

# Smart Management for a Safer Workplace

Full Day Workshop



A workshop designed to equip your managers and supervisors with best practices and be a perfect refresher for more seasoned leaders.

## Unit 1 How to Manage for Employee Engagement

Higher levels of employee engagement are consistently tied to lower levels of Type 3 (worker-on-worker) workplace violence. Supervisors who manage for engagement can increase productivity, decrease turnover, and diminish the risk of workplace violence by a large order of magnitude.

- **Recognizing for a good job**  
Why it works, how to assess your own recognition skills, the incredible return on investment, 5 simple ways to reinforce desirable behavior, avoiding praise pitfalls and crafting appreciation for maximum effectiveness
- **Making expectations crystal clear**  
Tying expectations to purpose and benchmarks, establishing timeframes, the importance of consistent priorities, setting expectations collaboratively
- **Demonstrating consideration**  
4 simple habits that make you a "likable" manager, planning regular engagement, specific considerate behaviors to practice, the importance of overcommunication
- **Creating trust**  
Practicing trust builders: keeping your word, admitting mistakes, saying "I don't know," and much more. Avoiding trust breakers: micromanaging, lying or "spinning," invading privacy, and more

## Unit 2 Confronting and Correcting Behaviors while Preserving Employee Engagement

- **Starting off on the right foot**  
how workplace confrontation differs from personal confrontation, maintaining your "professional face," 5 common tactics that usually backfire, choosing the right motivation to appeal to, creating common purpose, What if the person you are confronting is YOUR BOSS?
- **Getting it back on track if you make a mistake**  
Diagnosing the resistance, the top 3 tactics that fail, 3 commonly taught "clever" responses that actually sink the process, 5 ways to draw the "silent brooder" into the dialogue, 4 effective ways to overcome resistance to your requests
- **Dealing with "difficult people"**  
Understanding what drives them, typical behaviors, avoiding the traps, 4 actions to take to gain the upper hand

- **When the best efforts fail**  
Imposing consequences, knowing the rules, demeanor, information, fairness.

## Unit 3 Confronting Interpersonal Problems to Restore Professional Relationships

- **Starting with yourself**  
Is some past experience skewing your reaction? Checking your inner narrative about this person and his/her motives.
- **Figuring out what you really want.**  
What's the nature of the problem? Is it a single event, a pattern, or is it in the relationship? Separating facts from interpretations? Confronting the right problem!
- **Initiating Effective Tactical Confrontation**  
5 basic steps, body language, facial expressions, voice, "counter-confronting" when you have been confronted badly
- **Preventing Defensive Reactions**  
7 common types of evaluations that block dialogue, describing behavior without evaluation, emotions vs interpretations, taking responsibility for your own reactions, wrong words=big problems

## Unit 4 De-Escalating Anger and Preventing Violence

- **When someone is in your face...**  
managing your stress physiology, Fight, Flight or Freeze; the "Fatal 3 'F's", knowing your own hot buttons, getting a personal "trigger phrase"
- **The 6 stages of anger**  
What makes them different? special cautions. a checklist for assessing the seriousness of a threat
- **8 things NEVER to say to an angry person**  
Specific commonly used reactions that always escalate anger, demands, contradictions and corrections, euphemisms, etc.
- **The LEARN technique for engaging an angry person**  
counterintuitive empathy and de-escalation, the 8 benefits of paraphrase, "verbal karate" vs "verbal judo,"
- **VIDEO... "What went wrong in this confrontation?"**