

## Post-Injury Follow Up Call Process

### Discussion Outline

1. Thank the individual for attending the call and inquire how they are feeling.
2. Take time to remind the individual that this call is designed to assist in performing job duties in a safe manner, and that we are a team trying to correct a team issue. The goal is to ease nervousness, and make the individual feel like they are an asset.
3. Define why Safety is important.
  - Community in which we share the road with.
  - Safety is a company “Value”.
  - We want everyone to make it home to the Most Important Stop of the Day injury free.
4. Define the goal of the conversation. In most all cases, we “as a team” are looking for help from each other to promote safety. We are seeking not only to help the individual perform their job function, we are looking for ways to prevent all individuals from making future mistakes similar to this incident.
5. Introduce the individual to the attendees on the call. Review the individuals’ history.
6. Ask the individual to replay the events leading up to the injury. Ask them to give detail of the injury. Let the individual tell you at their pace, but if the individual seems introverted, guide them with open-ended questions. Many individuals are shy when it comes to open conversation and having management on the call may intimidate them.
7. Once the individual has identified the chain of events, you should know the following.
  - Did the individual follow proper procedures?
  - Were they in compliance with Safe Work Methods?
  - Did they admit to not following Safe Work Methods?
8. By this time, most individuals have taken ownership of the situation. Keep in mind, most managers are protective of their individuals and are quick to forgive unsafe habits. By forgiving these unsafe habits we are supporting unsafe behaviors.
9. Ask the individual if the local management team has been involved and influential with their safety training.



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### Discussion Outline *continued*

10. **KEY QUESTION:** “Knowing what happened with this injury, what would you have done differently?”
  - Most individuals will be able to give you a “New Approach” on how they could have prevented the injury.
  - This question is not a trick designed to discipline the individual with preventability.
  - This question is used to make the individual aware that a safe/different approach could have prevented the injury.
11. Explain to the individual that based on this New Approach, the injury could have been prevented.
12. Ask the individual, “What support or assistance, if any, they need from the operations management team to remain injury-free”. Listen to and discuss any requests that the individual has. If the individual requests training, arrange for Safe Work Methods training.
13. Tell the individual that you would like a commitment from them to work safely.
14. Express confidence that they can be successful working safely. Tell the individual that you need their help, and you would like them to become the spokesperson at that facility, in promoting a safe work environment. Let the individual know that they should show no shame with the injury. This injury should be used as an opportunity to help others. Also, by doing this, the individual is taking a leadership role in preventing future injuries.
15. In closing, tell the individual how much you appreciate their honesty, and the job they do. Remind the individual that we are here to help. And always tell them that the next time you talk to them, you want to be congratulating them on a safety performance achievement.
16. Thank the individual for their time and commitment to working safely. Excuse the individual from the call.
17. Discuss the process breakdown with the management team. What could we as a management team done differently to prevent this injury?
18. Discuss what discipline, if any, will be administered.
19. What is the operations manager of the facility committing to do for the prevention of injuries?

