

CATERPILLAR SAFETY SERVICES

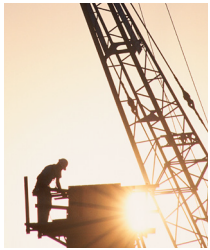
CAT.COM/SAFETY

Coaching leaders - Training supervisors - Engaging employees



Speak Up! and Listen Up! for Safety Excellence

Don't let language barriers be an obstacle to zero-incident performance. Caterpillar's communication skills training courses are available in 24 languages, so every one of your employees can support your safety culture journey.



"In a global company, it's important to have a consistent, universally applicable message to communicate your key values. Speak Up! and Listen Up! deliver realistic scenarios and basic communication tools that support Eaton's commitment to safety and resonate with our employees worldwide."

Karen Lynn | Manager, Corporate Sustainability Programs | Eaton Corporation



As part of orientation training for new employees, or as a refresher course to re-engage your team, *Speak Up!* and *Listen Up!* training will equip all levels of your organization to effectively communicate safety concerns that result in performance improvements.

Two Steps to Open Communication

Speak Up!

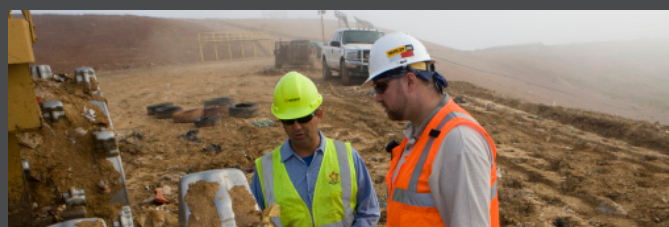
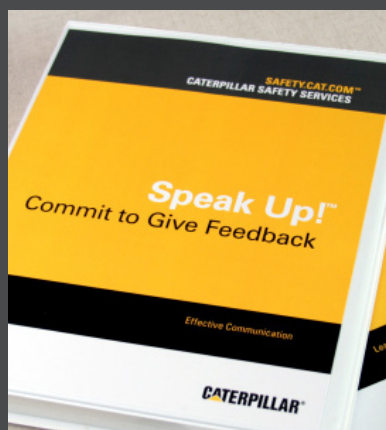
Commit: work together for a resolution

Follow-Up: check for positive change; recognize improvement

Listen Up!

Listen: focus on the message

Commit: agree on a safer way

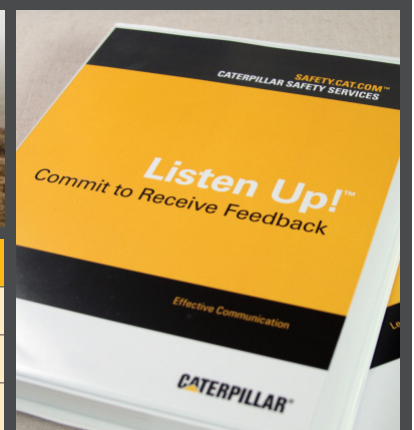


Speak Up!

- Facilitator Guide
- Video on DVD
- PowerPoint on CD

Listen Up!

- Facilitator Guide
- Video on DVD
- PowerPoint on CD



Bundle up with our Combo Kit
Call for more information 866.963.3551

Please call +1.309.494.2751 if outside the US

Contact Us: Phone: 1.866.963.3551 Outside US: +1 309.494.2751

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