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# Creating a Safe Workplace Playbook:

Your 101 Guide to  
Ensuring Employees  
are Kept Physically  
and Psychologically  
Safe at Work



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# Welcome!

Welcome to the Creating a Safe Workplace Playbook, your guide to ensuring employees at your organization are safe and healthy at work! This comprehensive guide will walk you through suggested content, knowledge check-ins, and assessments aimed at providing your employees with essential knowledge to ensure they follow the right policies and procedures for staying safe. Additionally, we wanted to create a playbook that could be used across industries so you will find many topics covered that may or may not apply to the safety program you create for your organization!

The recommended content titles referred to in this guide can be found in The BizLibrary Collection. Before the start of your program, we recommend you assign these courses to your learners via your company LMS. This provides your learners with easy access to the content and gives you valuable reporting data to measure participation and training effectiveness.

BizLMS also offers grouped content in the form of learning initiatives and curated content learning paths! These carefully-crafted lists offer additional resources and suggest related content in areas important to your training goals. You can learn more about what learning initiatives are and how they can enhance your training program by watching the video linked here.

We highly recommend using both the content and assessments included in this guide for an optimal training experience. The content and activities can be tailored to your company's specific needs and are meant as a starting point for training the employees in your organization.

**Let's get started!**



# Use Case

How can the Creating a Safe Workplace Playbook help your organization avoid safety hazards, unpreparedness during a crisis, and burnout?

Ensuring your employees know how to follow your organization's safety procedures ensures they stay safe in emergency situations, keep themselves out of harm's way when operating heavy machinery, and/or stay healthy when caring for their patients. But just as organizations across the country are ensuring they keep their employees safe from physical risk; they also need to prioritize the psychological safety of their employees too. Psychological safety refers to the shared belief held by members of a team that others on the team will not embarrass, reject, or punish them for speaking up. Creating an environment where employees can report a hazard and/or take ownership of a mistake without feeling anxious or stressed ultimately leads to a physically safer environment.

While organizations like yours know safety training is vital to the success of the business, finding time for your employees to complete the necessary training can prove difficult. Many times, employees must use their lunch hour, stay after their shift, or come in on their day off, so they can check the box on their training requirements. This can create roadblocks to completion and create a feeling of resentment towards their employer. When an organization finds ways to improve and expand the overall safety training experience, it can influence the shaping of a more honest, careful, compassionate, and responsible culture. This cultural change can help retain your employees, bump up productivity, reduce overhead, and even help the overall financial health of your company.

## **Enter the Creating a Safe Workplace Playbook.**

This ultimate how-to guide is your blueprint for feeling confident that your learners will know the knowledge, skills, and resources they need to do their job well and safely, while also helping to build a culture where all ideas and points of view are welcomed. It outlines a multitude of topics that employees may need to understand and know how to respond to that are important to their industry. Some topics may not be applicable to what's needed at your organization, but that's okay, we encourage you to meet with your legal department and CSM to discuss which topics are important to educate your learners on and which ones may be left out.

In this guide, you will receive:

- ✓ Guidance on how to set up your program to achieve optimal results
- ✓ Actionable email templates to launch your program
- ✓ Recommended courses to create understanding amongst your learners
- ✓ Knowledge check- in opportunities
- ✓ And more!

**So, let's dive in! We can't wait to hear about all the success your safety program will bring.**

# Who? What? Where? When? Why? How? Tips to boost your Creating a Safe Workplace Program



## Who will get the most out of this guide?

This guide is set up to expand upon our Creating a Culture of Compliance playbook. This guide goes further in-depth on many safety topics that are key for employees in a variety of industries. No matter which level your employees are at, it is important that they spend time learning how to respond in emergency situations, work according to OSHA guidelines, use the machinery, and/or care for their patients safely. Also, this guide is for HR and L&D trainers who want to implement transformative safety training that employees don't feel hinders their personal time; rather they walk away appreciative they spent the time learning. Organizations with these types of programs statistically have a better company culture, lower turnover, and higher rates of success!

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## Whose support does your program need?

No matter what program you're trying to implement, it is vital to have the support of C-suite or VP leadership. Here are some key statistics you can present on when gaining buy-in for your comprehensive safety training program:

- ✓ In the 2022 State of Employee Report, **only 53% of respondents thought their employers considered their safety a priority.**
- ✓ In the same report as above, when asked what employees needed from their employers to stay at their current job, they **rated safety just as important as compensation.**
- ✓ The **number of preventable workplace accidents** in the U.S. in 2019 cited by NSC was **4,572.**
- ✓ **Psychological safety is the number one variable in team performance**, and as revealed by Google's Project Aristotle, it is the top factor for high-performing teams.

From these statistics, it is obvious that training employees on safety topics should be a top priority to protect them physically and psychologically. When securing buy-in from key supporters, it is also important to show how you will measure success. Keep reading to learn how we recommend you measure success!

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## What can you expect to gain from this guide?

From this guide, you can expect learners to become employees who care about prioritizing the safety protocols that are in place at your organization to not only protect themselves from accidents but also their coworkers. Additionally, you can expect to see a culture transform into an environment where employees are becoming more vulnerable in how they're feeling and admit to mistakes when they happen.

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## Where should this training take place for optimal success?

The following program is set up to be executed through a combination of mediums- self-study video lessons, quizzes, and virtual/in-person knowledge check-ins.

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## When should the training be completed?

The topics outlined in this playbook should be reviewed and tested on at least annually. When you disperse this training to your employees, it may depend on your local and state laws. Please consult your legal department/state guidelines to know when you need to show proof of your organization's annual safety program completion.

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## Why does training on safety matter?

Knowing what to do during an active shooter crisis, when operating heavy machinery, or caring for sick patients can be the difference between getting injured or sick and going home with no harm done. Furthermore, training helps eliminate the need for employees to feel they must cover up an accident or mistake rather than seek out their manager immediately because of fear of retaliation. Having that understanding of all of the above situations is critical to ensuring that your learners know how to take care of themselves and their peers.

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## How can you measure the success of your program?

The Kirkpatrick Model is an excellent resource to consider when creating KPIs for your program. Below are some suggestions on how to incorporate this model into your safety training program.

1

### *Level 1: Reaction, Satisfaction, and Intention.*

- ✓ Evaluate the response from learners – specifically, how they felt about the training course materials and activities.
- ✓ At this level, you should also measure engagement from your learners. Do you have 100% participation in your events and activities? If not, you may need to reach out to learners for more information on what they need to give the necessary time and attention to the program.

Some common issues learners face are:

- ✓ not enough allotted time to complete training,
  - ✓ excess stress and responsibilities,
  - ✓ difficulty with work/life balance, and
  - ✓ fear of speaking up when they don't understand a concept.
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### *Level 2: Knowledge Retention.*

- ✓ Measure how effectively the information was absorbed by your learners. Typically, this is done through testing like the built-in quizzes and knowledge reinforcers.
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### *Level 3: Application and Implementation.*

- ✓ Measure the degree to which your training has influenced the behavior of the participants, and how they are applying their new knowledge to their jobs. A great way to do this is by sending periodic knowledge check-ins throughout the year to ensure your employees know how to respond in certain situations.
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#### Level 4: Business Impact.

- ✓ Measure the impact your training has had at the business level and get a clear sense of ROI for your training program. If you are looking for a deep dive into using the Kirkpatrick Model for evaluating training in your organization, download our [free ebook here](#).
- ✓ At this level, you should start seeing measurable results that you can show to your C-Suite and VP-level stakeholders!

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#### Level 5: Return on Investment (ROI) Calculator.

We have found that ROI is the best way to highlight the success of your program to your stakeholders! Here is a simple formula to help you get started! You can learn more about measuring ROI in our [ebook here](#).

A graphic showing the ROI formula on a white card with green corner accents. The formula is: Return (Benefit) divided by Investment (Cost) equals ROI. The word 'ROI' is in large, bold, black letters. The word 'Return' is in black, '(Benefit)' is in green, 'Investment' is in black, and '(Cost)' is in red. An equals sign is in green.
$$\frac{\text{Return (Benefit)}}{\text{Investment (Cost)}} = \text{ROI}$$



# Using this guide for optimal success.

The following topics are designed to educate your employees on subjects that lead to creating a safe organization by outlining necessary outcomes with suggested learning content.

We recommend following these topics based off the top industries we serve, so that your employees can do their job safely, securely, and carefully.

**Please note:** this safety program covers the basic topics that may be needed in all 50 U.S. states. You may need to consult an attorney and state/local/industry guidelines to ensure you do not need to add additional learning topics. Your CSM can help you identify courses that may help achieve additional requirements based on the above. Lastly, with some of the topics outlined you may need to record or demo your own content and add that in addition to the video lessons we recommend.

## 1 Topic 1- Safety Processes

*Your learners will walk away learning about:*

- ✓ Emergency planning
  - ✓ Crisis management
  - ✓ Company safety protocols
  - ✓ Accident reporting
  - ✓ Auditing
  - ✓ Preventing injury
- 

## 2 Topic 2- General Safety

*Your learners will walk away learning about:*

- ✓ Active shooter
  - ✓ Fire protection
  - ✓ First aid
  - ✓ OSHA
  - ✓ Safe driving
  - ✓ Psychological safety
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## 3 Topic 3- Healthcare Safety

*Your learners will walk away learning about:*

- ✓ Lab safety
- ✓ Bloodborne pathogens
- ✓ PPE
- ✓ Compassion fatigue
- ✓ Patient handling
- ✓ Violence in healthcare

4

## Topic 4- Manufacturing Safety

*Your learners will walk away learning about:*

- ✓ Creating a safe industrial workplace
- ✓ Machinery operations (content provided by: Tooling U SME)
- ✓ Slips, trips, and falls
- ✓ Hazard recognition

5

## Topic 5 – Construction Safety

*Your learners will walk away learning about:*

- ✓ Electrocution hazards
- ✓ Ladder safety
- ✓ PPE in construction environments

6

## Topic 6 – Restaurant and Hospitality Safety

*Your learners will walk away learning about:*

- ✓ Food handling safety
- ✓ HACCP

Additional safety measures may be required for your industry or by your state/local government. Consult an attorney to ensure your safety program complies with the law. These are only a few topics we recognize that organizations may need to educate their learners on. If there are additional topics, consult your CSM to see how we can help!

# Activity Instructions

The activity ideas included in this playbook are designed to level up your safety training program. We encourage you to tailor these activities to fit the needs of your organization, adding or changing them based on your unique set of desired business and learning outcomes.

## 1 Idea 1 - Shift Competitions

It is easy to be motivated to complete training when there is an extrinsic motivator at play. Offering a prize such as a gift card, company-paid lunch, or additional PTO day can be a fantastic way to ensure you get 100% completion from your employees on time. When your workforce operates in shifts it's hard to have everyone available at the same time to complete training. Challenge your managers to run shift competitions to make things still fun and see which shift completes the training first.

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## 2 Idea 2 - Lunch and Learns

Safety training for some industries requires employees to take their training during their lunch hour, stay late, or come in on their day off. Consider offering the meal they are missing during the session they are attending, or a 1/2 day of PTO added if they must go during their day off

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## 3 Idea 3 - Presentations by Leadership

It's important to show your employees that everyone at all levels is committed to and prioritizes safety training. Think about scheduling time for members of your leadership group to share why certain topics covered in the safety training are important. Stories that are shared can help the information be more digestible when hearing them in context of a situation. Using examples that have happened in the workplace also helps stress the importance of safety training to avoid similar incidents in the future.

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4

## Idea 4 – Prizes

Think about offering nice giveaway prizes like a company branded Yeti or nice pullover, additional PTO, gift cards to local places/their favorite, dollars to spend if you have an incentive program) for correct answers during machinery/software live training. This helps get your employees involved so it doesn't feel like the instructor is doing all the talking.

5

## Idea 5 – Survey

Collecting feedback is a telltale way to ensure what the organization is doing to promote psychological safety is working. One way to help receive open and honest feedback is to work with a third-party survey provider so that respondents know their feedback is anonymous. Some statements that are recommended by [Sparkbay](#) to feature in your survey are:

1. I can make mistakes without fear that my coworkers will hold it against me.
2. People keep each other informed about work-related issues on the team.
3. Members of this team can bring up problems and tough issues.
4. It is easy to ask other members of the team for help.

It's also important to note that when the responses come in to share them with the organization and any plans to improve in certain areas, so that you are creating a safer workplace.



## The following email template can be sent to your learners before training begins as preparation for the upcoming training program!

*At [INSERT COMPANY NAME HERE] we prioritize your safety in the workplace which is why we make it a priority to train on it each year! We know a lot of information is covered about what to do in certain situations, and it can be a lot all at once. However, it's important to us that you have the knowledge you need to respond appropriately.*

*This year we are adding a layer to your training. We want you to feel that we don't just care about your physical safety while doing your job, but we also prioritize your psychological safety as well. During training there will be time dedicated to filling out an anonymous survey to get a pulse on how you feel when sharing mistakes and/or problems while at work.*

*You should receive an email letting you know you have been assigned training within [COMPANY LMS NAME HERE]. If you do not, when you log in you should see your assigned training! If you do not, please let us know.*

*Thank you for your participation!*

*[Your email signature here]*

*p.s. More details to come on our safety training department / shift competitions. Let the best team win!*

# 1

## Topic 1- Safety Procedures

The following video courses teach:

- ✓ How to prepare for workplace disasters so they can respond safely;
- ✓ Essential elements on what to do in the event of an emergency;
- ✓ How to structure an emergency drill where everyone feels invested in the process;
- ✓ How to develop a crisis management strategy that identifies and manages serious risk;
- ✓ What role an employee plays in a safety program and how their behaviors and actions influence that role;
- ✓ The importance of safety and the cost of failing to prioritize;
- ✓ How to investigate and address workplace accidents effectively;
- ✓ The goals and procedures that are involved in safety audits; and
- ✓ Common workplace injuries and how to avoid and treat them.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Emergency Preparedness
2. Building a Lasting Culture of Safety: Emergency Planning Basics
3. Building a Lasting Culture of Safety: Designing an Effective Emergency Action Drill (this would be best suited for the employee in charge of following safety protocols)
4. Crisis Management Strategy Planning (this would be best suited for the crisis management specialist or an employee with a similar title/role)
5. Safety: What's Your Role
6. Safety Awareness
7. Steps to Solve Workplace Accidents and Crimes (this would be best suited for the crisis management specialist or an employee with a similar title/role)
8. Accident Investigation (this would be best suited for the crisis management specialist or an employee with a similar title/role)
9. Safety Audits (this would be best suited for the employee in charge of following safety protocols)
10. Preventing Workplace Injury Series

# 2

## Topic 2- General Safety

The following video courses teach:

- ✓ The actions you can take during an active shooter scenario;
- ✓ How to prevent and respond to fires that occur at work;
- ✓ Basic guidelines of first aid in a variety of accidents in the workplace;
- ✓ An overview of the OSHA guidelines;
- ✓ Everything from winter weather safety to the hazards of distracted driving;
- ✓ How to protect all your favorite parts of you; and
- ✓ The importance of psychologically-safe environment.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Emergency Preparedness: Responding to an Active Shooter
2. Fire Safety 101 (If you are looking for industry specific fire safety lessons check out the additional titles: Fire Protection for Industrial Workers, Fire Protection for Healthcare Workers, and Fire Protection for Office Workers)
3. First Aid: Emergency Basics
4. Introduction to OSHA
5. Safe Driving
6. Personal Protective Equipment (PPE)
7. Effective Use of Personal Protective Equipment
8. Exceptional Leadership Communication: Psychological Safety (this would be best suited for employees who are at the management level)
9. Thrive While Working Remotely: Promoting Psychological Safety

# 3

## Topic 3- Healthcare Safety

The following video courses teach:

- ✓ Basics of remaining safe when working in a lab;
- ✓ What bloodborne pathogens are and how healthcare workers can steer clear of infectious disease while performing their job duties;
- ✓ What compassion fatigue is and how to minimize its effects;
- ✓ The details of safe patient handling; and
- ✓ What to do when violent incidents occur in healthcare facilities.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Laboratory Safety
2. Bloodborne Pathogens
3. Bloodborne Pathogens in Healthcare
4. Overcoming Compassion Fatigue
5. Patient Handling Safety
6. Violence in Healthcare
7. Workplace Violence in Healthcare Facilities



# 4

## Topic 4- Manufacturing Safety

The following video courses teach:

- ✓ How to avoid the most common (and most dangerous) accidents that happen in industrial locations;
- ✓ Safe machinery operations for certain equipment;
- ✓ The types of hazards that can lead to slips, trips, and falls and the mechanics and equipment that can be used to land safely on your feet; and
- ✓ The Hazard Communication Standard and its key requirements.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Creating a Safe Industrial Workplace
2. Abrasive Finishing Processes 271 (this title is found in our Tooling U SME library)
3. Grinding Wheel Geometry 361 (this title is found in our Tooling U SME library)
4. Benchwork and Layout Operations 241 (this title is found in our Tooling U SME library)
5. Introduction to Workholding 101 (this title is found in our Tooling U SME library)
6. Slips, Trips, and Falls
7. Hazard Communication

# 5

## Topic 5- Construction Safety

The following video courses teach:

- ✓ The various “caught between” hazards that can be found on a construction site and the safe work practices construction workers must follow to protect themselves;
- ✓ What electrocution hazards can be found on a construction site and the precautions that are needed to prevent electrical burns and shocks;
- ✓ The safeguards employees must follow to control the common fall hazards when working above ground level;
- ✓ What the different types of ladders are, the hazards that can be associated with them, and how employees can work with them safely; and
- ✓ How to avoid injury on the job site by using appropriate PPE.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Caught Between Hazards: One of Construction’s Fatal Four
2. Electrical Hazards: One of Construction’s Fatal Four
3. Fall Hazards: One of Construction’s Fatal Four
4. Ladder Safety in Construction Environments
5. Personal Protective Equipment in Construction Environments

# 6

## Topic 6- Restaurant and Hospitality Safety

The following video courses teach:

- ✓ The sources of foodborne illnesses, personal hygiene for food handlers, washing your hands, cleaning and sanitizing, and controlling food temperatures; and
- ✓ What's involved in the Hazard Analysis and Critical Control Points in the Food Industry.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Food Handling Safety
2. HACCP: Hazard Analysis and Critical Control Points in the Food Industry

# Creating a Safe Workplace Recap

Now that your employees have completed this in-depth training, they have the knowledge needed to approach crisis situations, perform their jobs safely, and speak up when problems arise.

We would encourage assigning refreshers of these or related courses every quarter to help learners continue developing their skillset and keep what they have learned throughout this guide top of mind.

We also have several other amazing guides that are available for you to use! Check out our other playbooks:

1. Creating a Culture of Compliance: Your 101 Guide for Building a Robust Compliance Program
2. Diversity, Equity, and Inclusion (DEI) Playbook: Your 101 Guide for Creating a Culture of Belonging and Allyship
3. New Manager Playbook: Your 101 Guide for Training New Managers
4. Onboarding Playbook: Your 101 Guide for Creating an Engaging Experience from Day One with Your

As your learning partner, we love hearing how we can better support your training program initiatives, you can reach out to us at [team@bizlibrary.com](mailto:team@bizlibrary.com).

## Need help strategizing KPIs and Business goals?

Developing KPIs is important to measuring growth, but knowing the what's, where's, and how's can be hard. Your BizLibrary Client Success Manager is ready to walk through these steps with you to ensure you have the right targets in place to measure success in meaningful ways.

If you have feedback or suggestions on how we can help create a culture of safety in your organization, or how we can partner with you in other areas of your training program, send a message to your Client Success Manager or [team@bizlibrary.com](mailto:team@bizlibrary.com).

