

Welcome

And @  
Time

Care

Valued

Lisa

Supported

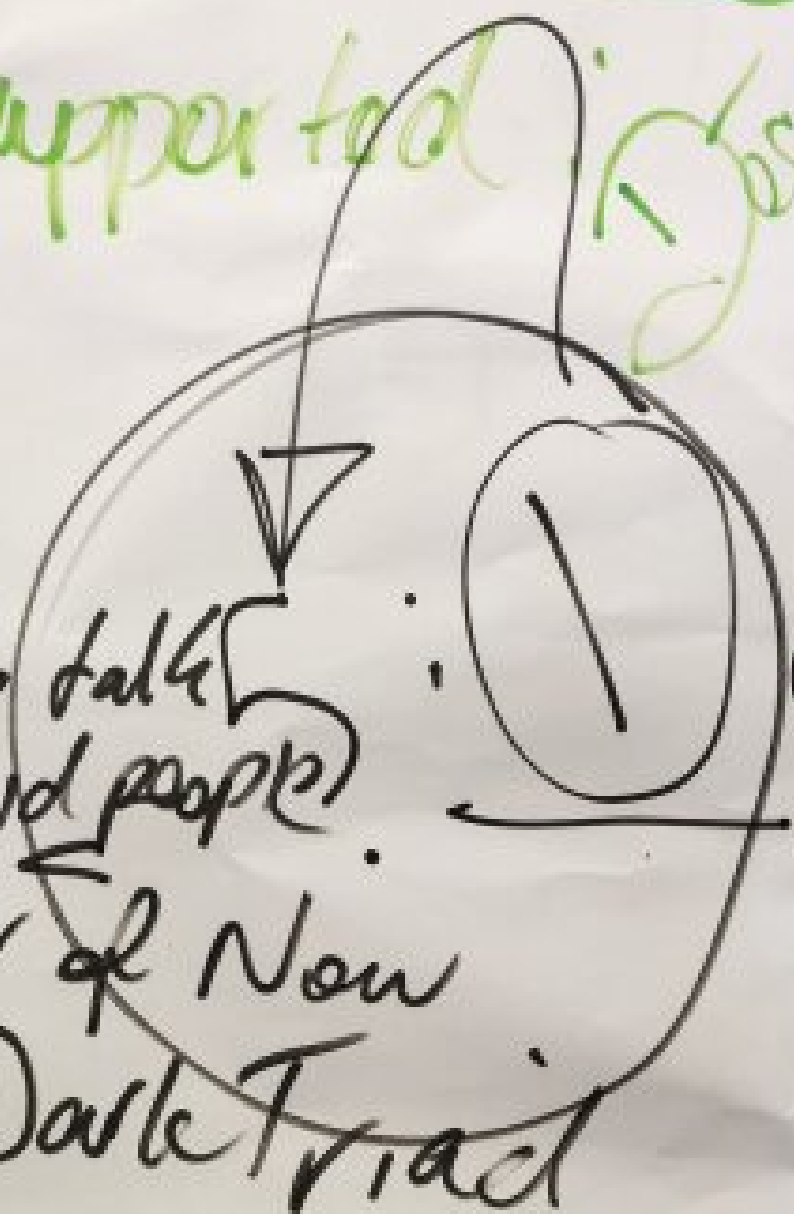
1:1

- EO
- RC
- CC

• Now to talk to stupid people

• Power of Now  
The Dark Triad

• Confidential Conversation



Kerry: Consistency  
Where you stand!

Tammy: Engaged in  
(considered you!)

Todd: Adaptive:

Chameleon!

Cally: Charismatic  
- Other human  
Guidance

Mel: Clear & Concise  
- Not confusing

Lisa! Got attention  
- Committed

- Task explanation

Consistency

Comfortable

- Repitition Dif! (3)
- Ask ? Better
- (2) Learn } Consideration
- (1) Be present!
- ① - ?'s > Be present!

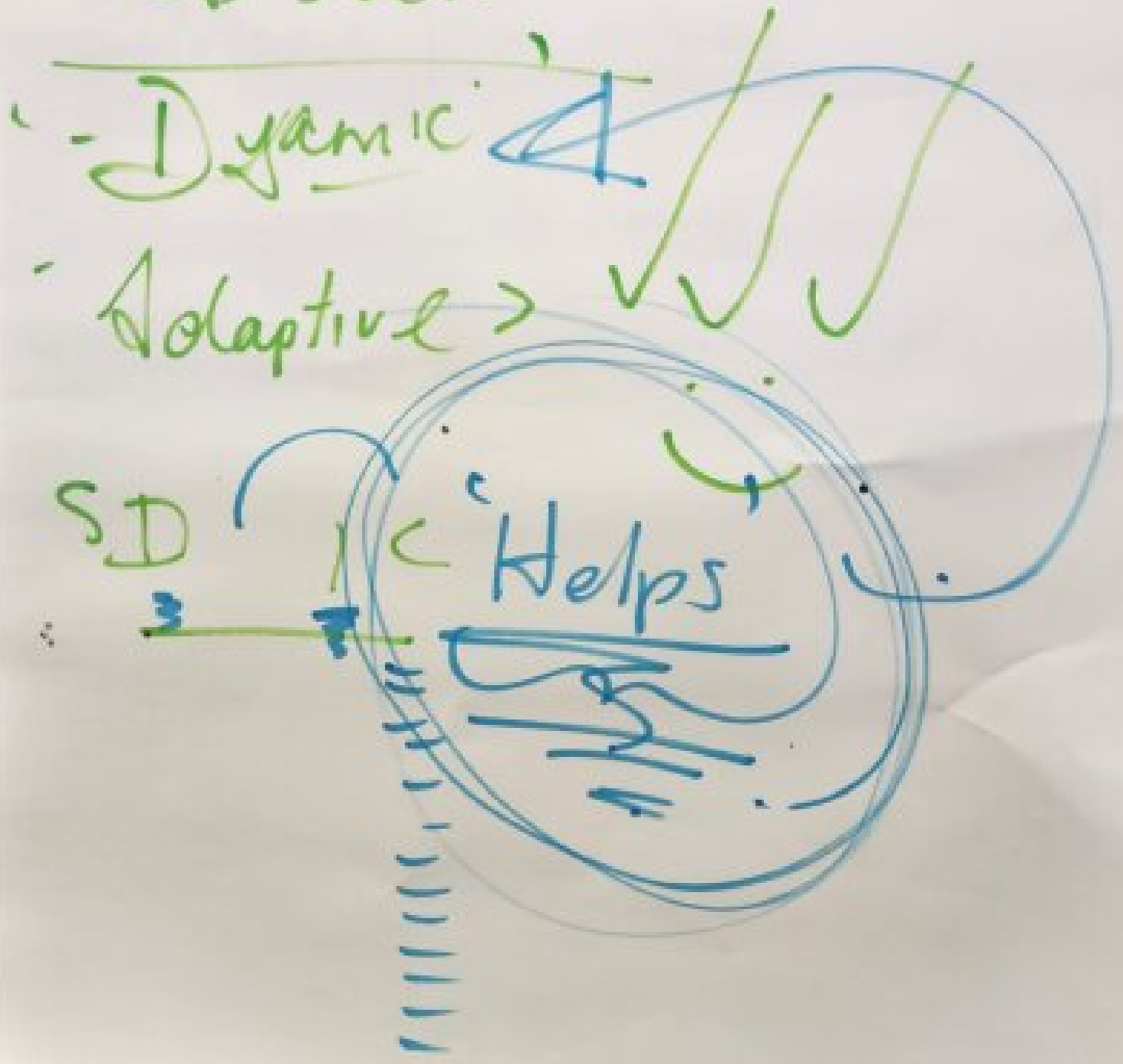
↳ Too much detail!  
(You don't know) - Follow through

Tanari

• leadership - listening (4)

• Multi-skilled! 😊

- As such -



JRC

① Team Contribution / Cohesion

Assume positive intent

- ② Family
- Evidence (Medical)
- Pattern

- Attitude
- What does he need?

Self Awareness.

- ③ Draining - frustration
- Dominant - Questioning

- impact.

Justify - inspired.

④

- ⑤ - Communication
- Mediators

- Team cohesion
- FCA
- ~~Team~~ Varied duties

1/1 N/A 10/5/09

+re

- Not completing tasks, too busy
- <sup>poor</sup> Time management, no accountability, won't follow through, procrastination
- Frustration, disappointment, one-sided/brick wall
- Effects the team + the business, Rhonda  
Effects Rhonda's mgmt style
- Communication/Conversation, DISC - approach situation  
best way possible

Issue - Safety - PPE in General. <sup>+ RC</sup>

BEHAVIOUR ← Environment

- Dominant personality - underperforming
- Knowledge + Training

Feeling - Disheartened (as Safety professional)

- Disrespected
- Motivated - understand why?
- how to 'fix' situation

Clarify - Team - what does it mean to them - injury?

Individual ← <sup>made example of</sup> investigated (team member) - reports?

- disrespected (safety team)

Support/commitment - Get uptake from 'Ds' → bring team along

- Recognition + reward
- Refresh training - ongoing

I + C's - better

O - not so good.

- + RC
1. Name the issue: Underperformance
  2. Unpack behaviour: how their underperformance looks in the workplace.
    - \* lack of motivation
    - \* unproductive
    - \* not meeting expectations
    - \* lack of respect for team
    - \* work ethic
  3. State how you feel:
    - \* frustrated
    - \* team morale drops
    - \* diminishes team cohesion
  4. Clarify Impact:
    - \* disconnect within team
    - \* work not being completed - well / on time
    - \* Resentment
    - \* physical / mental health problems
    - \* Implode
  5. Support:
    - \* Seeking guidance from a trustworthy person
    - \* Speak to someone in similar role for tips.
    - \* Check the process
    - \* Education



Issue: Site safety rule breach: wearing headphones on site

Unpack behaviour: repeated incidents/behaviour  
 ignorant/nonchalant  
 may not understand rules  
 risk

D - To the point  
 I - Visual learning & context, discuss  
 S - Impact on team/others personalise  
 C - Here's the procedure/rule.

How you feel: Frustrated. → at their low risk perception/risk appetite  
 Concerned. → repeated behaviour, don't take it seriously

Impact: Safety → instructions with heavy plant.  
 distracted & at risk of being at harm.

personalise it or build reliability — negate the "it's not going to happen to me" mentality  
 establish the consequences  
 examples where it has happened

Support/commitment:

- in writing
- buy in from front line leaders / how can we set them up for success?
- recognising legacy norms/behaviours
- share learnings w/ team
- visual learning

ISSUE: addressing a recharge day. + Re  
Unpack: behavior - Calling in, not turning up, Stigma.

feel: Shame, job Security, reliability, falling behind  
educating / awareness

Impact: Anxiety, emotional, Open Conversation, Business

Support: leader to be aware, educated  
foster an environment of Care, Safety, lack of judgement  
without feeling shame  
Identifying Support person in place.

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