

# CATERPILLAR SAFETY SERVICES

cat.com/safety

Coaching leaders - Training supervisors - Engaging employees



## Speak Up! / Listen Up! for Electric Utilities

### Industry-specific Training for an Open Communication Safety Culture

Effective communication is a cornerstone in building a strong, sustainable culture of safety excellence, but talking about safety doesn't always come naturally on the job site.

This customized program applies the proven formulas inside Caterpillar's most widely used training programs, *Speak Up!* and *Listen Up!*, through scenarios that will resonate with your employees. The training can be delivered in a half-day session by your trainers or facilitated by a Caterpillar safety culture consultant.



*"You can do all the mechanical things well and train employees to the best of their abilities, but we discovered that the way we communicate is what really makes a difference in safety"*

**David Babcock**

Chief Operations Officer / Sam Houston Electric

#### PROGRAM OBJECTIVES:

- Help employees overcome fear and anxiety about speaking up.
- Teach employees how to give and receive safety-related feedback.
- Help create effective safety conversations between employees and leaders.
- Emphasize safety as everyone's responsibility.

#### TWO UNIQUE TRACKS TO ENGAGE ALL LEVELS OF YOUR ORGANIZATION:

##### Senior Leaders

Managers learn their role in setting the tone for a strong safety culture and how they can support a feedback-rich environment.

##### Front-line Leaders and Employees

Supervisors and hourly employees learn easy-to-use techniques to give and receive feedback constructively.



Contact us to learn how to deploy this transformative training in your organization.

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Product Details >>

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## Speak Up!/Listen Up! for Electric Utilities Kit Details

Program can be delivered by your trainers or facilitated by a Caterpillar safety culture expert

<b>Facilitator's Guide</b>	A manual for the people in your organization who will conduct the training. Contains exercises and assessments.
<b>Videos</b>	<p>The DVD contains six video pieces:</p> <ul style="list-style-type: none"> <li>▪ <b>Senior Leaders Introduction</b> is a 3-minute video intended for managers and supervisors.</li> <li>▪ <b>Crew Leader Introduction</b> is a 3-minute video intended for crew leaders and all employees.</li> <li>▪ <b>Speak Up!</b> is a 10-minute video that serves as the centerpiece for the first half of the training and is intended for all participants.</li> <li>▪ <b>Listen Up!</b> is an 8-minute video that serves as the centerpiece for the second half of the training and is intended for all participants.</li> <li>▪ <b>Leadership Conclusion</b> is a 2-minute summary video intended for managers and supervisors.</li> <li>▪ <b>Crew Leader Conclusion</b> is a 1-minute summary video intended for crew leaders and all employees.</li> </ul>
<b>Course Materials</b>	<p>The DVD contains three additional electronic files you'll need for teaching this class:</p> <ul style="list-style-type: none"> <li>▪ <b>SULU-EU PowerPoint Presentation</b> contains the slides for the class.</li> <li>▪ <b>SULU-EU Handouts</b> contain activity-based training materials.</li> </ul>

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