



Weekly Safety Tip

POOR COMMUNICATION

IS A SAFETY ISSUE

WEEKLY SAFETY TIP for Week April 25, 2022

ALERT! Poor Communication Is a Safety Issue

Although we spend 80% of our day communicating, 50% of that time is spent listening, while retaining only 25% of what we hear! Communicating effectively is not always easy, but it helps us avoid conflicts, reduce errors, promote a positive environment, and eliminate misunderstandings with others. Poor communication can be a safety hazard since the message may not be clear or understood. As professionals, we all have an obligation to protect each other. If there is a hazard or if someone is at risk - SAY SOMETHING!

Communicating and Listening

Communicating what we want to say is more than just words that are coming out of our mouth. The rest of the message is expressed through our tone of voice, body language, facial expressions, and how we engage the listener; are you making eye contact, are you giving your full attention?

To be a good communicator:

- Maintain a positive attitude.
- Know what you want to say.
- Stick to the point.
- Have the right body language.

Just hearing the message is why we only retain 25% of what we hear. We can improve our listening skills by being active listeners. Active listening is not just hearing what is being said, but understanding the whole message.

To be an active listener:

- Pay attention. Do not interrupt!
- Show that you are listening.
- Provide feedback.
- Defer judgment.
- Respond appropriately.



YOU SHOULD BE HAPPY

IN YOUR WORK



A WELL-BEING MOMENT

Dave Varwig
April 2022

You should be happy in your work



Dr. Dean Burnett is a neuroscientist, author, blogger, and all-round 'science guy'.

He is the author of the bestselling books *The Idiot Brain* and *The Happy Brain*.



According to many people, productivity is linked to happiness. As in, the happier you are, the more productive you'll be.

Again, there's logic to this. We're often instinctively motivated to do things we find rewarding and make us happy, and avoid those we find unpleasant. Also, scientific studies reveal that **happy workers are around 12 per cent more productive**.

So, if you've got a workforce of 100 employees, and they're all happy, you'll get the productivity of 112 employees, at no extra cost! It's therefore unsurprising that so many organizations are fixated on employee happiness.

However, the simple yet persistent idea that 'happiness = productivity' overlooks considerable evidence to the contrary. For instance, other studies reveal that persistently **happy employees can have negative effects on productivity in the workplace**. They go to pieces quicker during difficult periods, are more easily exhausted (constant happiness is draining), and can even be more selfish.

Also, there are productive benefits of more negative emotions.

Fear, anger, stress and **envy** have been shown to make people more productive in various situations.

As well as this, compelling people to be happy, whether via advice on how to be productive or employers insisting on 'service with a smile', often backfires.

Studies reveal that if people believe they must be happy, it's harder for them to achieve that. It's like your hobby becoming your job; you stop enjoying it.

This feeds into the whole '**Toxic Positivity**' issue of **insisting that people must be happy at all times**, and it's entirely their responsibility to be so (because we can all choose our emotional state, apparently). This can quickly lead to the exact opposite outcome.

Even if being happy does make you more productive, efforts to force this outcome can easily backfire.

DAV, 04/20/22



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