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

<table>
<thead>
<tr>
<th>Speak Up!</th>
<th>Listen Up!</th>
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<tbody>
<tr>
<td>Commit: work together for a resolution</td>
<td>Listen: focus on the message</td>
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<tr>
<td>Follow-Up: check for positive change; recognize improvement</td>
<td>Commit: agree on a safer way</td>
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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

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

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ASK US ABOUT SPEAK UP! & LISTEN UP! IN THESE LANGUAGES

Speak Up!

Listen Up!