

Health and Well-being Committee Program Co-lead Training

Session 1

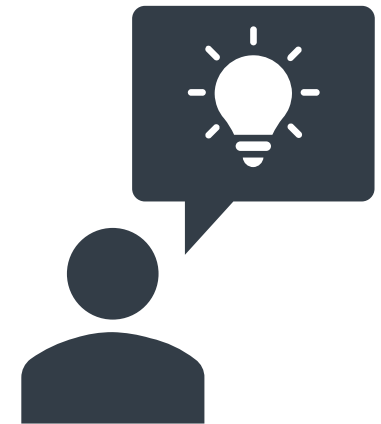
Introductions

Agenda

- ✓ Introductions
- ✓ Creating a positive environment
- ✓ How to facilitate effective meetings
- ✓ How to raise and hear concerns from frontline workers

Questions and sharing ideas as personal risk

- *I might show that I don't know something*
- *I might offend my coworkers and/or boss*
- *I might challenge the accepted way things work around here (the “status quo”)*



Tips for welcoming questions and different ideas



Time



Encourage experimentation

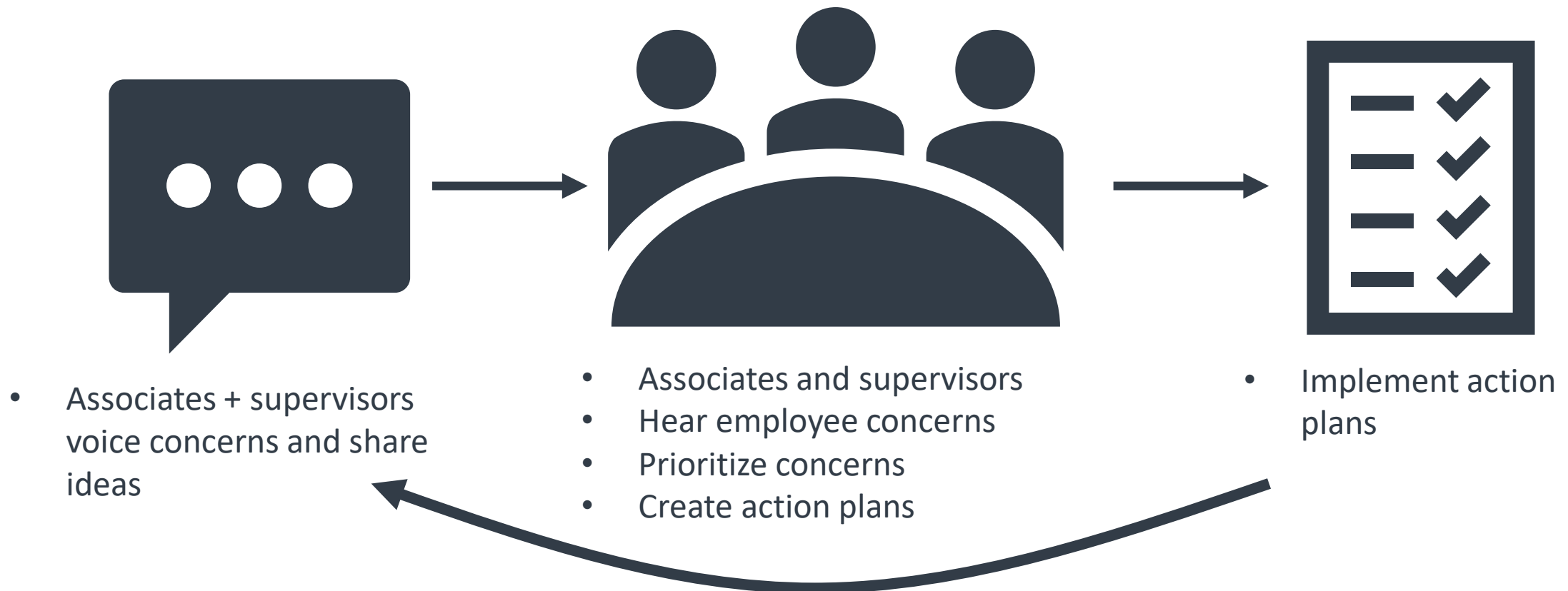


Create an environment of energy and mutual respect



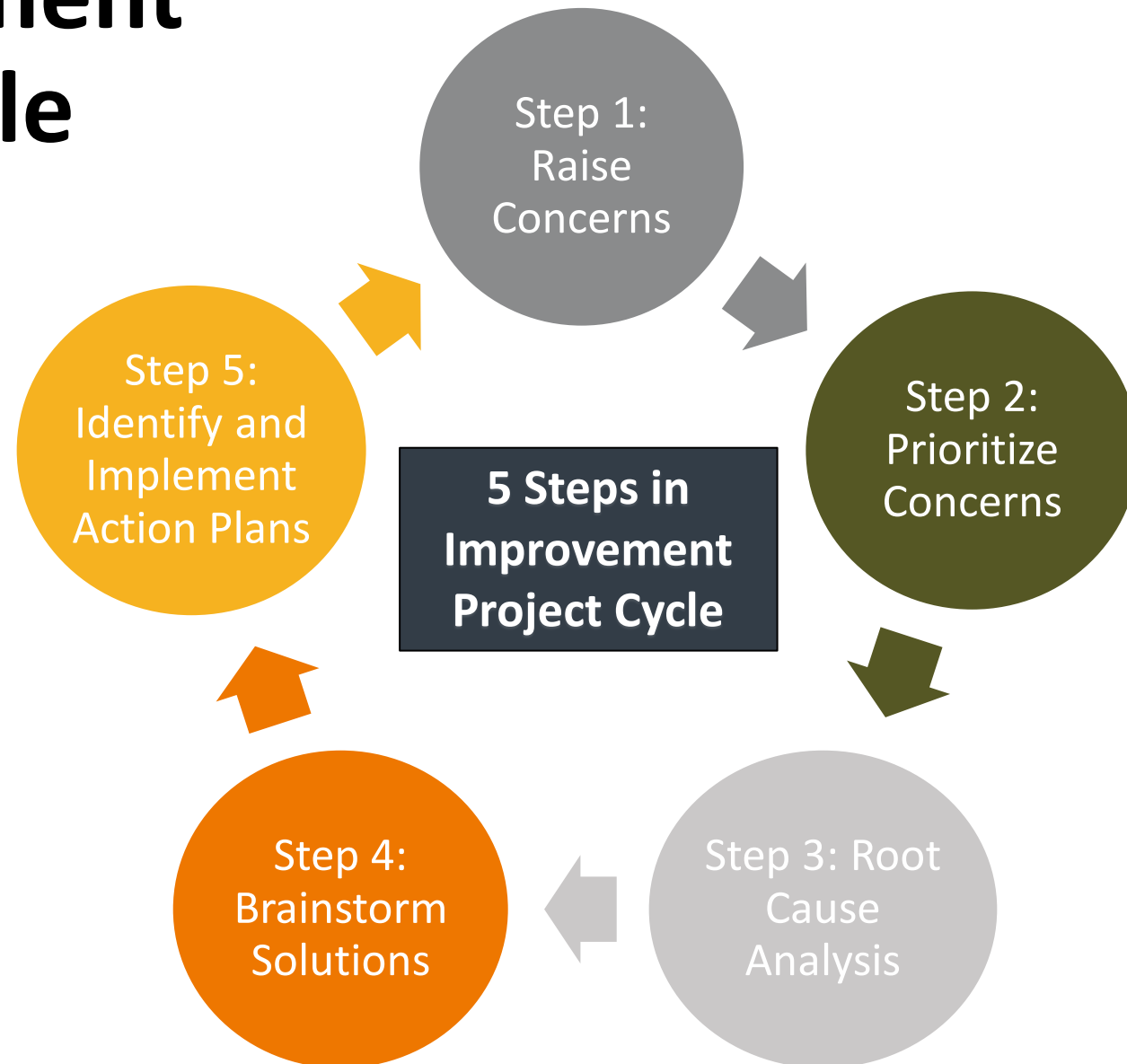
Celebrate good questions and ideas

Health and Well-being Committee (HaWC)



A new channel for associate empowerment & shared leadership

The Improvement Project Cycle






Checklist for running a successful HaWC meeting

For All HaWC Meetings:

- Meeting reminders so people come and supervisors aren't surprised
- Plan meeting beforehand
- Start on time
- Clear agenda
- Every member has the opportunity to speak
- Members leave with clear task(s) to accomplish

Understanding the HaWC Scope

Scope of Health and Well-being Committee		
Category		Definition
	Psychosocial Environment	How people feel about coming to work (e.g., treated well, respected, acknowledgement of personal life)
	Work Organization	How the work gets done & could be improved (e.g., opportunities to learn, workflow, have enough say about how the work gets done, scheduling)
	Physical Environment	Safety hazards & other concerns about the physical environment
Gray Zone Topics: Hours, wages, changes in corporate policies – can advise management of concerns and suggest possible solutions		
Note: It is also important to adapt the scope based on whether the workplace is a unionized setting and involve union representatives in topics that fall under the collective bargaining agreement.		

Out of scope: Specific personnel issues

Examples of HaWC Projects and Successes

Improving work flow

- Supplementing equipment
- Addressing conveyor jams, breakdowns (with better work flow/cooperation)

Improving cleanliness

- Hiring new porter for restrooms
- Reminding associates to clean aisles daily

Mitigating stressful work conditions

- Fixing fans to reduce overheating in summer
- Adding 15 min break for OT shifts

More/improved training

- Improving existing supervisor training program and internal promotions

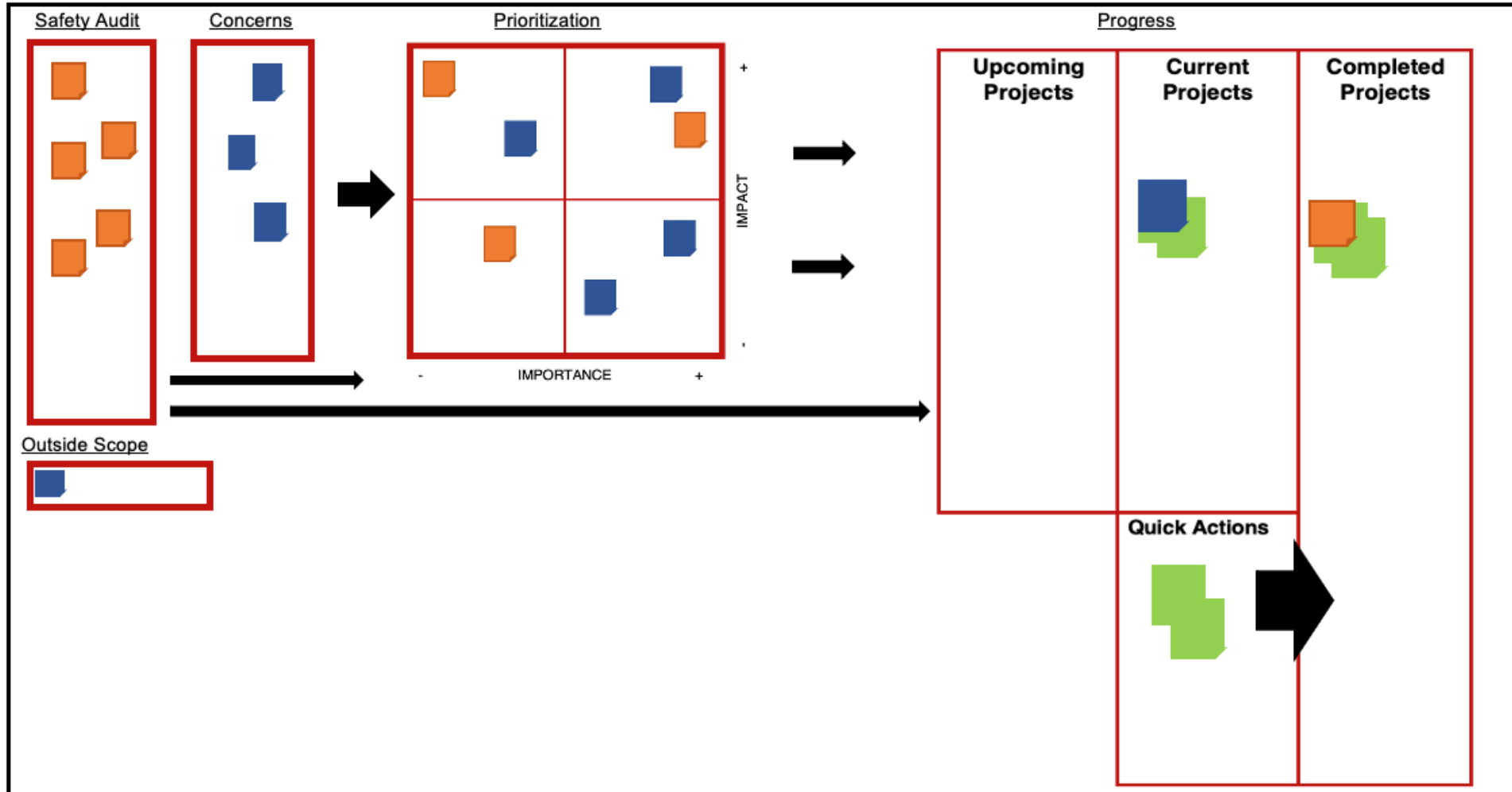
Making work more enjoyable

- Organizing holiday party
- Creating new music playlist

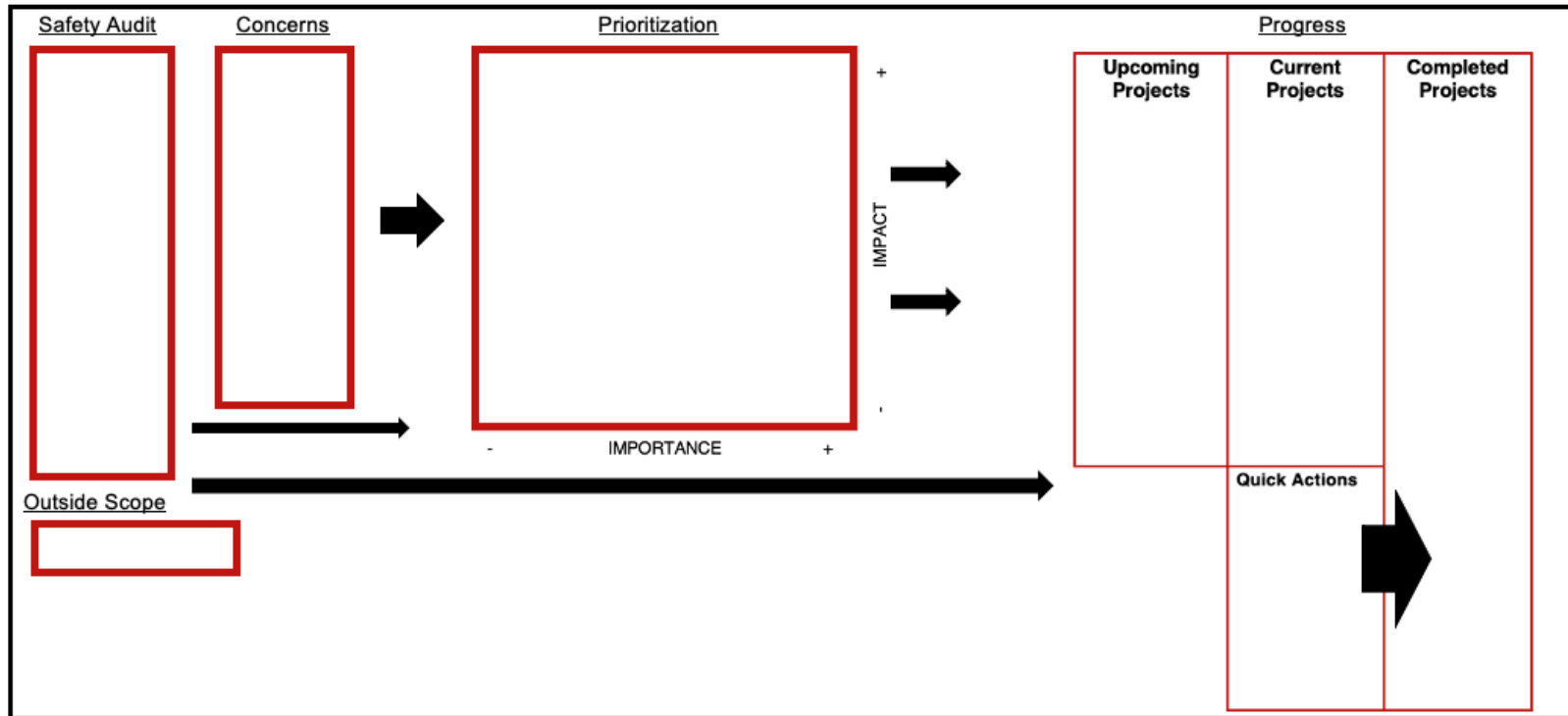
Other health and safety

- Adding smoke shack away from building to avoid pollution at front entrance

HaWC Work Board - Intro



HaWC Board - Intro



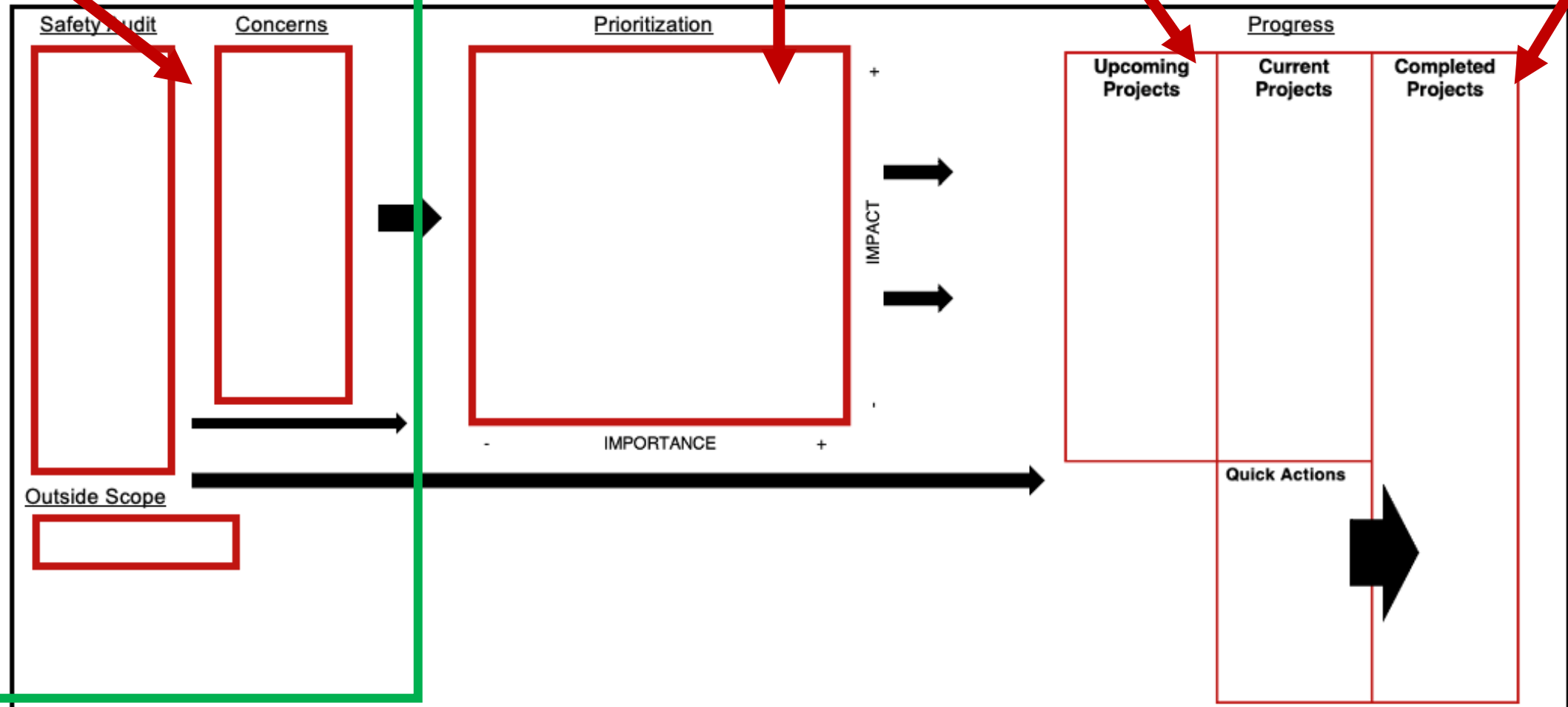
- 1) Stay organized
- 2) Show progress of HaWC activities
- 3) Build momentum by getting things done.

HaWC Meetings

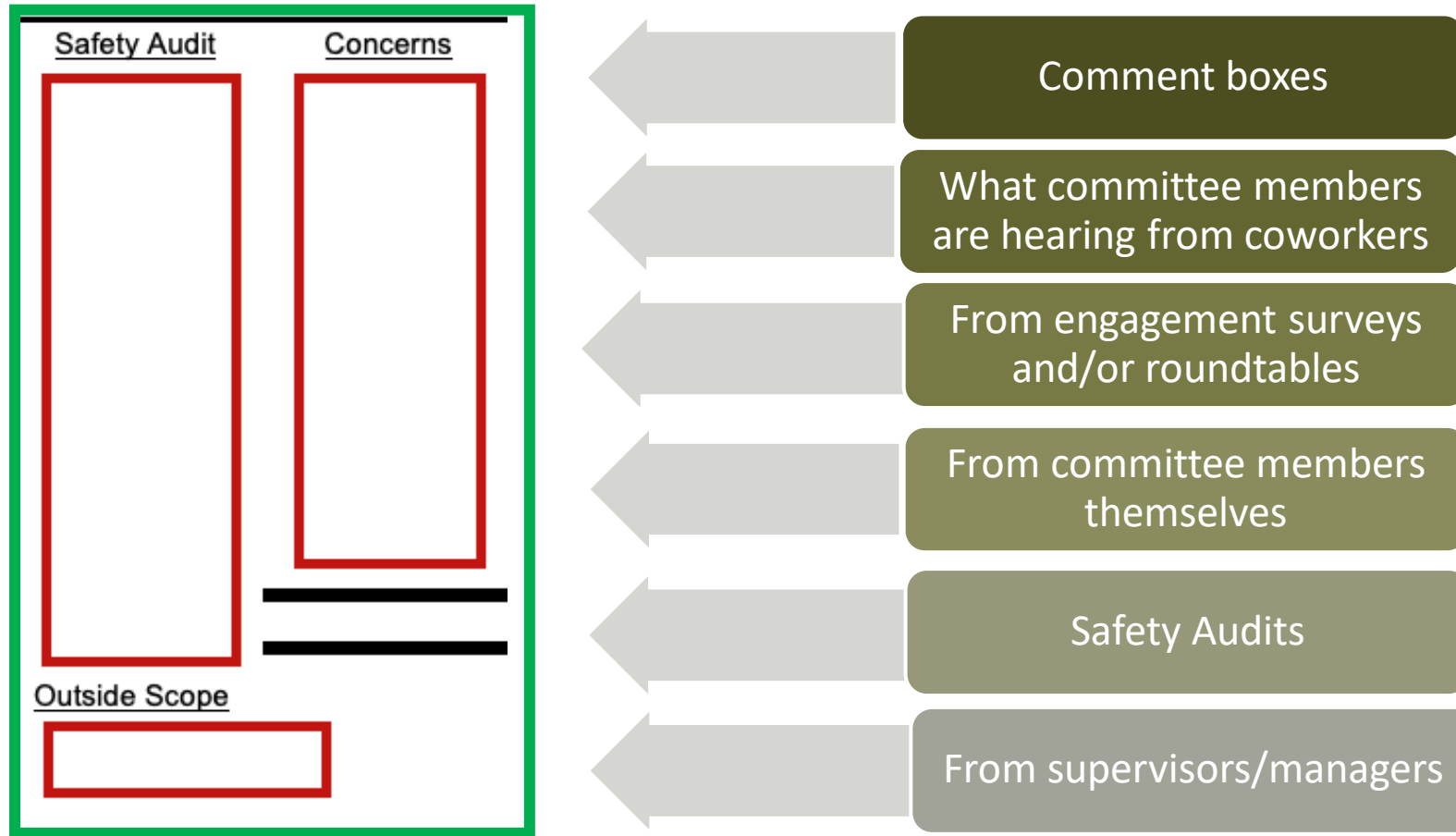
Raising concerns (including safety audit reports)

Prioritizing Concerns

Action Planning
(root cause analysis, brainstorming solutions, identifying actions)



How will concerns be brought to the committee?



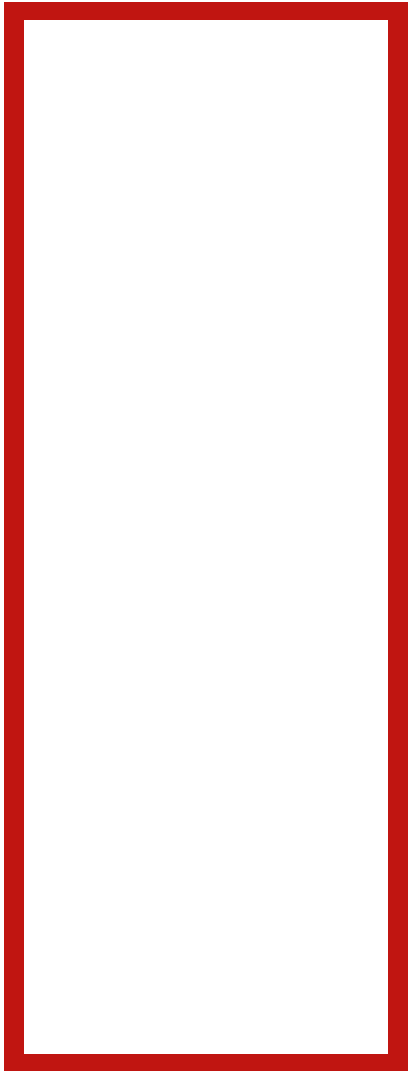
Raising concerns

Safety Audit	Concerns
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	<div style="background-color: black; width: 80%; margin-bottom: 10px;"></div> <div style="background-color: black; width: 80%;"></div>
<u>Outside Scope</u>	
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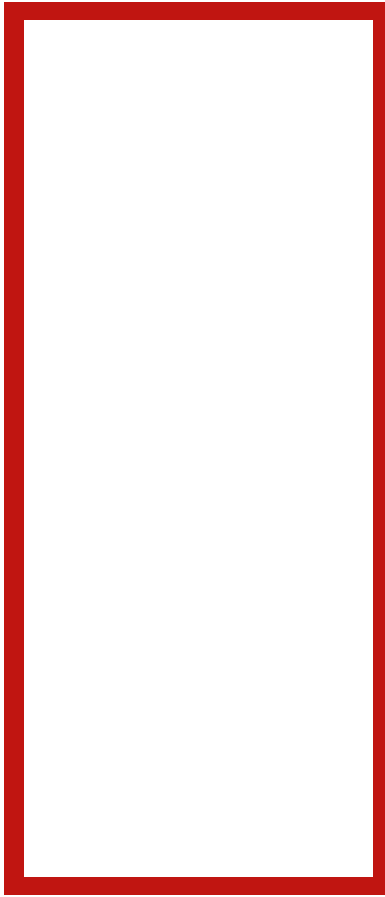
- What has everyone been talking about out on the floor this week?
- Was there a particular source of stress you felt or heard this week?
- Was everything as safe as you would like it to have been this week?
- Have there been recent roundtables or engagement surveys that have brought up concerns the HaWC could address?
- Have you heard any concerns from your coworkers to share? Do you have any concerns to share?

Take 2 minutes to think about these questions and then we will share

Safety Audit



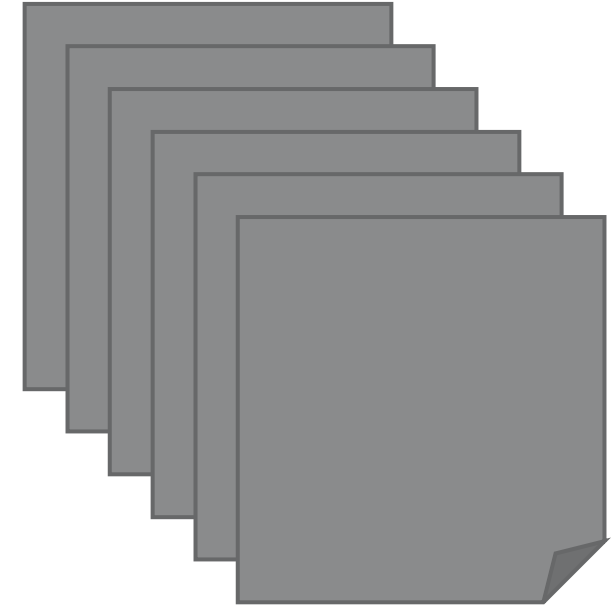
Concerns



Other concerns



Concerns about safety



Outside Scope



Hearing concerns - Things to keep in mind

Confidentiality

Redirect/broaden conversation if it becomes about a specific person

- Think about the environment, don't blame the person – Does this seem to be happening elsewhere in the building? What else might be going on here, beside that person's personality? What might be the underlying cause? “

Acknowledging and empathizing with concerns helps create an open environment

- “Thank you for sharing.”
- “That must be frustrating. We appreciate you bringing that to the committee.”
- If you aren't sure you understand the issue, ask broader questions (even “Can you tell me a little more?” or “Can you say more?”) so it doesn't feel like challenging them.

Pulse check

On a scale from 1 to 5, how comfortable are you feeling with what we covered today?

1 – Totally overwhelmed

3 – Fine

5 – Put me in coach! I'm ready!



Task: Between now and next session, think about any questions you might have about what we have covered today. We will have some time at the beginning of next meeting to ask questions.

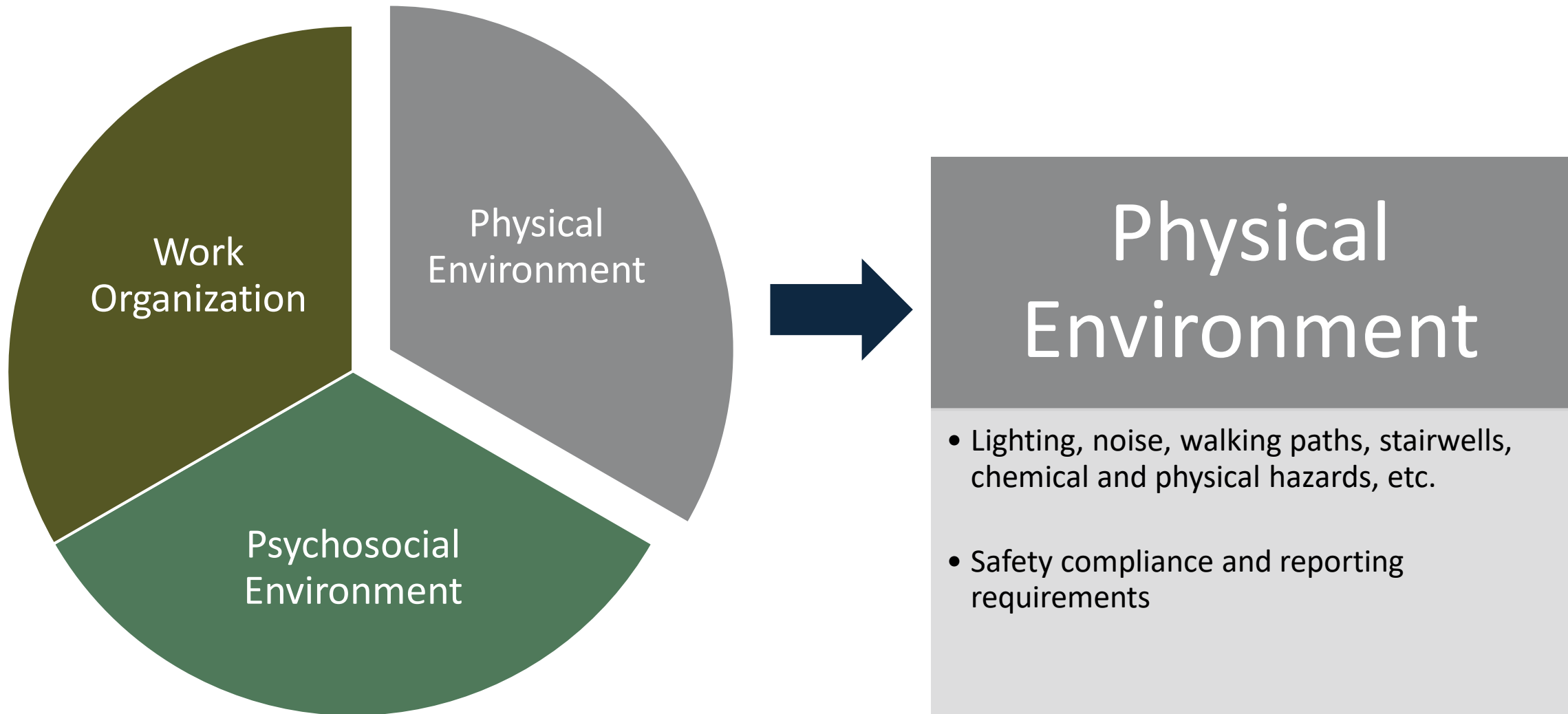
Session 2

Agenda

- ✓ Integrating health and safety into the HaWC
- ✓ How to prioritize concerns
- ✓ How to action plan

CHECK-IN & QUESTIONS

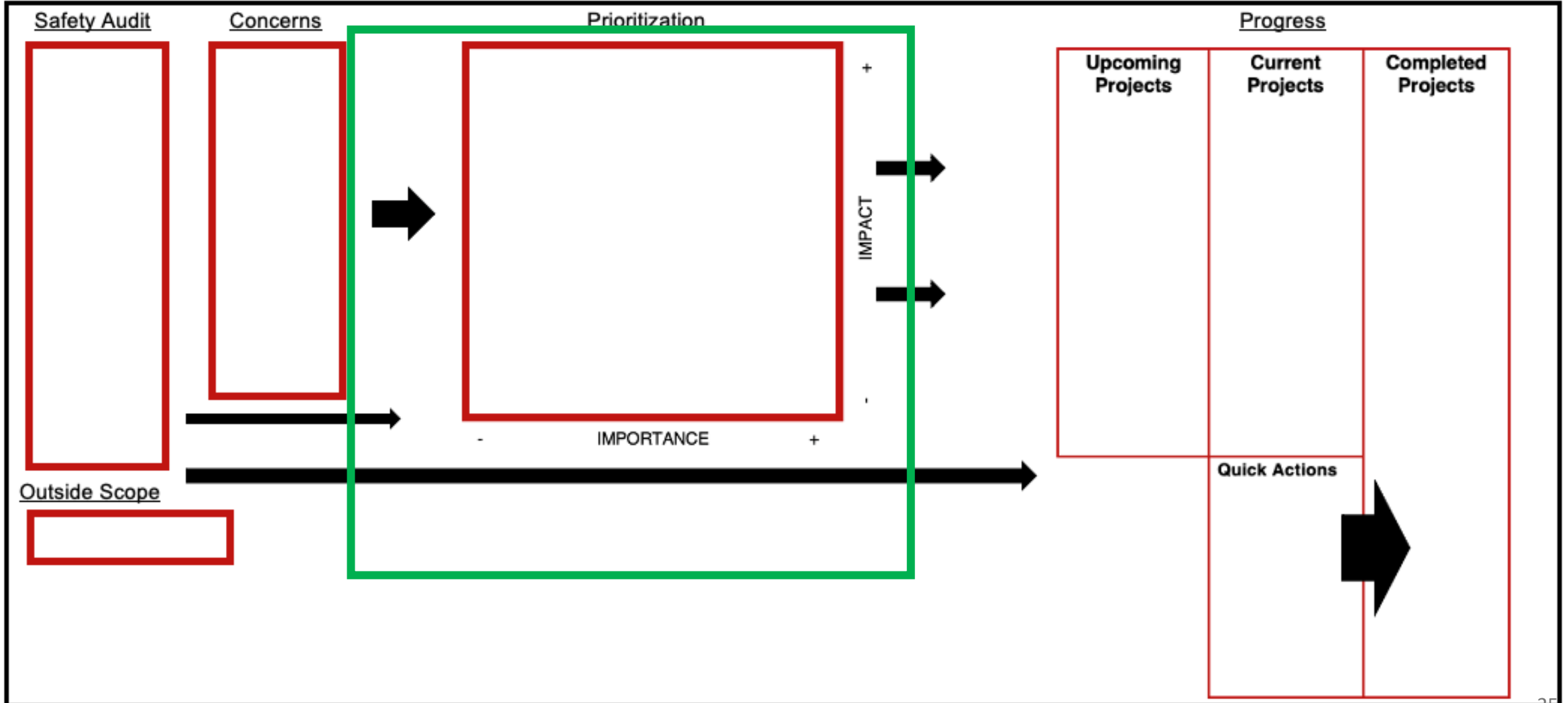
INTEGRATING HEALTH AND SAFETY TO THE HAWC

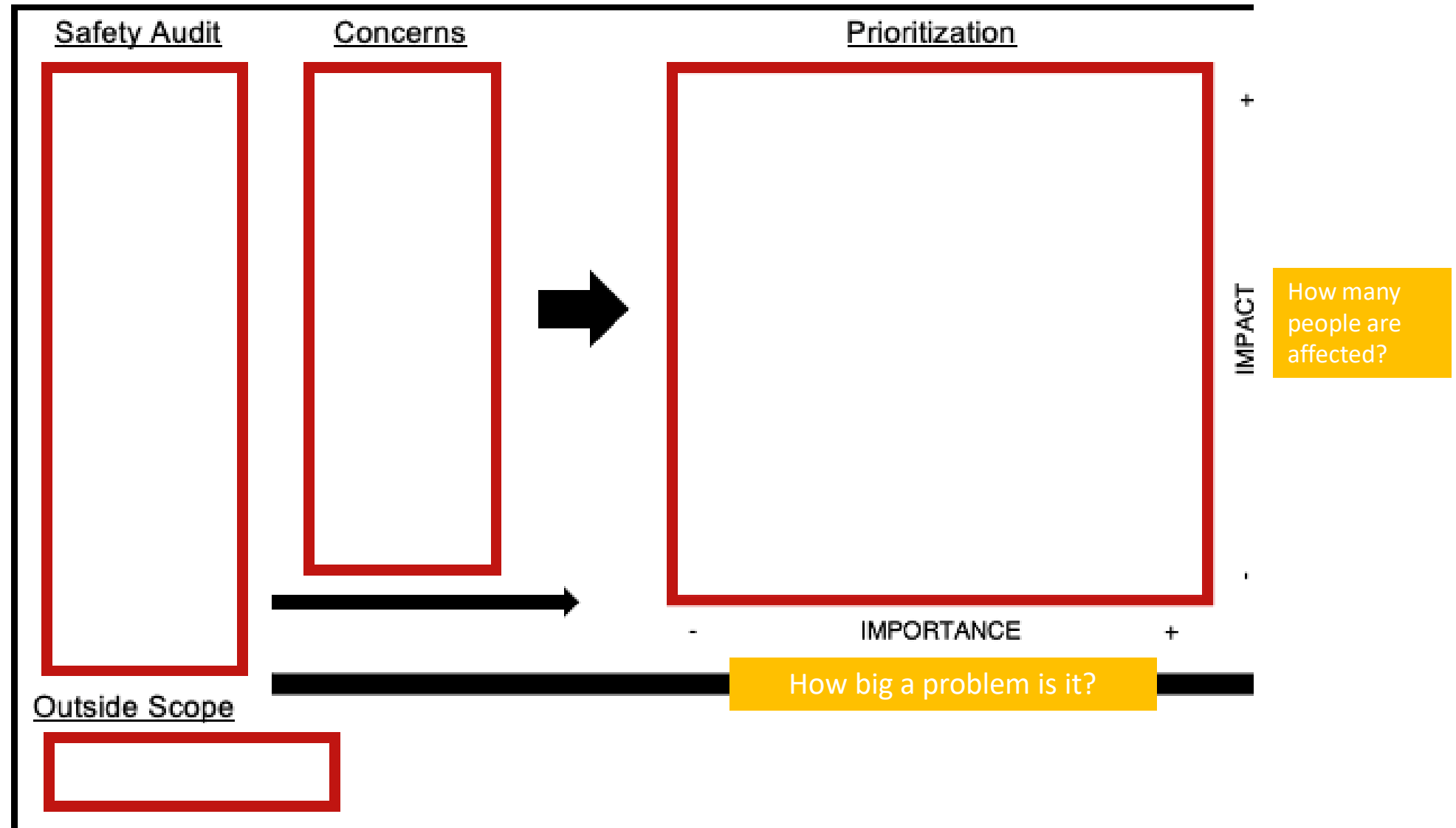


The safety coordinator & the HaWC

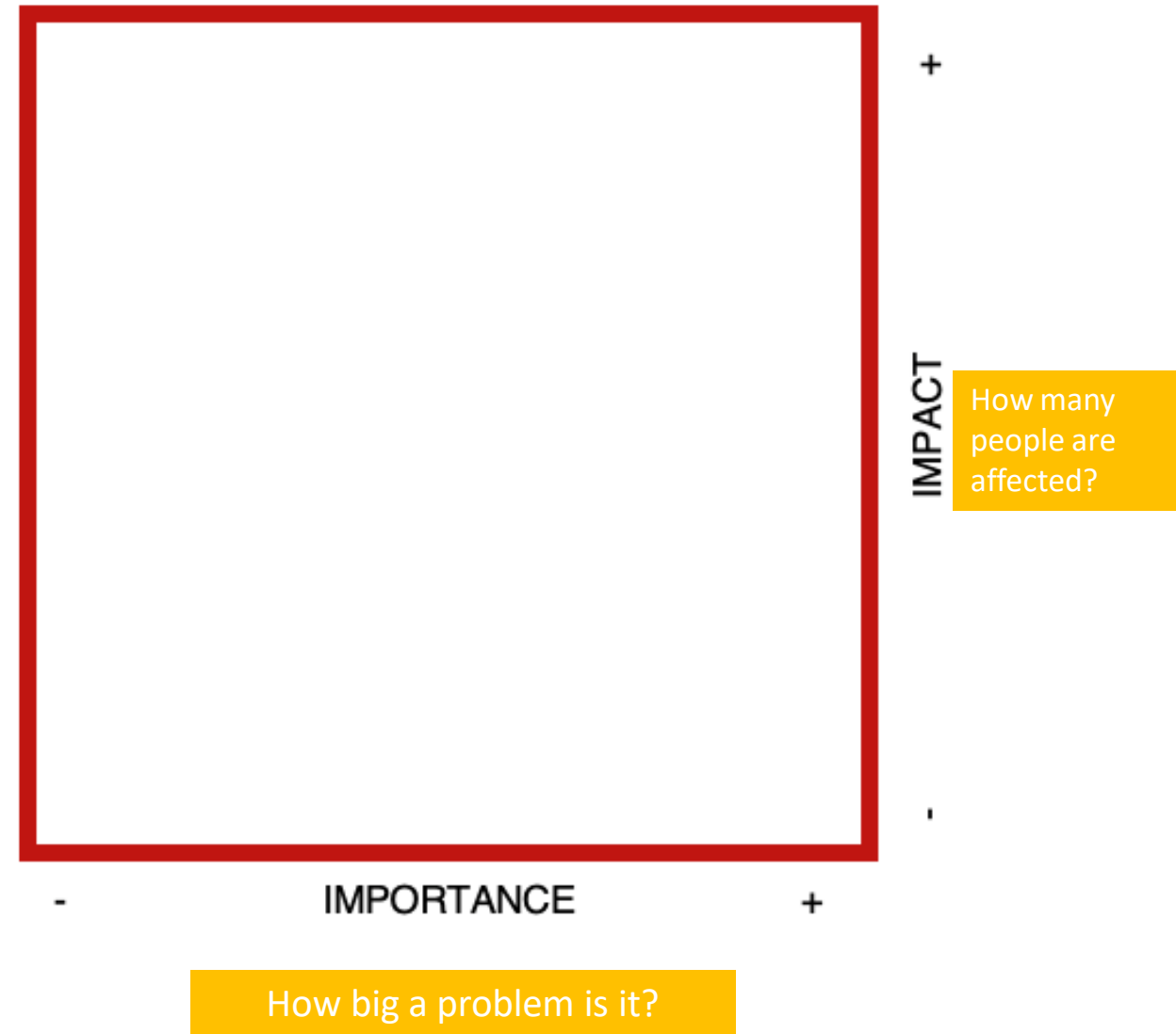
- The SC is a member of the HaWC but with a very defined role
- The SC fulfills safety coordinator responsibilities, including conducting safety audits
- The SC brings audits results to the HaWC meeting 1x/month and fulfills reporting requirements for compliance
- Safety topics and concerns can become projects for the HaWC to take on and address

Prioritizing concerns

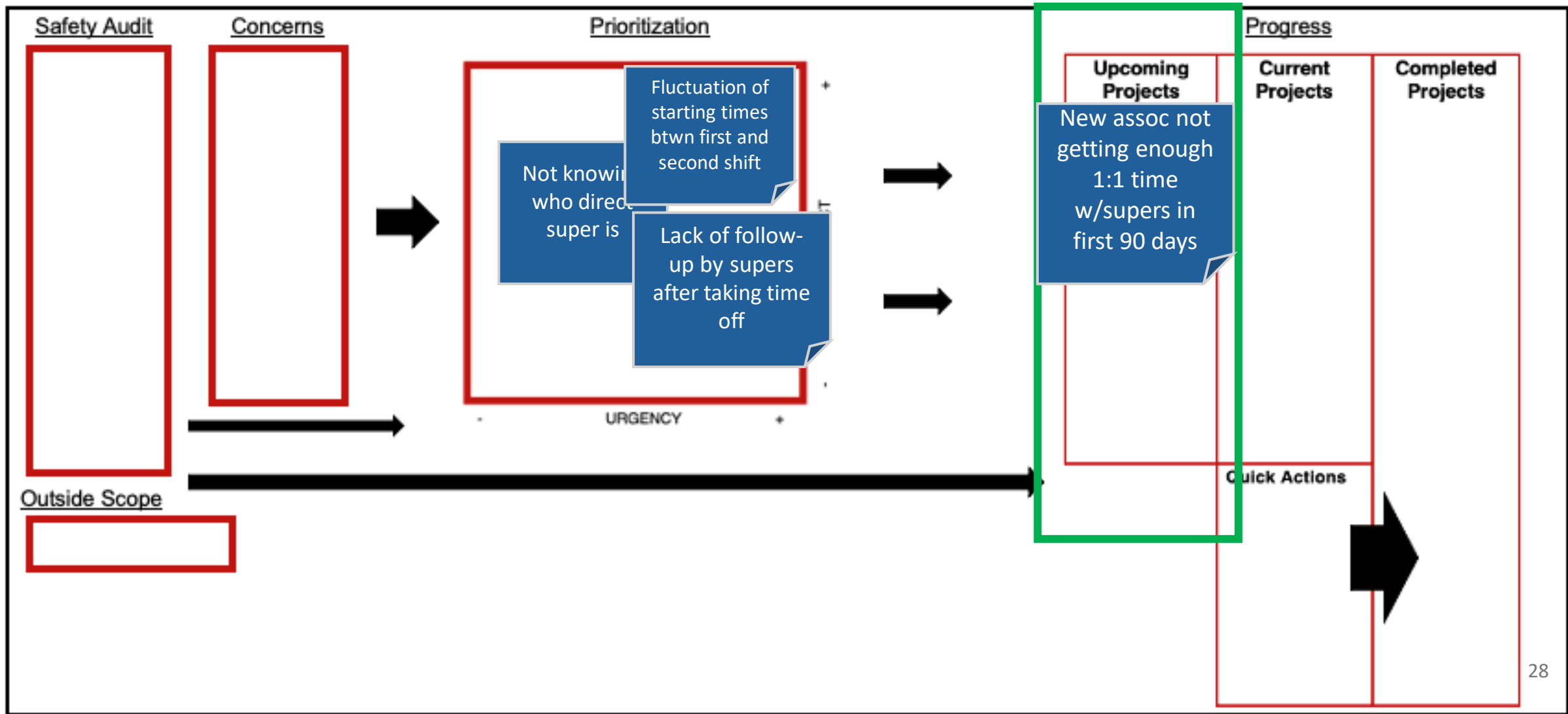




Tip: Pick a fairly easy problem with high visibility for your first project



Action planning



ACTION PLANNING STEPS

- Define the problem or concern
- Root cause analysis
 - 5 Whys
 - Drill-down
- Pick focus area
(i.e., the root cause you'll focus on)
- Brainstorm Solutions
- Identify action plans



Above the surface you see the
Symptoms
of the problem

Dig deeper to find the
Root Cause
of the problem

Root cause analysis: 5 Whys

PROBLEM:

Why...?

- ...because

Why...?

- ...because....

Why ...?

- ... because

Why...?

- ... because...

Why ...?

- ... because...

Solution:

Drill Down Technique

Problem



1st Level
Causes

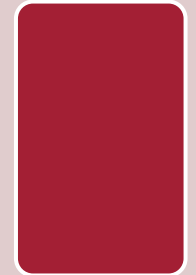
Cause
#1

Cause
#2

Cause
#3

Cause
#4

2nd Level
Causes



Drill Down Example

Problem

The building is very hot in the summer and associates get very hot and sweaty

1st Level Causes

Not all fans are working

No AC

Coolers are spaced far apart

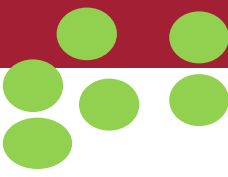
2nd Level Causes

Maintenance is very busy and hasn't had time to fix them

Expensive and not in building budget



Drill Down Technique



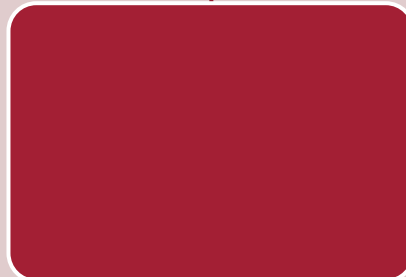
Problem



1st Level



2nd Level



ACTION PLANNING STEPS

- Define the problem
- Root cause analysis
 - 5 Whys
 - Drill Down Technique
- Pick focus area
- Brainstorm Solutions
- Identify action plans



Key Questions:

How important is the root cause?

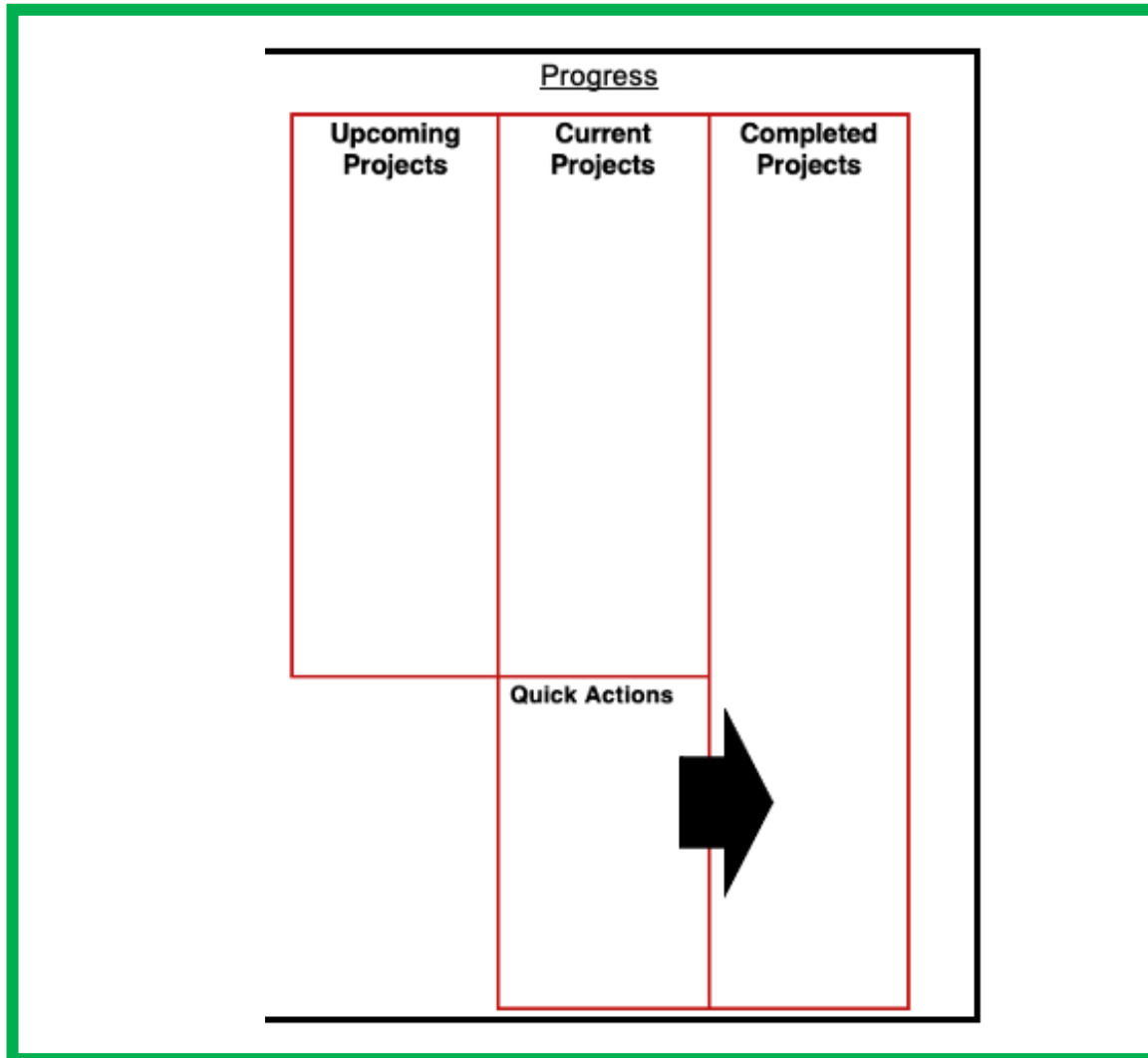
How much can we control?

BRAINSTORM SOLUTIONS

Focus area: Maintenance busy; lacks time to focus on fixing fans

Possible solutions:

Identify actions



Solutions:



Key Takeaways & Reminders

- Avoid jumping to solution mode too early.
- Brainstorm a range of possible solutions.
- Test out solutions –
 - First action may not be effective, but...
 - Will teach you more about problem & next step
- During HaWC meetings, carve out time (even a small amount) for updates on tasks.
- Express understanding if a task doesn't get accomplished and ask if there's anything needed to support getting the task done
- When a project is implemented, have some time to reflect on how it's going or if it needs to be tweaked at all
- Place completed projects in the "Completed Projects" column – Celebrate success

Wrap Up & Next Steps

- **Thank you!**
 - Wrap up reflection:
 - 1 thing you're feeling good about, 1 thing you still have questions about.
 - Task:
 - Be sure your building(s) is actively communicating & recruiting members for the HaWC