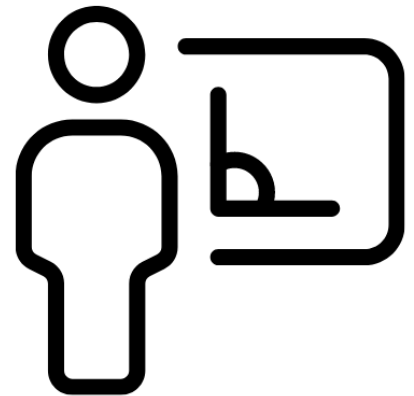


Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



To win, you have to risk loss.

Jean-Claude Killy

Module Two: Setting the Right Group Dynamics (I)



Every organization has both hazards and risks. Identifying hazards and risks is necessary for risk management. Hazards and risks are often confused with each other. Determining the difference between a hazard and a risk will increase the effectiveness of the risk management program.

What Is a Hazard?

A hazard is any source of harm. This includes adverse health effects or loss to the organization or employee. Hazards are varied. They include materials, substances, sources of energy, processes, practices, and conditions.

Examples of hazards:

- Sharp objects
- High temperatures
- Electricity
- Slippery surfaces
- Asbestos
- Chemicals



Once hazards are identified, you can take the opportunity to identify the risks associated with each hazard in your facility.

Estimated Time	10 minutes
Topic Objective	Introduce hazards.

Topic Summary	What Is a Hazard? Practice identifying hazards.
Materials Required	Worksheet 1-Hazards
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share your answers with the rest of the class.
Stories to Share	Share any personal or relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is a hazard?

What Is a Risk?



A risk is not a hazard. It is the chance of harm coming from a hazard. This applies to the health, bodily safety, equipment, and property. For example, prolonged exposure to chemicals in the work environment increases the risk of health problems. Noise exposure can place an employee's hearing at risk. Identifying the hazards in an environment is the first step in risk assessment. The second step is to determine who is at risk from these hazards. The third step is to evaluate the risk, and the final step is to determine the best way to control the risks and provide a safe working environment.

Estimated Time	10 minutes
Topic Objective	Introduce risks.
Topic Summary	What is a Risk? Discuss different risks.
Materials Required	Flipchart/board, marker
Planning Checklist	None
Recommended Activity	Ask the participants to share some of the hazards they identified, and list them on the flipchart. List different risks associated with the hazards.

Stories to Share	Share any personal relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is a risk?

Consult with Employees



Risk management is necessary to protect the company and the employees. Employees are the most valuable resource because risk management directly affects them, and they have a unique understanding of day-to-day operations. It is important to consult employees with any change in the way work is done. When consulting with employees, it is imperative that you communicate clearly and honestly. Provide ample time for the conversation to take place. Finally, it is

imperative that you pay attention to everything employees have to say; do not simply pay attention to feedback that supports your current ideas.

Examples of When to Consult Employees:

- Safety inspections
- Purchasing or repairing equipment
- Workflow charts
- Internal layout
- Cleaning chemicals

Estimated Time	10 minutes
Topic Objective	Introduce consulting employees.
Topic Summary	Consult With Employees Practice determining when employees should be consulted.
Materials Required	Worksheet 2-Consult Employees
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share your answers with the rest of the class.
Stories to Share	Share any personal, relevant stories.

Delivery Tips	Encourage everyone to participate.
Review Questions	How should you communicate to employees when consulting them?

Likelihood Scale



The likelihood scale is used to determine the likelihood that an event will occur. For example, you would use it to determine the risk of an equipment malfunction. Each risk needs to be scored on the likelihood scale from 0 to 3.

- **0 – Impossible:** There is no possible way that an event can take place. This is rarely used.
- **1 – Low possibility/Remote possibility:** There is a slight risk, 2% or less, of something happening.
- **2 – Medium possibility/Possible:** The event is possible. It has between a 2 and 25% chance of occurring.
- **3 – High possibility/ Probable:** There is a greater than 25% chance that something is going to happen. The event is likely going to occur soon.

Scores should be based on the current data that you have. The reasons for your score should also be recorded.

Example:

Risk	Score	Reasoning
Hearing damage	1	Noise pollution is within safe parameters. The office does not have loud consistent noises.
Lab accident	3	Caustic chemicals are used daily, along with dangerous equipment. There is the risk of human error.

Each company will have different risks and scores. Risks with higher scores need to be addressed quickly.

Estimated Time	10 minutes
Topic Objective	Introduce the likelihood scale.
Topic Summary	Likelihood Scale Practice using the likelihood scale.
Materials Required	Worksheet 3-Likelihood
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share your answers with the rest of the class.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What does the likelihood scale determine?

Practical Illustration



Sean is an outside hire to his new management position. He understands that risk management is important, and he takes the time to go over the incident reports and inspect the facility. An employee tells him that one of the machines needs to be replaced. He says that several employees have come close to being injured while using it. He states the machine does not shut off properly. Sean believes that asking for new equipment this soon is not wise. He points out to the employee that there are no incident reports for the specific piece of equipment. The employee responds that the employees know to be extra careful on the machine, but it is just a matter of time before someone is injured. Sean ignored the request, and the complaints from three other employees. He did nothing about the equipment. Two months later, an employee thought the machine was turned off and got her hand caught in it.

Module Two: Review Questions

1.) What is Not a potential hazard?

- a) Energy sources
- b) Substances
- c) Practices
- d) They are all hazards

Hazards are any potential harm. They include materials, substances, sources of energy, processes, practices, and conditions.

2.) A loss to an employee's property is part of which of the follows?

- a) Risk
- b) Assessment
- c) Hazard
- d) Management

Hazards can cause any harm. This includes harm to the employee's property.

3.) What places an employee's hearing at risk?

- a) Noise exposure
- b) Chemical exposure
- c) Elevated temperature
- d) Electrical exposure

All of the answers are examples of risks. Noise exposure is a risk that affects hearing.

4.) What is necessary to identify first in risk management?

- a) Risks
- b) Hazards
- c) Communities at risk
- d) Control measures

Hazards need to be identified before risks are identified. The first step to the risk management process is identifying the hazards.

5.) When should you consult employees?

- a) About every change to the way a job is done
- b) After implementing change
- c) At meetings
- d) Whenever you are legally obligated to consult employees

It is important to consult employees about every change. They are a valuable resource that should be utilized.

6.) What feedback should you pay attention to from employees?

- a) Supportive feedback
- b) Critical feedback
- c) Feedback from middle management
- d) All of it

It is tempting to only acknowledge feedback that is agreeable. It is important, however, to pay attention to all feedback.

7.) Which score would you give to an impossible event?

- a) 1
- b) 0
- c) 3
- d) 2

All of the answers are scores on the likelihood scale. An impossible risk is 0. It is rarely used.

8.) Which score would you give to a risk that has a greater than 25% chance of happening?

- a) 1
- b) 0
- c) 3
- d) 4

All of the answers are scores on the likelihood scale. An event that has over a 25% chance of happening is probable. It is a 3 on the likelihood scale.

9.) _____ are/is necessary to protect the company and the employees.

- a) Laws
- b) Risk management
- c) Policies
- d) HR

Risk management is necessary to protect the company and the employees.

10.) A risk is not a hazard.

- a) True
- b) False

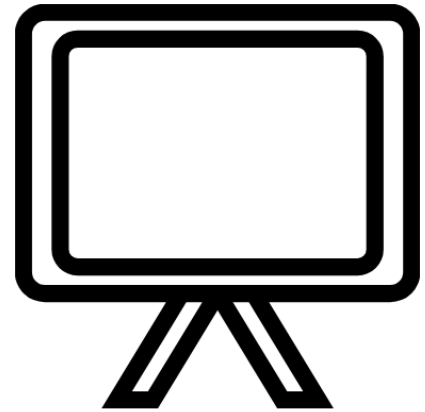
True: A risk is not a hazard. It is the chance of harm coming from a hazard.

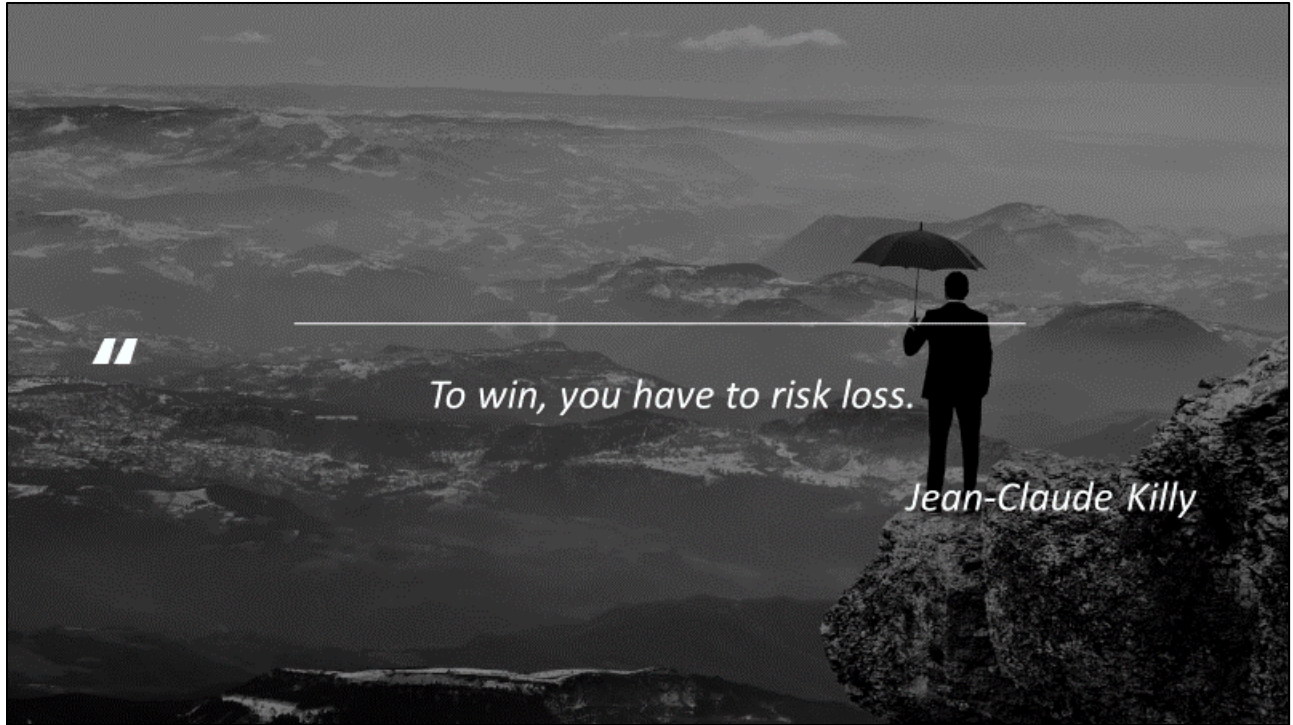
PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





MODULE TWO

Identifying Hazards and Risks

Determining the difference between a hazard and a risk will increase the effectiveness of the risk management program.



What Is a Hazard?

- Sharp objects
- High temperatures
- Chemicals
- Electricity

What Is a Risk?

A risk is not a hazard. It is the chance of harm coming from a hazard.





Consult with Employees

- Safety inspections
- Purchasing or repairing equipment
- Workflow charts

Likelihood Scale

- 0 – Impossible
- 1 – Low possibility
- 2 – Medium possibility
- 3 – High possibility



Practical Illustration



- What Is a Hazard?
- What Is a Risk?
- Consult with Employees
- Likelihood Scale

Module Two: Review Questions

1. What is Not a potential hazard?

A. Energy sources

B. Substances

C. Practices

D. They are all hazards

Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



Risk Assessment and Management

Quick Reference Sheet



Walk Around

Identifying potential problems requires close inspection of the work area. In order to do this, you need to look at the environment carefully. Inspect each area of the facility for hidden risks and hazards that can cause problems. This requires walking around the entire facility and making note of everything. It is essential to consider every possible use of an area, all materials used, and each tool.

Things to Consider When Walking:

How tools are used



Different methods used to complete tasks



Purpose of each tool



Materials used

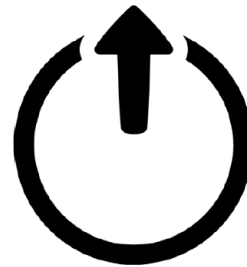


External Events

No matter how prepared you are, problems are not always easy to predict. This is especially true of external events. You have more control over internal events, but external events are more unpredictable. With external events, you need to be prepared for every possible problem. These events are, basically, anything around the office that is not internal.

Types of External Events:

- **Suppliers:** Suppliers bring external events with their own risks
- **Customers:** Customers bring external events with their own risks
- **Visitors:** Visitors bring external events with their own risks
- **Traffic:** Traffic affects schedules and the ability to make deadlines
- **Parking:** Drivers and car maintenance affect parking
- **Environment:** Weather and other environmental factors are external events



Emergency Action Plan

Every office building requires an emergency action plan. Emergency action plans are implemented in case of an emergency, such as a fire or major machine malfunction. Emergency action plans need to be written and accessible to employees. In small groups (under 10), the action plan may be communicated to employees verbally.

What to Include in an Emergency Action Plan:

- Procedures to report emergency
- Evacuation procedures
- Critical employee procedures
- Accounting for employees after evacuation
- Rescue and medical procedures
- Title of the employee who informs others of their duties in the plan



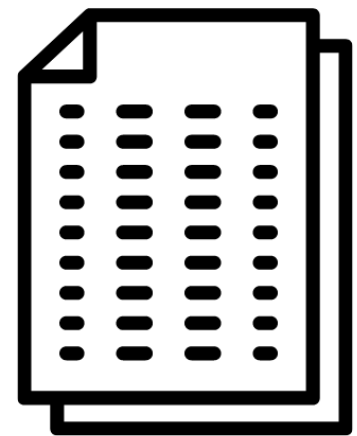
Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Sample Worksheet 1

Hazards

Think of different hazards in your workplace. List them in the space below.

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Sample Worksheet 2

Consult Employees

Consider the dynamics of your workplace. List the topics you would discuss with employees regarding reducing risks.

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Sample Worksheet 3

Likelihood

List the risks you identified in the risk column. Create a likelihood score for each and provide the reasons.

Risk	Score	Reasons

Notes:

Icebreaker: Group Résumé

PURPOSE

To help participants get acquainted.

MATERIALS REQUIRED

1. Name card for each person
2. Markers

PREPARATION

Have participants fill out their name card. Divide participants into groups of four to six.

ACTIVITY

Ask participants to create a composite résumé for their group. They might include such things as:

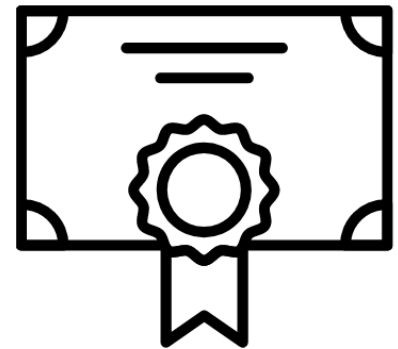
3. Total years of experience
4. Education
5. Skills
6. Positions held
7. Outside interests

Ask each group to present its résumé to the rest of the participants.

Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

[Name]

Has mastered the course

Risk Assessment and Management

Awarded this _____ day of _____, 20____

Presenter Name and Title
