



Attention Supervisors – Forest Supervisor Communication Course

As part of our ongoing efforts to support Supervisors, we thought it would be timely to draw attention to our Forest Supervisor Communication course. This course was launched in 2014 and remains a great option for new and existing supervisors. This training is for you if you are looking for ideas about handling difficult conversations, resolving conflict, communicating safety messages, and disciplining workers.

Our Forest Supervisor Communication Course is a one-day in-person workshop that helps supervisors and managers improve their communication skills at work. This course helps participants improve key communication skills and focuses primarily on identifying appropriate communication strategies, managing written and verbal communication, and conducting effective meetings. For this course, the entire focus is communication! This means that you will need to emulate good

communication skills throughout – so active participation is expected.

One of the topics covered in the course is how the communication method can affect your message. Consider two-way radio versus email versus text versus in-person communication--what are the strengths and limitations of each method?

Pitfalls of Poor Communication



Figure 1: Discussion topics from course

While there are some differences in these methods that will be explored in the class, it is always important to formulate a message and deliver it

in a manner that the recipient of the message receives it. For example, consider the role written material plays in communicating safe work outcomes. Have you ever misinterpreted a report, sign, email, or text, or had your written communication misunderstood? Participants will review and improve various safety communications examples to reinforce their learning.

This workshop is a safe space to practice communication skills under the guidance of an experienced instructor who understands typical forestry scenarios where communication issues may arise. A participant from a recent session told us that the instructor gave them a new perspective on how to deal with tough situations.

Check out the course page for scheduled sessions. **Communication for Forest Supervisors** – BC Forest Safety Council. If you have a group, we can offer this training by request. Contact us at training@bcforestsafec.org.

Incident Investigation – Are you prepared?

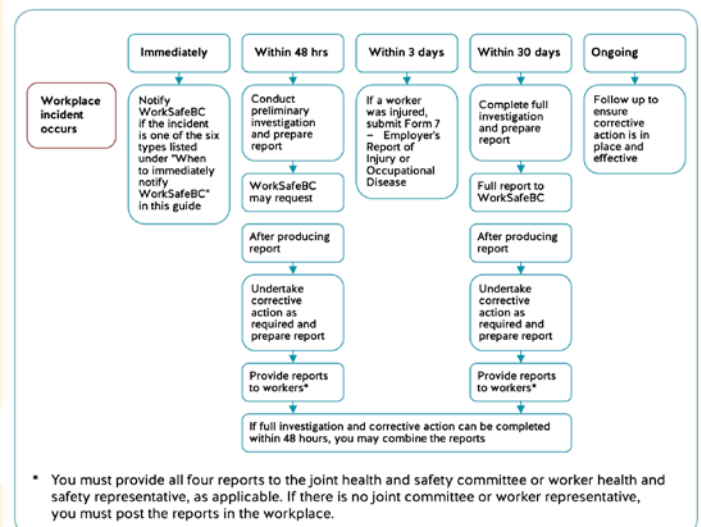
Are you aware that employers have certain responsibilities if a workplace incident results in an injury, or could have caused a serious injury? Does your company know what is required and what to do? One critical component of these responsibilities is the incident investigation. Incident investigations help identify the cause and hazards of workplace incidents, while finding ways to prevent similar occurrences from happening in the future.

WorkSafeBC has a **Reference Guide for Employer Incident Investigations | WorkSafeBC** including a reference chart that you may want to keep handy in case if you ever need it.

Continued on page 15...

What to do following a workplace incident

Figure 1: Summary of incident investigation and reporting requirements



Incident Reporting / Investigation Forms can also be downloaded from our website.

BCFSC may be able to provide confidential support to members with their serious incident investigations upon request. Contact the Manager, SAFE Companies for more information at 1-877-741-1060. If you are looking for training on incident investigation, or simply want to review the process and requirements, BC Forest Safety Council offers three courses that have been developed by subject matter experts and meet the specific needs of the forest industry. Check out our [website](#) for more information and how to register:

Basic Incident Investigation Training

This in-person course provides a basic understanding of the methods, tools, and processes needed to conduct an incident investigation. It is suitable for individuals who may be required to complete incident investigations, such as Joint Committee members, or Supervisors.

Upon completing this course, you should be able to:

- Discuss the reasons for and value of conducting incident investigations
- Prepare for and conduct effective incident investigations
- Identify immediate and root causes for incidents
- Develop effective corrective actions

This course is offered in various locations throughout the province. This course can also be delivered by request for groups at your location. Give us a call for more details.

Serious Incident and Fatality Investigation Training

The free online Serious Incident and Fatality Investigation course provides instruction on how to complete investigations for incidents involving serious injuries or fatalities. These types of incidents often involve different agencies such as the RCMP and Coroners Service and employers should understand the roles and responsibilities of these agencies at the workplace.

Learning Outcomes

Upon completing this course, you should be able to:

- Follow the BC Forest Safety Council's 5 stage Incident Investigation Model.
- Describe serious incident or fatality investigation skills.

- Describe the roles of outside authorities in an investigation.
- Understand the initial response steps to a serious incident or fatality
- Describe WorkSafeBC's reporting requirements following a serious incident or fatality.
- Identify and describe helpful resources available to support you and others affected by a serious incident or fatality in the workplace.

NEW Hazard ID, Inspections & Incident Investigation Training – Wood Products Manufacturing

This free online course helps wood products manufacturing supervisors build skills in hazard identification, inspection, and investigation training. This course is one of six courses that are part of the [Supervisor Training Program for Wood Products Manufacturing](#).

Learning Outcomes

Upon completing this course, you should be able to:

- Identify hazards, assess risks and determine controls
- Explain the process of inspections and worker assessments
- Explain the importance of reporting incidents and close calls
- Describe reporting and investigation requirements 🚩