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### **Manage People “The Way You Like To Be Managed” Article by Alan D Quilley CRSP (held from 1985-2021)**

Every so often people should take the time for a bit of self reflection. It is good for the soul. Apparently so is chicken soup if you're to read the book reviews. If you're in the position of being a leader in an organization, it's a wise idea to reflect on what kind of leader you are and what kind of leader you could become. Here's a simple yet powerful exercise that will help you think about enhancing your supervisory coaching skills.

#### **Two Sides of the Same Leadership Coin**

Take a piece of paper and draw a line down the center. On the top of the left column write “the best”, and on the top of the right column write “the worst”

Start to think about the best leaders you've experienced. It could be a teacher, a coach a supervisor, a relative, even a co-worker. If you've been lucky in your life, you've had more than one leader that has inspired you and that you loved to work with. Now list their attributes, the things you admired about them. Write down the things they did that inspired you to give them your best. For example the best leaders I've had in my life had some of these qualities and did these types of things:

#### **The Best**

- Listened to my ideas
- Took the time to coach me through new experiences
- Let me be self-managing of my time
- Inspired me to solve problems and asked me to propose solutions
- Set standards and held me accountable
- Said “Thank you” for a job well done
- Very knowledgeable
- Honest and direct with their communication

Contact Us!

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I've been doing this exercise with large groups of folks over the years and probably not surprisingly, most come up with the same list. It seems that the types of supervisors most people like to work for have universal qualities and attributes. Almost all of us appreciate good communicators who are honest and knowledgeable. Leaders who don't over direct our work and show appreciation for a job well done end up on most people's list.

Now on the right side of the page, list the attributes and actions of the worst supervisors, teachers, coaches and leaders you've had. For example:

### **The Worst**

- Too authoritarian
- Didn't listen to my ideas
- Wasn't available when I needed them
- Kept critical information to themselves
- Didn't engage me in the decisions
- Yelled a great deal
- Didn't respect me
- Told me to "just do it, don't ask questions"

Again, not surprisingly large groups of people have demonstrated that almost universally, we don't like being led by the same types of people. Overly directive, uncaring, poor listeners are never the people we want to spend our days with.

### **Manage Safety like the Best We've Had**

I believe the importance of this exercise is to open a discussion about how we manage OH&S in our workplaces. Far too often good companies have a tendency to manage health and safety issues more like the worst list than the best list.

Company rules imposed from head office and orientations that proudly state "compliance is a condition of employment and if you break the rules, we'll fire you" do little to fit the model of the best coaching and leadership we can provide. Unfortunately, this is all too common in workplaces today. We clearly can be more successful if we lead our safety efforts like we like to be led. Now I'm not suggesting that rules don't need to be established, in fact a culture of

safety demands that we have standards and we consistently meet those standards. If we're to be really successful in making our places of work safe and healthy, we need to lead the effort like the best we can be, not the worst. Safety efforts "done TO people" don't work any better than leaders who lead by being autocratic and bullies.

Now ask yourself, how are you managing safety? Are you acting like the best you've ever experienced or the worst? It's not too late to change if you're unhappy with your answer.

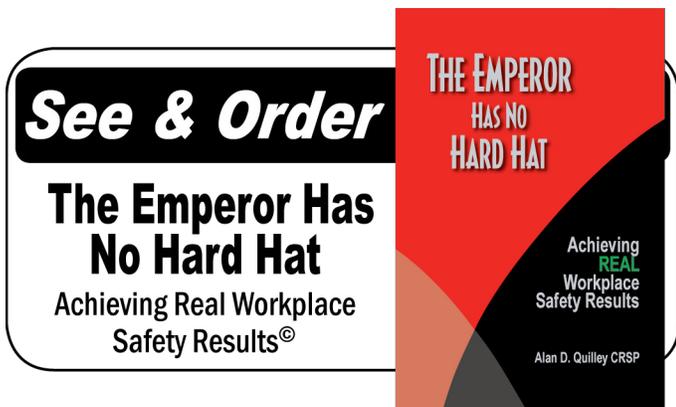
*Alan D. Quilley (1954-2021), my late husband, was a proud CRSP, published author, spent over 4 decades working in OHS, and since 2003, was a highly successful OH&S consultant and trainer/mentor. In determining the direction of our newsletter, I will be including Alan's past articles as they are virtually timeless.*

### **Compliments for our Coaching Packages and Study Material**

*"You want to pass the CRSP exam? There's no quick-fix solution to attaining a 'pass' but I can verify that a strategic study approach WILL be the answer. I was successful in my first attempt thanks to the the Safety Results CRSP Prep Course. Al's material, prep questions, and his data-based approach really helped me to focus my study efforts in the correct domains. Thanks so much, your course was worth every penny! I'm SO happy I have this CRSP monkey off my back and I'm proud to be joining a group of such highly sought-after professionals."*

*"Beyond proud to be able to share that I passed the CRST exam in March! Thanks to Alan Quilley CRSP and the CRST prep course along with the materials! These provided me with the information I needed to pass the exam."*

*"The Safety Results study program was excellent, and together with the one on one mentoring I received, was integral to my successful result on the exam. The quality of the materials was apparent and showed the dedication of Alan and the Safety Results team, in making this prep the best it could be. I would recommend everyone go through these materials fully, as part of their preparation journey."*



### **WOHSS Member Discounts!**

We are delighted to offer discounts on our CRSP and CRST Coaching Packages as well as study material to current members in good standing of WOHSS! Please contact [Marie](#) for details. (Please note that these discounts do not apply to our CRST or Ethics courses nor study material that is offered in conjunction with Lambton College).

### **Online CRST Examination Preparation**

Safety Results Ltd, in conjunction with Lambton College based in Sarnia, Ontario, brings you THE best online CRST Examination Preparation Workshop!

The next course starts February 1/22 and concludes February 25/22. Registrations for this course will be accepted by Lambton College until 4:00PM EDT, February 4/22.

When researching methods to deliver this top-notch course, we were expressly interested in associating with a distinguished educational institution as opposed to unknown online entities. It was vitally important that we aligned ourselves with an institution that believes in the same degree of ethics, high attention to service, content and quality as we do. Established in 1966, Lambton College has the enviable reputation as a pioneer in Mobile Learning. They are a global leader in applied research, education and innovation. Their work in a number of fields continues to exceed expectations, which makes them a perfect fit for what we do.

The aim of this course is to assist in performing your own knowledge gap analysis and then create a study plan which will enable you to focus on the competencies that you need to master before the exam.

To review and register in this online course, please click [here](#). (Registrations are handled exclusively by Lambton College)

Exclusive to Lambton College students confirmed in this course, the study material that the course was built upon is available at a special student discounted rate of \$375.00 CAD plus applicable taxes. Shipping (within Canada only) is included. More details [here](#).

### **Next BCRSP-CPD Mandatory Ethics Next course January 4/22**

This course takes approximately 3.5 hours to complete. Registrations for the January 4/22 course are open until January 7/22, and the course will conclude January 28/22.

This comprehensive and thought-provoking course, designed specifically for, and approved by the BCRSP by Alan Quilley, (who was a CRSP for 35+ years), is ensured to enlighten and challenge a CRSP's thinking of ethics in their professional practice. Our course is facilitated by Greg McInnes CRSP who served as a Board Member of the BCRSP for a # of years.

As required by the BCRSP, the course also includes detailed discussion of:

- BCRSP Code of Ethics and Professional Conduct
- Rules of Procedure of the Discipline Committee of the Board of Canadian Registered Safety Professionals

For more information on the course, please email [Lambton College](#)

To register for the course, please click [here](#).

## CRSP AND CRST VIRTUAL COACHING EXAMINATION PREPARATION

As it has always been our commitment to help candidates with their studies for both the [CRSPEX](#) and the [CRSTEX](#), we are continuing our *Virtual Coaching Packages*. These packages are currently available to those that are writing the 2019 Blueprint CRSTEX and the 2020 Blueprint CRSPEX.

We will provide all of the material (shipped at our cost within Canada only). We are also delighted to offer generous discounts to current members in good standing of the CSSE and WOHSS (not combinable). For more information on those discounts, please contact [Marie](#).

This virtual package includes 6 hours of personal instruction with Greg McInnes CRSP. The hours are broken down however you wish. There will be homework assignments between the calls. Calls are individualized and held via phone or Zoom Video Conference, your choice.

*“It’s really important to know who is trying to teach you something”. - Alan D Quilley CRSP*

### Who is your Coach?

Greg McInnes, CRSP is our instructor and can teach you how to study to help you in being successful in your journey to certification. He is a respected leader in OH&S, having over 30 years’ experience in the field in OH&S management positions (civic government, healthcare, aerospace, oil and gas and utilities). Greg has also been a member of the Board of Governors for BCRSP and held positions with CSSE at both the local, provincial and national levels.

He is a working CRSP who consults to industry helping them create and implement their Health and Safety program. Greg has developed and instructed adult OHS education programs at the University of Alberta and has co-instructed at NAIT along with instructing OHS courses for varying companies. With all his experience, and sharing our techniques to help you focus your studies, why look elsewhere? When selecting your mentor, take the time to research who other providers are. We believe that they simply won’t measure up with us in terms of quality, experience and teaching style.

*“There are no hard questions if you know the answers”. - Alan D Quilley CRSP*

### [CRSP Virtual Coaching Package](#)

Inclusions:

- Study material (material shipped at our cost within Canada only) based on the 2020 CRSP Examination Blueprint
- 6 hours personal instruction with Greg McInnes
- CRSP Exam Prep Study Manual
- CRSP Exam Prep Knowledge Gap Analysis Questions & Answers Workbook
- Handbook (offered only to those taking part in this Virtual Coaching Package)
- \$899.00 + tax

### [CRST Virtual Coaching Package](#)

Inclusions:

- Study material (material shipped at our cost within Canada only) based on the 2019 CRST Examination Blueprint
- 6 hours personal instruction with Greg McInnes
- CRST Exam Prep Manual
- CRST Exam Prep Practice Questions and Answers Examination Workbook
- Handbook (offered only to those taking part in this Virtual Coaching Package)
- \$899.00 + tax

For more information, please visit our website:

[CRSP Courses](#) or [CRST Courses](#)

If you wish to purchase only the study material (CRSP Study Manual and Workbook or CRST Study Manual and Workbook) please visit our website:

[CRSP Study Material](#) or [CRST Study Material](#)