



PERFORMANCE  
AND DILIGENCE

# OCA: Observe - Communicate - Act in OHS



## Description

Primarily focused on the mechanisms linked to the development of safe behaviour and not on the technical aspects of health and safety management, this course emphasizes the importance of example in the context of OHS actions performed by anyone in business. «Walking the talk» is the core of the credibility of the actions and of their impact within an organization.

## Target audience

Anyone responsible for health and safety, Human Resources managers, production supervisors, business managers.

## Course plan

### Day 1

**OHS responsibility:** now part of the Criminal Code

- [Due diligence](#);
- The individual legal effect of this law;
- Its meaning to the company on a daily basis;
- OCA: Observe - Communicate - Act: a prevention tool integrated into OHS.

#### 1. The «O»: OBSERVE

- Formal and informal observation:
  - Planning observation activities across management tasks.
- Observer pitfalls.
- Risk analysis:
  - Dangerous situations;
  - Concepts of probability vs. gravity;
  - Risk factors.

- Observation filters;
- Perception of danger and preventative behaviour.

## Day 2

### 2. The «C»: COMMUNICATE

- OHS communication situations: the manager's funnel:
  - Feedback (4 x 4);
  - Explain the expectations of safe behaviour;
  - Encourage;
  - Take corrective measures.
- The 5 Cs of communication;
- Speech, action and credibility;
- The WE and the YOU: communicate ownership of safety objectives.

### 3. The «A»: ACT

- Translate goals into a concrete action plan;
- Stumbling blocks, obstacles and ways to overcome/resolve them;
- Action plan monitoring mechanisms.

## Objectives

Upon completion of this course, participants will be able to:

- Understand and measure the effects of the new Bill-21 of the Criminal Code and of the concept of [due diligence](#);
- Integrate the health/safety aspect into the supervisor/manager role on a daily basis;
- Manage health/safety as an investment that contributes to the achievement of company strategic objectives and not as a necessary evil;
- Adopt tools and concrete strategies related to OHS observation, formal and informal;
- Adopt tools and strategies related to the OHS dialogue between manager and employees and work teams;
- Develop a personal action plan for the OHS objectives of their company by implementing the tools and strategies developed in the course;
- Foresee obstacles and possible solutions.

## Duration

2 days.