EDITORIAL

Occasionally we get surprised and confused. Within ISHM we have extremely talented and experienced CSHMs. Also, there are many ASHMs who may be new to the profession and are working on the experience clock or are preparing to take the CSHM exam. Not so long ago we were contacted by an ASHM requesting guidance on some professional issues. We sent out an email to CSHMs in the general geographical area of the person making the request and did not receive any replies. It seems strange that not one CSHM would want to help a person with their professional growth.

We were working on drafting an official mentor program within ISHM but now it might not make sense.

Please let us know where we went wrong. It is really confusing.

Thanks for your support of ISHM

IN THIS EDITION

Section One – October 2012 ISHM Board Meeting
Section Two – Position Available
Section Three – Spread the Word
Section Four – Communication Tips by T Dean

Section One – October 2012 ISHM Board Meeting

The ISHM Board of Directors hold four (4) meetings annually. Three are teleconference and one is in-person and held in conjunction with the NSC Expo. This year the meeting will be held on Saturday, October 20 at the Holiday Inn Castle in Orlando, Florida starting at 12:30 PM local time. Any ASHM or CSHM is welcome to attend. You may observe or you may get an item on the agenda for discussion or you may be asked for your opinion on some matter before the board.
While it may seem to be early, the venues available are filling rapidly and we need to lock our space in soon. We want to make sure we have enough room for anyone who would like to attend. Please let me know at manager@ishm.org no later than July 9, 2012 if you would like to attend. We hope to see you there!!

Section Two – Position Available

Attached is a position available announcement.

Please do not contact ISHM for this position.

Section Three – Spread the Word

Safety management is a critical role in today’s complex business environment. Companies that employ, or contract with consultants to fill this important position, often rely on human resources (HR) professionals to select candidates to fill this important position.

These same HR professionals may be responsible for the hiring of dozens or more positions within a company along with their normal daily duties. With many of these people being tasked with so many responsibilities it’s important for organizations like the ISHM to educate them about people who have earned the prestigious Certified Safety and Health Manager (CSHM) certification.

For people who have obtained CSHM certification it is also to their benefit to do all they can to make sure that people in hiring positions recognize the CSHM designation and the level of professionalism it stands for. Some professionals who work within the HR field may not have heard of the CSHM. If this is the case, it may be up to the certificant holder to educate those hiring for critical safety management positions.

Fortunately, this is fairly easy to do in the internet age. People can publish their certification name and acronym on a company website or professional listing on social media and professional networking websites along with marketing collateral that explains the certification and its extensive requirements. Certificant holders should also include information about the ISHM that administers the certification program.

“At the ISHM we have implemented a number of initiatives to increase awareness of the CSHM and ASHM certifications,” reported Larry Curtis, CSHM, Executive Director of ISHM. “ISHM has increased its internet presence with a growing website, social media, press releases and even online educational videos. If all of the CSHM and ASHM certificant holders also worked towards marketing their hard earned certifications we can reach that many more people. Working together to reach decision makers, the ISHM and those who have demonstrated their level of professionalism and
knowledge by achieving the CSHM or ASHM designations can increase their marketability while ensuring workers are being managed by true safety management professionals,” he continued.

To learn more about the CSHM, ASHM or the Institute for Safety and Health Management, please visit [http://www.ISHM.org](http://www.ISHM.org), email info@ISHM.org or call (877) 201-4053.

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**Section Four – Communication Tips by Tony Dean**

As with any business you are always confronted with problems of some kind; inclement weather, not enough people, wrong material etc. One of the most important facets of our business as with any other business is good effective communication.

Effective communication is a must and one of the most important jobs we all need to do extremely well. So many times we communicate to our employees and we think they fully understand what we are saying but they do not always understand the what, when, where, and how even though they say they do.

Let’s explore some ways to enhance our communication skills effectively:

- **As a supervisor or leader:**
  - Choose the right place and the right time
  - If you are discussing the daily job schedule try to keep the environment free from distractions (other people talking, noisy areas, folks joking around etc.)
  - Make it personal – Call the employee by his name…Joe, John your job today will be (explain the job).
  - Ask the employee for clarification about the instructions (ask open ended questions, or ask the worker to tell you what he is supposed to do (what, when, where etc.)
  - Go to the job or work area: So many times something gets lost in translation between what the worker heard and what he or she remembers once they get on the job site. Some of the details might be a little fuzzy. Nothing can take the place of “Let me show you” the job. The benefit here is that the worker sees exactly what needs to be done and at that time can ask questions for clarification, etc.
  - As the supervisor or leader you must be the expert. You have to be clear concise and organized with your instructions about the job.
    - Clarify those instructions in your mind before delivering them to the workers.
    - Anticipate questions that the workers might ask or want to know
    - Stay focused on the work instructions; don’t start talking about your weekend, other jobs, personal issues etc.
    - Be factual-tell it the way it is with the correct information.
    - Look the job over: the best way to understand the work is to be at the job. You will get a better understanding of what has to be done, any special tools needed, any safety issues/concerns…be very clear and specific.
  - Listen
    - Communication is a two way street and just as you require your workers to listen to you…you have to listen to them as well.
    - By listening you can gauge how much of your instructions are getting through to your workers.
    - Most workers will have some comment or questions about the job etc. so make sure that you address each and every comment that arises.

- **As a worker you have just as much responsibility to ensure that you understand your instructions as they are given to you.** Here are some tips that will enhance your effectiveness.
  - Make sure that you understand what is being communicated to you.
o Ask questions that will help you clarify any issues or concerns that you might have or not fully understand.

o If you are not sure about the work to be done ask your supervisor or leader to show you exactly what needs to be done and where it needs to be done.

o If things are not the same as your supervisor or leader explained them to you don’t assume you “think” you know what he meant or what he/she was talking about; stop the job and ask him or her for more clarification...there could have been some changes made and not communicated to the supervisor as well.

o Make sure that everything is right before you start the job
  ▪ Paperwork is correct
  ▪ You have the right tools for the job
  ▪ You have the right personal protective equipment needed for the job
  ▪ And most important...you fully understand your job and what you are supposed to do.

**In summary:**

- With good and effective communication we all can eliminate accidents/incidents and near misses.
- Communication about a job is better on the job as opposed to being in an office or control room.
- Ask for clarification or feedback to make sure everyone understands the task at hand.
- Make sure you choose the right setting for your instructions.
- Use whatever means necessary to make your communication effective (pictures, charts, drawings, looking at the job and pointing out the work to be done etc.)

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NOTE: This article is the thoughts and ideas of the author. ISHM assumes no responsibility for the accuracy or completeness of the contents.