

# Because what you don't know CAN hurt you

## Bring YOUR voice to work

Of all the safety devices you'll use at work, one of the most useful is **YOUR OWN VOICE**.

Your employer and supervisor know where things are, how things work, and how to avoid injury. They are the workplace experts!

But who is the expert on you? Who knows best the skills you bring, the tasks that make you nervous, and what motivates you to do great work?

**YOU** know best about you, and what you need. Your supervisor wants to help you do your best, but sometimes **THEY** need help to know what **YOU** need.



## Know WHEN to use your voice

### ▶ Use your voice to make a request for:

- Information "Can you explain that last part again?"
- A tool you need "I think I'll need a longer ladder for this."
- Reassurance "Am I doing this correctly?"
- Personal protective equipment "Are there ear plugs I should be using?"
- A solution to a hazardous situation "The loading ramp is slippery. What should I do?"

### ▶ Use your voice to ask for help when:

- You feel uncertain "Hmm, I'm not sure how to get started."
- A task needs two people "When you have a minute, can you give me a hand?"
- You're in trouble, and need help quickly "Help!"

### ▶ Use your voice to point out hazards when:

- You notice something unsafe "Let's clean this water up before someone slips."
- You see someone doing something dangerous "Here, let me get you a push stick."

# Know HOW to use your voice effectively

In some situations, using your voice may take a little more courage. Don't avoid a conversation just because it feels uncomfortable. Below are some tips to help ensure someone is listening, that you say what you mean to say, and that you get results!

## Choose the best time and conditions to have a meaningful conversation

- **Find a time** when your supervisor is not stressed, or distracted. It might be very early in the shift, the last part of the shift, during a natural lull in the day, etc.
- **Approach** your supervisor and begin with "When you have a little free time, could we chat about something?" That signals that this is not a simple question but an issue that will need a little time and thought.
- **Be respectful.** Using your "voice" involves **listening**, as well as **talking**.

## Think ahead, determine what you really want to say and be prepared for the conversation

- **Write down** your key points. It might take several attempts to get it right, and that's okay!
- **Imagine** how the conversation might go, and what information your supervisor might need from you. Answering "Why?" may help your supervisor understand your situation and your needs.
- **Practice!** Practice with a trusted friend or family member; practice in your head; practice out loud

## A follow-up is always worthwhile

- If your request hasn't been answered, maybe a **polite reminder** is in order, "Did you ever manage to find that ...?" "Did you think any more about my request?"
- **Check** to see if there is something you can do for yourself to resolve the matter, "Did you want me to talk to Mark about that?"
- **Give feedback** on how things are going, once a request has been fulfilled, "Things are better now that we have a second person on for the morning rush."
- **Express** your appreciation for being listened to and taken seriously.

When you know WHEN and HOW to use it,  
YOUR voice is the best tool you have.

**BRING IT, EVERY DAY!**

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