

Encouraging A Culture of Safety

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Using a Resolutionary Process! (Part 2)

By Jay D. Rohman

A Resolutionary Process can start much earlier than a Disciplinary Process. For example, in a Resolutionary Process the first step is a coaching and counseling session. This is where you will sit down with an employee and make it an open two-way dialog to determine why they are not complying. Are they a 'Can Do', a 'Can't Do', or a 'Won't Do' employee? Only through an 'Action Goal Process' can you determine how to work with the employee. We'll discuss this more in future issues.

Once you have found the reasons for non-compliance and have worked with the employee to *resolve* the issue, it doesn't mean that you will be successful. You may have to continue further into the Resolutionary Process. These include a 'verbal reminder, a 'written non-compliance action', then a '2nd non-compliance action with time off', and finally a 'release from employment'.

I suggest using this type of language so that you help remove some of the negative emotion from the encounter. Your job should always be to resolve issues when you can. Too many managers see themselves as District Attorneys that are to convict and punish people rather than to resolve issues.

Where is Jay?

2008

2/5	Grand Island, NE
2/6	Lincoln, NE
2/7	Omaha, NE
2/8	Sioux Falls, SD
2/20	Omaha (Auto Shop Safety Seminar)
3/10 - 11	Kansas City, MO
3/12 - 13	St Louis, MO
3/17	Sioux Falls, SD
3/18	Omaha, NE
3/19	Des Moines, IA
3/20	Cedar Rapids, IA
3/24 - 29 th	Lima Peru - Mining Safety Conference

3/24 - 29th Lima Peru - Mining Safety Conference

3/31 Manchester, NH
4/1 Woburn, MA
4/2 Providence, RI
4/3 East Hartford, CT
4/8 - 9 Regina, SK Canada
4/10 - 11 Saskatoon, SK Canada
4/14 - 15 Calgary, Alberta Canada
4/16 - 17 Edmonton, Alberta Canada
4/21 Farmington, NM
4/22 Albuquerque, NM
4/23 Flagstaff, AZ
4/24 Scottsdale, AZ
4/25 Tucson, AZ
4/28 Reno, NV
4/29 Sacramento, CA
4/30 Fresno, CA
5/1 San Jose, CA
5/2 San Francisco, CA
5/5 Grand Rapids, MI
5/6 Flint, MI
5/7 Ann Arbor, MI
5/8 Troy, MI
5/13 Eau Claire, WI
5/14 Bloomington, MN
5/15 St Cloud, MN
5/16 Fargo, ND
5/20 Portland, OR
5/21 Phoenix, AZ
5/22 Denver, CO
6/3 North Charleston, NC
6/4 Columbia, SC
6/5 Asheville, NC
6/7-8 Houston, TX
6/10 Bloomington, MN
6/11 St Louis, MO
6/12 Kansas City, MO
6/13 Wichita, KS
6/16 Galveston, TX
6/17 Corpus Christi, TX
6/18 McAllen, TX
6/25 Ontario, CA
6/26 Las Angeles, CA
6/27 Honolulu, HI
7/8 Las Vegas, NV
7/9 TBA
7/10 TBA
7/11 Ontario, CA
7/14 TBA Utah
7/15 TBA
7/16 TBA
7/17 Colorado Springs, CO
7/22 Rockford, IL
7/23 TBA
7/24 TBA
7/25 Chicago, IL
7/31 Greater Omaha NSC Breakfast Series)

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Contact 1-800-293-5926 or e-mail for ordering information:

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Have a safe and prosperous month! And remember...Encouragement is a thumbs up to the soul!

Jay D. Rohman
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1-800-293-5926