poor relationship...but be patient for results.
- Learn to apologize and say “I am sorry”
- Learn/practice sharing words of acknowledgement and appreciation “I understand where you are coming from!” “Thank you for your perspective!”.

“The threshold of connection and the gauge of sincere caring is always the perception of the receiver...not the giver. Be relentless and courageous to demonstrate you care!”

-Matthew Kanneberg

