

# Safety Principle #6: “Safety is Good Business”

## June 2016

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*Safety Principle #6: “Safety is Good Business”*

## **Daily Safety and Health Topics**

**June 2016**

### **Safety Principle #6**

#### **Safety is Good Business**

### **Entergy's 12 Safety Principles**

1. All injuries are preventable
2. People are the most critical element
3. All Employees are responsible for safety
4. All operating exposures can be controlled
5. Management is responsible for establishing a safe work environment and clear expectations for safety performance
6. Safety is good business
7. Management must audit performance
8. Our work is never so urgent or important that we cannot take time to do it safely
9. Deficiencies must be corrected promptly
10. Employees must be trained to safely perform all assigned tasks and accountable for applying these skills on the job
11. Safety is a condition of employment
12. Off the job safety is an important part of overall safety efforts



**June 1, 2016**

## **Safety Focus**

### **IMPULSIVITY**

Impulsivity is a hazardous attitude where a person does not stop to think about the consequences of not wearing protective gear or following safety procedures. Know what will happen when you do something. Quick decisions in a hazardous workplace are personally costly to you and your family.

## **Health Tip of the Day**

### **MEN'S HEALTH MONTH: DID YOU KNOW?**

Men are half as likely to visit a doctor for a checkup as women, and there more than 7 million American men haven't seen a doctor in over 10 years. If you have medical coverage, start by checking the list of "preferred providers" (doctors covered by the insurance). Then ask friends or co-workers for recommendations. If you're in good health, you can probably go with a general practitioner. But if you know you have a particular problem, try to choose a specialist in that area as your primary care doctor. Source: Men's Network for Health

## **D&I Focus**

*Continuing with our focus on helping us stay away from inappropriate jokes and comments, this month's tips will all focus on things NOT to say. Most people are well intended; however we may sometimes be guilty of saying the wrong things to people who are different from us. Below are examples of things you may not realize are offensive but are, and why they are offensive.*

### **STAY AWAY FROM DEROGATORY COMMENTS**

Any comment or joke that belittles or demeans an individual is a derogatory comment and may result in making people feel less than they are. A comment that insults someone's abilities is an example of a derogatory comment. Be sure any criticism you offer is based on objective facts and not personal traits.

## **Human Performance Focus**

Tools are necessary to perform work. They help us by acting as an extension of our body. If you need to turn a nut, you can do it with your fingertips; however it is much easier with a wrench. The wrench acts as an extension of our body making the job less stressful on us. Human Performance tools work the same way. We can work all day long without using these tools, and if we are lucky we will survive. But, wouldn't it be easier to use the tools? Why run on luck?

**June 2, 2016**

## **Safety Focus**

### **HOBBIES**

Whether we are counting down days to hunting season, the NFL season or quality time during a vacation, there is something coming up that we are looking forward to. Your ability to enjoy these hobbies can be impacted by a work-related injury. An injured arm or leg makes it tough to climb a deer stand or play tennis or golf. Safety is not just good business for Entergy; it is good business for all employees and everyone we care about. Use a strong questioning attitude prior to starting any task.

## **Health Tip of the Day**

### **STRETCH: SIDE BENDS TO THE LEFT AND RIGHT**

From standing position with legs spread wide apart but in balance, side bend to one side and reach for the foot. Hold the end range of the stretch for 7 seconds while exhaling and then return to upright position. Repeat to other side. Perform 2X each side. Source: Richard W. Bunch, Ph.D., P.T., C.B.E.S.

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **VETERANS**

***"Thank you for your service, but I don't think we should have been there in the first place."*** Everyone has an opinion about war but not everyone wants to hear it. People often use Veterans as a sounding board for their take on war. If you truly mean it, stop at "Thank you for your service!"

## **Human Performance Focus**

HU tools were crafted to help a person prepare for and perform tasks. They work as an extension of us. Just like the wrench, if you leave the tool in the box, it cannot help you. We must choose to use the tools every time, every job. By learning these behavioral standards and using them on and off the job, it will become second nature to you.

## *Safety Principle #6: "Safety is Good Business"*

**June 3, 2016**

### **Safety Focus**

#### **SPEEDING**

What costs society \$44,193 a minute?

(Answer) ... check your speedometer as you drive home!

Exceeding the posted limit or driving too fast for conditions is one of the most prevalent factors contributing to traffic crashes. Speed is a factor in nearly one-third of all fatal crashes. Speed-related crashes cost society more than \$23 billion a year.\*

### **Health Tip of the Day**

#### **CHOOSING AN EATING PLAN**

When it comes to balanced eating, it's not about just one food or nutrient. It is your overall pattern of eating that impacts your health. The Dietary Guidelines for Americans recommend choosing an eating pattern rich in fruits, vegetables, and whole grains. Include low-fat dairy foods (such as skim or 1 percent milk) and lean proteins (such as skinless poultry, beans, eggs and lean meats), as well as heart-healthy fats (such as canola and olive oil) in moderation. Limit foods high in saturated fat, trans fat, sodium, and added sugars. Sources: 2015-2020 Dietary Guidelines for Americans

### **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

#### **LATINOS**

**"I have a lot of friends who are Spanish."** Spanish is a language. People from Spanish-speaking Central and South America and the Caribbean are Latino. And people from Spain are known as Spaniards. Be careful with your use of heritage descriptions so as not to offend.

### **Human Performance Focus**

Self-Check (STAR) is a Human Performance Tool that helps the individual methodically focus his/her attention on the details of the task at hand. The individual consciously and deliberately reviews the intended action and expected response before performing the task.

## Safety Principle #6: "Safety is Good Business"

June 4, 2016

### Safety Focus

#### REVIEW ERRORS

There is nothing positive about an error, except that taking time to discuss it is a sure way to help prevent recurrence. We should be taking time to review errors, even ones that appear simple, to prevent recurrence in the future. Simple errors have resulted in equipment downtime, employee injury and loss of service to the public.

Take the time to review, document and effectively communicate errors to prevent recurrence. You may never know what is prevented in the future.

### Health Tip of the Day

#### TRY THE FITNESS GAME

Are you a parent, grandparent, uncle or aunt? Use classic and simple games like Simon Says, hopscotch, hula hoop, sock tag and duck-duck goose to teach children that physical activity can be fun. For example, when Simon says "jump up and down," "touch your toes" or "run around the backyard," the child experiences fitness exercises during playtime. Spending time being active with children shows them that moving is fun, and it can also help you bond and strengthen your relationship as a family. Source: HealthFitness

### D&I Focus

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

#### AFRICAN AMERICANS

"**You're so articulate.**" This phrase is one of the most frequently cited gaffes. "When someone makes this statement, they think they are providing the receiver with a compliment," But the comment implies that the person is an exception to a rule, which [promotes stereotypes](#). It comes from ignorance or lack of exposure and may be nonintentional, but it's condescending nonetheless.

### Human Performance Focus

Peer-checking is a technique that involves a second person checking the correctness of another person's actions **prior** to that implementing action. The fundamental principle is that human beings make mistakes and the involvement of a second person to check the first person's actions provides a second barrier to prevent errors. Peer-checking does **not** relieve the performer of performing good self-checking. Effective application of both tools provides two barriers to human error.

## *Safety Principle #6: "Safety is Good Business"*

**June 5, 2016**

### **Safety Focus**

#### **BUDGET**

When you see 'Good Business', what comes to mind? How do injuries affect the budget of a 'Good Business'? For that matter, how do injuries affect the budgets of your home and family? Even when we budget for health care expenses, injuries can be devastating to any budget. Let's not allow an injury to ruin our personal or business budget – let's 'budget' for good, safe work practices!

### **Health Tip of the Day**

#### **CREDIT CHECKUP**

Did you know that your credit report contains important information that is used to evaluate applications for loans, insurance and employment? Many financial professionals recommend checking your credit report regularly. This can help you find inaccurate information and get it corrected. It may also help protect you from identity theft. There are three national credit reporting companies and you can get a free copy of your report from each one annually by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com). Source: Federal Trade Commission

### **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

#### **AMERICAN INDIAN**

"Climbing the totem pole" or "Low man on the totem pole". In corporate America, the phrase "climbing the totem pole" may be used to refer to someone who is advancing in his or her career. But it's a myth that there was a specific hierarchy in importance to images carved in totem poles, which were vertical sculptures mainly associated with tribes along the Pacific Northwest. "When saying that someone is on the top or bottom of the totem pole, this can be perceived as insensitive because there is no 'bottom' in the same sense, "This comment isn't necessarily offensive; it is however, insensitive."

### **Human Performance Focus**

A post-job review is an opportunity to collaborate on ways to make our work more effective. The concept behind a post-job review is to facilitate a meeting with the work team and discuss the things that went right on the job as well as identify any Organizational Factor gaps that may have been present. Upon identifying any Organizational Factors gaps, they should be documented, addressed, and corrected/removed.

**June 6, 2016**

## **Safety Focus**

### **BACK INJURIES**

At least 400,000 employees suffer disabling back injuries each year in the United States. Any employee who has experienced a back injury has reasons for avoiding back injuries, namely, pain and possible long-range disability. Two approaches to the problem can help reduce back and other injuries caused by overexertion: First, the workplace must be arranged to keep manual materials handling to a minimum. Second, when materials must be moved by hand, keeping some basic safety practices in mind will help to reduce the likelihood of injury.

## **Health Tip of the Day**

### **MUSCLES IN YOUR BACK**

Your back muscles serve two types of functions: stability and movement. The muscles that control movement typically are larger and are the 'top layer' of muscles. The stability muscles are usually smaller and are closer to your spine. To help prevent back injuries, consider both balance exercises (ex. Yoga or Tai Chi) and strength exercises (ex. Back extensions and planks). See your local ENSHAPE Coordinator for details. Source: HealthFitness

## **D&I Focus**

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### **LGBT**

**"Your lifestyle is your business. We don't need to talk about it here."** Referring to sexual orientation and gender identity as a "lifestyle" or "sexual preference" suggests that being LGBT, and ultimately identifying as such, is a choice. Being able to talk about your partner at work, putting family photos in your cubicle, bringing your partner to the office holiday party — these are simple things that allow ALL employees to bring their whole selves to work and fully engage ... a condition that promotes increased productivity and profits.

## **Human Performance Focus**

Procedures are the primary tool we use to safely and efficiently operate and maintain equipment. How we use procedures is the most fundamental Human Performance Tool we have to perform work without error. Industry experience has shown that not properly following procedures is a large contributor to human error and many consequential events. A well-intentioned worker can find themselves in a variety of situations where uncertainty exists in using a procedure. Clear guidance covering these situations will produce more consistent and error-free performance. Additionally, the way employees use and maintain procedures is a primary measure of the site's and fleet's safety culture.

**June 7, 2016**

## **Safety Focus**

### **TIME PRESSURE**

When we get behind, allow ourselves to fall to time pressure, and start trying to handle multiple things without proper planning, briefing, questioning attitude and self-checking – things can start to go wrong. That is not good business.

Check your Time Pressure! Plan your work! Work your Plan!

## **Health Tip of the Day**

### **GAIN HEALTH, NOT WEIGHT WHEN QUITTING**

Many people worry about gaining weight when they stop smoking, but it's not inevitable. Make wise food choices such as fruits, veggies, low-fat yogurt, or air-popped popcorn for snacks. Be aware of portion sizes. And get moving, not only to burn calories, but to help relieve cravings. Don't let possible weight gain be a barrier to quitting. Even if you temporarily gain a few pounds, giving up tobacco is still one of the best things you can do for your health. Source: Smokefree.gov

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **YOUNGER CO-WORKERS**

**"The real world doesn't work like that."** It's true — younger workers may not know as much as you but they probably know just as much as you did when you were their age. So don't tell your younger co-workers what the "real world" is about. It's condescending and implies they don't know any better, which they very well could. The world is changing, so views, styles of communications and ways of looking at work are all different today than they were 10 years – or even 10 days – ago.

## **Human Performance Focus**

Questioning attitude is a personal and organizational approach to doing work where we require ourselves to fully understand what we are doing. More simply stated, it's an attitude of "being sure." Before starting, and during every task, we must be sure of the action we are about to take. Advocacy of issues or concerns is critical to questioning attitude.

**June 8, 2016**

## **Safety Focus**

### **SAFETY BENEFITS EVERYONE**

Safety benefits everyone! By incorporating safety rules, employees avoid injury as well as illness from exposure to hazardous substances. With fewer injuries, a business can be more productive and profitable. The welfare of the community is also enhanced by providing cleaner air and water and less chance of dangerous accidents that can put lives and property at risk.

## **Health Tip of the Day**

### **KEEP AN EYE OUT FOR GLAUCOMA**

Glaucoma is a group of diseases that can damage the eye's optic nerve. Left undetected, it can result in vision loss and blindness. To help detect and treat glaucoma early, the American Academy of Ophthalmology recommends a complete baseline eye exam at age 40, the age when early signs of disease may occur. Start sooner if you are at greater risk for eye disorders. Some risk factors include diabetes, high blood pressure or a family history of glaucoma. Source: American Academy of Ophthalmology

## **D&I Focus**

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### **OLDER CO-WORKERS**

**"I didn't know you were so old!"** This comment might come from an initially innocuous and complimentary thought, as in, there's no way that person is that old — she looks so young! But saying this out loud or expressing shock at an older worker's age might well turn out to be extremely offensive to them.

## **Human Performance Focus**

Remember, nurturing a healthy questioning attitude every day assures that the critical question will be asked and answered on the day it's needed to prevent an event. Perform pre-job briefs in accordance with the standards in this procedure.

**June 9, 2016**

**Safety Focus**

**NO PROFIT IN ACCIDENTS**

Every injury costs money, suffering, discomfort and inconvenience. So let's play it safe. There is no profit in accidents.

**Health Tip of the Day**

**SHRUG AND SHOULDER ROLL EXERCISES**

Step1: Shrug & roll shoulders forward x5.

Step 2: Shrug & roll shoulders backwards x5.

CAUTION: Stop stretch if you experience any unusual shoulder or neck pain and consult your medical doctor. Source: Richard W. Bunch, Ph.D., P.T., C.B.E.S.

**D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

**DISABILITY**

**Never say "a disabled person" or "the disabled." Say a person or people "with disabilities."** Put the person first. [A disability is what someone has, not what someone is.](#) For instance, "mentally ill" is less respectful than "person with mental-health issues." "Retarded" is never an appropriate term. Say "intellectual disabilities" or "cognitive disabilities."

**Human Performance Focus**

Place-keeping is a technique of clearly marking instructional steps in a document being used to control a work activity to indicate the completion status of the particular step. Steps which are not applicable are marked as "NA."

**June 10, 2016**

## **Safety Focus**

### **SAFETY IS GOOD BUSINESS**

If Safety is good business, then so is health – all the way to and including retirement. Consider these:

The Healthy Bucket List:

- 1.) Being happy, healthy and whole
- 2.) Being physically able to: climb into a tree-stand; run a 5k; walk 18 holes; keep up with the kids at the mall; or dance the night away
- 3.) Being 'around' to enjoy the grandchildren
- 4.) Having good hearing and eyesight
- 5.) Having all of my fingers and toes attached.

## **Health Tip of the Day**

### **BIG BENEFITS FROM A LITTLE WEIGHT LOSS**

There is little doubt that losing weight through nutritious eating and exercise can improve your health if you are overweight. But, did you know that losing as little as three to five percent of your current body weight can make a difference? You may want or need to lose more weight, but this initial weight loss is achievable and has many health benefits. According to new weight-related guidelines, even modest, sustained weight loss can lower triglycerides, blood glucose, A1C and the risk of developing type 2 diabetes. Source: American Heart Association and American College of Cardiology

## **D&I Focus**

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### **ASIAN- AMERICANS**

**"You speak English well. Where did you learn it?"** Typically meant as a compliment, "Just because a person has an accent — and possible appearance — that's different than the mainstream" results in the assumption that a person can't communicate.

## **Human Performance Focus**

When performing and place-keeping procedural steps, only one step or sub-step is normally performed / place kept at a time. Performing one step/sub-step at a time prevents inappropriately marking steps that are not complete or not marking all steps that have been completed. There will be exceptions, such as when one step must be performed quickly following another. In these cases minimizing the number of steps performed in quick sequence before place-keeping can prevent missing a step.

**June 11, 2016**

**Safety Focus**

**ESSENCE OF SAFETY**

The essence of safety is the realization that we are too valuable to leave our well-being to chance. That makes us want to take care of ourselves — to take our jobs, and our safe performance of them, seriously — and to protect those working at our side.

**Health Tip of the Day**

**HAVE REGULAR STOMACH PAIN OR BLOATING?**

Studies estimate that about 10 to 15 percent of adults in the U.S. have symptoms of irritable bowel syndrome. IBS is a disorder that interferes with normal functions of the colon. The main symptoms include abdominal pain, bloating, constipation, and diarrhea. Symptoms can vary from person to person. If you experience these symptoms, talk to your doctor. Many people can control their IBS symptoms with diet, stress management and medications. Source: National Institutes of Health

**D&I Focus**

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**MUSLIMS**

**"I didn't know you were Arab."** This is another culturally insensitive comment. The reason: Only about 20 percent of Muslims worldwide are Middle Eastern. "Muslims are black. Muslims are white. Muslims are senators. According to the American Religious Identification Survey, 10 percent of Muslims are Latino, 15 percent are white, 27 percent are black and 34 percent are Asian.

**Human Performance Focus**

Effective communications is a set of verbal communication principles and a specific technique, three-part communications, that helps us more effectively communicate and reduce the potential for error.

**June 12, 2016**

## **Safety Focus**

### **THREE POINT CONTACT**

Falling while getting into or out of heavy equipment, a truck or tractor cab, hooking up air and electrical lines, or mounting or dismounting trailers is a sure way to get seriously hurt. Minor injuries can cost you big in terms of lost income and downtime. No matter what type of access system your vehicle has available, use the THREE-POINT system to significantly reduce the chance of a slip or fall. The THREE-POINT system means *three* of your *four* limbs are in contact with the vehicle at all times—two hands and one foot, or two feet and one hand.

## **Health Tip of the Day**

### **KNOW THE SIGNS!**

In adults, failure to chew food properly is the most frequent cause of choking. Talking or laughing while eating may also cause choking when food goes down the "wrong pipe." The universal sign for choking is hands clutched to the throat. But other signs to look for are the inability to talk, speak or breathe. When someone is choking, knowing what to do and taking quick action might just save a life! If you are interested in learning first aid, visit [www.heart.org](http://www.heart.org) and enter "first aid" in the search window. Source: National Institutes of Health

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **WHITE AMERICANS**

**"You're not diverse."** Diversity includes white people. It is incorrect and insulting to use the word "diverse" to refer to people other than white heterosexual men with no ADA-defined disabilities. All people are included in the concept of "diversity." As a result, properly executed diversity management benefits all people in an organization. Also, too often, non-white people assume whites don't come from a diverse background or have any experience with different cultures. Some white people also make this mistake. We all should strive toward accepting differences and ensuring that our behaviors are inclusive in all ways.

## **Human Performance Focus**

Effective communication principles can be used to improve any communication; even when there is not a potential for a consequential error. Experience has shown that regular use (practice) of these principles and techniques will result in effective application during critical stressful situations.

**June 13, 2016**

## **Safety Focus**

### **HOUSEKEEPING**

Here are some reasons to keep your work area clean:

1. You reduce trip and fall hazards.
2. Increased production. You won't have to waste time looking for a misplaced tool. You will always know where your tools are when you put them where they belong after you use them.
3. If someone falls because of materials you left on the floor, you will feel guilty because you were a causal factor in the accident. In addition, the injured worker may want to remind you of that!
4. You reduce a potential fire hazard by removing unneeded combustibles from the work area.

## **Health Tip of the Day**

### **REPLACE YOUR PILLOW**

A comfortable pillow is important for a good night's sleep. There are many sizes and filler types available, depending on your preferences and whether you sleep on your back, stomach, or side. Pillows don't last forever, though. Over time, they collect mold, dust mites, dead skin cells, and other allergens. On average, pillows should be replaced about every 18 months. Source: National Sleep Foundation

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **VETERANS**

**"You're too rigid to deal with sudden changes."** Because service members are forced to adhere to a rigid schedule, many civilians assume they are unable to think outside the box or adapt quickly. That couldn't be further from the truth. Many veterans are among the most adaptable employees around

## **Human Performance Focus**

Pre-job briefs are discussions of an activity before it is performed. The discussion is conducted between all persons involved in the activity and may include a supervisor, the individual leading the activity, all persons involved or significantly impacted by the activity, and others as deemed necessary.

**June 14, 2016**

**Safety Focus**

**SHORTCUTS**

Employees are paid to get out production, and there can be no quarrel with the worker who gives his or her all toward this end. However, this doesn't mean you have to take safety shortcuts, since statistics indicate that accident prevention and high production go together like peanut butter and jelly, or April showers and May flowers.

**Health Tip of the Day**

**COMPULSIVE GAMBLING**

Many people enjoy gambling, whether it's betting on a football game or playing poker on the Internet. Most people who gamble don't have a problem. There are some, however, who lose control. If you are one who always thinks about gambling, lies about it and spends money on gambling that is needed for other things, then you may have a problem. Seek help if you exhibit these signs of problem gambling. Source: National Institutes of Health

**D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

**LATINOS**

**"Do you speak English/Hablas ingles?"** Just because a person is Latino or of Latin descent does not mean anyone should assume he or she is not fluent in English or that English is not his or her native language.

**Human Performance Focus**

Pre-job briefs ensure that all involved individuals are knowledgeable of the task and are prepared for error-free performance of the task. Experience has shown that effective pre-job briefs significantly reduce the likelihood of errors caused by confusion, lack of clearly defined lines of responsibility, inappropriate assumptions made during performance of a task, failure to learn from previous experience, and failure to identify and eliminate potential traps or plan for contingencies. Effective pre-job briefs prevent events.

**June 15, 2016**

## **Safety Focus**

### **YOU NEED REST**

Employees work tirelessly during outages and storm response and then must return to their normal job duties. When these off-normal job tasks arise, leadership and peers alike should begin questioning those who responded to the call of working extended hours. Fatigue sets in and sometimes you are not aware. Getting rest and taking needed breaks are good business. Source: Central Arkansas Distribution Lineman

## **Health Tip of the Day**

### **CAN'T SLEEP?**

If you have difficulty sleeping, check your sleep behavior. Each person is a little different, but try these tips and see which ones best improve the quality of your sleep: go to bed and get up at the same time every day, even on weekends; avoid alcohol and caffeine for several hours before going to bed; avoid heavy meals prior to bedtime; exercise regularly; turn off all electronics; and be sure the temperature, sound and light in your bedroom are ideal for sleeping. Source: National Sleep Foundation

## **D&I Focus**

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### **AFRICAN AMERICANS**

**“Do you know any good diverse candidates?” and “Let’s take a risk on a diverse candidate”** “Yes, I know good diverse candidates. Why don’t you?” noting that the word “good” suggests a belief that the majority are not qualified. While the speaker may not intend to imply this negative connotation, it implies that choosing a Black or any other protected class individual for a position is a risk. We should all recognize that Entergy’s Affirmative Action Programs help us to identify areas in which we have opportunities to increase participation of minorities and/or women, we continue to seek out only the best candidate for any position. We should all be helping to increase the pool of well-qualified candidates from all backgrounds.

## **Human Performance Focus**

Coaching is the act of observing and engaging individual behaviors, either directly or through other performance indications, and positively reinforcing desired behaviors and immediately correcting behaviors that do not meet expectations.

**June 16, 2016**

## **Safety Focus**

### **LIFTING**

Safe lifting techniques are an important part of safety training for anyone. Back injuries can be painful, disabling, and very costly. Learn to lift correctly to prevent back injuries, which can occur suddenly or develop over a period of time. The most important point to remember when you are lifting is to protect your spine. Let your strong legs and arms handle the load, not your back. If necessary, get help from co-workers or use a lifting device.

## **Health Tip of the Day**

### **STRETCH: HAND-ARM SHAKE-DOWNS AND HAND STRETCHES**

- Step #1. Allow arms to be fully relaxed by sides of body and shake hands loosely for 3 – 5 seconds. Repeat 2- 3 times.
- Step 2. Perform hand extension stretches by using one hand to stretch the hand into extension (backward bend at wrist). Hold stretch at least 7 seconds. Repeat x 3

Source: Richard W. Bunch, Ph.D., P.T., C.B.E.S.

## **D&I Focus**

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### **AMERICAN INDIAN**

**"Hey, Chief."** Unless the person you are addressing is actually chief of a tribe or nation, and you are aware of that fact, calling an American Indian "Chief" can be insulting.

## **Human Performance Focus**

Coaching is a necessary element in achieving and maintaining the desired workforce behaviors. Coaching is a proactive means of improving human performance and preventing events. Coaching is most effective when it is regular and heavily weighted with positive reinforcement of the desired behaviors. To be effective, coaches must be very knowledgeable of the desired behaviors and able to identify subtle flaws in the implementation of Human Performance Tools. Identifying and correcting these subtleties ensures the tools will work when the workforce is challenged by Latent Organizational Weaknesses, flawed defenses or error-likely situations.

**June 17, 2016**

## **Safety Focus**

### **GOOD CATCHES AND CLOSE CALLS**

Those of you who work with and around machines and equipment are in a good position to notice hazardous conditions. Get in the habit of reporting **good catches and close calls** that can lead to accidents so that corrections can be made before they result in costly accidents and/or employee injuries. Keep in mind that the person who sees a situation that should be fixed and fails to report it may end up being the victim of his/her own neglect.

## **Health Tip of the Day**

### **IDEAS FOR BOOSTING FRUITS & VEGGIES**

Looking for a way to boost your fruit and vegetable intake? Remember that all forms count—fresh, frozen, canned, dried and 100 percent juice. Frozen and canned fruits and vegetables can be healthful substitutes for fresh produce. They are convenient and you can find a good variety of healthy choices year-round. Choose products with little or no added salt, sugar or fat. Look for juices that say 100 percent juice. Dress up your cereal or salads with dried fruits or simply enjoy dried fruit as a snack. Source: Produce for Better Health Foundation

## **D&I Focus**

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### **LGBT**

**“Wow. I never would have guessed that you’re [gay, lesbian, bi, or transgender]!”** While this comment might be meant as a compliment — acknowledging that a person does not fall into the traditional, sometimes negative stereotype — it can still cause offense.

## **Human Performance Focus**

Turnover is the transfer of equipment or task information from one shift or individual to another shift/individual. Accurate turnover of information and status is crucial to operation and maintenance of equipment and performance of work activities. The oncoming individual(s) must be as aware of the actual surroundings and job status as the off-going individual(s).

**June 18, 2016**

## **Safety Focus**

### **ENTHUSIASM**

When you are enthusiastic about your job, and show concern and have a positive attitude, you not only make a better employee but also become a much more appreciated individual. There is nothing more contagious as enthusiasm – if everyone makes the effort. Don't be someone who just has a job. The proper attitude – the safe attitude – will show that you care.

## **Health Tip of the Day**

### **STANDING OR WALKING MEETINGS**

Want to enhance creative thinking, boost energy and improve communication at work? Try standing or walking meetings. Inside or out, changing up the environment while discussing topics not only gets everyone moving, it can stimulate thinking and collaboration. Walking meetings work best with small groups of about two to three people, but experiment and see what works best for you. Source: HealthFitness

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **PEOPLE WITH DISABILITIES**

**"Oh, you're here, you must feel better."** It's wrong to assume that because someone is at work, he or she is feeling better or not affected by his or her disability that day. For people with chronic or "invisible" illnesses, becoming accustomed to living with the disability is a necessary part of an individual's day-to-day life.

## **Human Performance Focus**

Many errors have been made when improper transfer of information occurred between the off-going and oncoming individual(s). Effective verbal and written turnover of information ensures that the oncoming workers can perform their activities successfully. Effective turnovers require rigor and formality to achieve the required level of success.

**June 19, 2016**

## **Safety Focus**

### **SETTING A GOOD EXAMPLE**

Although we may occasionally be tempted to take an unsafe shortcut just because we have seen someone else do it and get away with it, we are more likely to do things safely because we've seen others doing them that way. That is one of the fringe benefits of doing things the safe way. We all profit from each other's good examples.

## **Health Tip of the Day**

### **ARE YOU CONSIDERING QUITTING?**

If you use tobacco and are thinking about quitting, take the time to write down the answer to the following questions:

- What do I dislike about using tobacco?
- What do I miss out on when I use tobacco?
- How is using tobacco affecting my health?
- What will happen to me and my family if I keep using tobacco?
- How will my life get better when I quit?

Source: Smokefree.gov

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **ASIAN-AMERICANS**

**"How often do you go home?"** The question implies that an Asian is an outsider, when in fact they drive home every night same as you do. Remember that, unless you are a Native American, we all came from somewhere else.

## **Human Performance Focus**

The physical environment we perform work in can provide traps. Poor lighting can cause an operator to operate the incorrect valve. A hot humid environment can cause workers to hurry to finish a job so that they can get out of the heat (and the same can be said for cold weather).

## *Safety Principle #6: "Safety is Good Business"*

**June 20, 2016**

### **Safety Focus**

#### **FOLLOWING CLOSELY**

Driving too close to the vehicle in front of you is never a good idea. Many of our employees learn Smith Driving Keys and take them home. Thank you for that! Let's set aside those principles for a second and take a common sense approach. What is the benefit of following closely behind someone?

Any answers? Didn't think so ... Now this question: What is the risk associated with following too closely behind someone? Source: Central Arkansas Distribution Lineman

### **Health Tip of the Day**

#### **TOP THREE DRIVING RISKS**

In 2014, motor vehicle crashes claimed 35,400 lives; some of these fatalities involved people who drive for a living. According to *Injury Facts 2016*, the Council's annual report on unintentional injuries, the three biggest causes of fatalities on the road include:

- Alcohol (30.8%)
- Speeding (30%)
- Distracted driving (26%)

Source: National Safety Council

### **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

#### **MUSLIMS**

**"But you don't look/dress like a Muslim."** With an estimated 1.6 billion Muslims worldwide, to think all look and dress similarly is a stereotype. All Muslims do not have long beards or wear white robes or hijabs.

### **Human Performance Focus**

Our work is often driven by time pressure. Things have to be done by a certain date or time in order not to let people down. Each job has a unique time estimate. The workforce is closely involved in making these time estimates, identifying Time Pressure traps, and proceeding carefully using specific Human Performances Tools.

**June 21, 2016**

## **Safety Focus**

### **GREATER LOSS**

Let's imagine a worker who has regularly been bypassing the guard on his machine — without incident. The supervisor has delivered several verbal reminders, and then issued a written reprimand. The next time that worker is seen bypassing the guard, the result is a day's suspension without pay. However, passing that point of no return and reaching the point of operation could have cost a finger or hand — certainly a far more horrendous loss than a day's wages.

## **Health Tip of the Day**

### **PHYSICAL ACTIVITY AND COLON CANCER**

Looking for a reason to boost your physical activity level? Many studies have found that 30 to 60 minutes of moderate-intensity to vigorous-intensity physical activity per day can help protect against colon cancer. Every level of physical activity can have important health benefits. If you have not been active in a while, start slowly and build up your activity gradually. If you have a chronic health condition, joint problems, or other limitations, your doctor can help you decide what activities are best for you. Source: American Cancer Society

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **WHITE AMERICANS**

**"You're just a typical white person."** The implication in such a statement is that all white people are alike, and that white people are all predisposed to be prejudiced. But characterizing anyone based on the presupposed behavior of a group is a slippery slope that leads to confusion and miscommunication.

## **Human Performance Focus**

Time pressure on the job can come in many forms; ramp rates, due dates, daily schedules and outage schedules are just a few of the time pressures that we face. Since we often cannot remove all of the time pressures, the key to success is in recognizing the time pressure trap and making conscious decisions about how to deal with it.

**June 22, 2016**

## **Safety Focus**

### **SHORTCUTS**

Next time you're tempted to take a shortcut around the prescribed way of doing things, or to ignore a safety rule "just this once" or "just for a minute," stop yourself. Consider the very real risks — what could happen even if it has never happened before. Then step back from the edge of that point of no return, and do the smart thing — the safe thing.

## **Health Tip of the Day**

### **REDUCE YOUR RISK FOR STROKE**

Stroke is a leading cause of death and disability in the United States. Some stroke risk factors are things that cannot be changed like family history, age and gender. But others result from a person's lifestyle. According to the American Stroke Association, the following lifestyle changes can help you reduce your risk for stroke: not smoking, keeping blood pressure and blood cholesterol levels under control, getting plenty of regular physical activity, and eating a diet low in saturated and trans fats and rich in fruits and vegetables. Source: American Stroke Association

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **WOMEN CO-WORKERS**

**"She's so emotional."** There's a preconceived notion that women cannot handle stress and tend to get too "personally invested" in their work. [Dr. Ella Bell](#), Associate Professor of Business Administration at the Tuck School of Business at Dartmouth, speaks very passionately about her work. As such, she immediately took offense when a senior male colleague said to her: "You sure wear your heart on your sleeve."

## **Human Performance Focus**

Most of our workforce is subject to situations where distractions are common. The distraction/interruption trap can be found in areas where there are high noise levels, where there are constant interruptions by phones or coworkers, and in places where more than one task is being conducted simultaneously.

**June 23, 2016**

## **Safety Focus**

### **REASONS FOR WORKING SAFELY I**

In order to deliberately do something, day after day, you have to have a reason. You eat three meals every day because you need food to live. You sleep eight hours or so every night because you need the rest. You go to work every day because you need the money. Have you ever stopped and examined your reasons for working safely?

## **Health Tip of the Day**

### **BEFORE YOU EXERCISE**

Warm up for five to 10 minutes before you start your workout. This can be anything from a brisk walk and a few jumping jacks to running a mile at a slow pace. After you've warmed up, do some stretching. Warm muscles are less likely to get strained or injured. Source: Men's Health Network: Blueprint for Men's Health

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **YOUNGER CO-WORKERS**

**"You sound just like my son/daughter."** This comment might seem harmless, but think about what you're saying. Your co-worker is not your son or daughter, and comparing a Gen-Y or Millennial co-worker to your child at home can certainly be insulting. Comparing your younger co-worker to your child blurs the lines of professionalism because it immediately tells him / her that you view him / her as a subordinate. Show your younger co-worker that you take him / her seriously, and skip the comparisons to your child.

## **Human Performance Focus**

The use of human performance tools can be quite effective in helping workers to properly execute both critical and important work tasks. These types of tools significantly reduce the chances of an incident or injury taking place during a work activity, and can take you to a new level of working safely that begins with situational awareness, which is the accuracy of a person's current knowledge and understanding of working conditions compared to actual conditions at a given time.

**June 24, 2016**

## **Safety Focus**

### **REASONS FOR WORKING SAFELY II**

You want to be able to continue working, to support yourself and your family comfortably. There's probably a considerable difference between what you make on the job and what you would collect on compensation or social assistance.

## **Health Tip of the Day**

### **EXERCISE SMARTER WITH A HEART-RATE MONITOR**

To gain the most health benefits from physical activity, experts say we should exercise at a moderate or vigorous level of intensity. One way to gauge your exercise intensity is through the use of a heart rate monitor. It can help make sure you reach your target heart rate, but also stay within your safety zone. Monitoring your intensity can help you with your fitness and/or weight loss goals. Consult a fitness professional if you need help determining your target heart rate zone. Source: American College of Sports Medicine

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **OLDER CO-WORKERS**

**"There were some last-minute changes."** Will that be too much to handle?" People generally stereotype older workers as less adaptable and more resistant to change. They say that since older workers have seen more initiatives fail in the workplace, they're more likely to question change, but this isn't necessarily true.

## **Human Performance Focus**

Be your co-workers' keeper; challenge each other and be willing to have others challenge you when they see signs that you are letting traps affect you

**June 25, 2016**

**Safety Focus**

**REASONS FOR WORKING SAFELY III**

You like being able to play sports and do other physical activities. Becoming disabled in an accident could mean the end of skiing, baseball, swimming, bicycling, and even those weekend hunting or fishing trips.

**Health Tip of the Day**

**A MORE COMFORTABLE BIKING OPTION**

If the seat on an upright bike is uncomfortable, try a recumbent bike. The seat on a recumbent bike is more like a regular chair that is shaped to fit your back. Even if you are new to biking, recumbent cycling can be a desirable option for riding indoors or outdoors. Source: HealthFitness

**D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

**PERSON WITH A DISABILITY**

**Speaking slowly or loudly to someone who is in a wheelchair.** A common misconception is that people with physical disabilities, such as a motor or sensory impairment, also have other disabilities, particularly mental disabilities.

**Human Performance Focus**

Refocus constantly; challenge yourself and others around you on using the necessary tools.

## *Safety Principle #6: "Safety is Good Business"*

**June 26, 2016**

### **Safety Focus**

#### **ROLE MODEL**

Take a good look at your own safety habits around the home. Are you shoving a knife into a toaster? Think of how terrible you'd feel if your young child decided to do the same thing and the toaster was plugged in. Little eyes are watching you. Set a safe example for your kids.

### **Health Tip of the Day**

#### **BEING A GOOD ROLE MODEL**

One of the most important ways dads improve their children's physical and psychological health is by setting a good example. Perhaps the best thing you can do for your children is to take care of yourself: eat right, exercise, drink only in moderation and remember that your children are always watching what you do. Besides helping improve the quality and length of your life, you'll be giving your children the tools to do the same. Source: Men's Health Network: Blueprint for Men's Health

### **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

#### **VETERANS**

**"What's the worst thing that happened to you over there?"** If you are talking to someone about their injuries, then the best way to ask this is to let the veteran volunteer this information him or herself.

### **Human Performance Focus**

Stay focused; maintain a questioning attitude to head off potential problems.

## *Safety Principle #6: "Safety is Good Business"*

**June 27, 2016**

### **Safety Focus**

#### **SAFETY RULES**

Safety rules benefit everyone. By working together with our company and fellow employees to ensure a safe working environment, you are, in many ways, ensuring your own physical and financial well-being. Thinking about safety will help you when it comes to getting the job done, on time, under budget and, most importantly, a happier, healthier you when it's complete.

### **Health Tip of the Day**

#### **TANNING RISKS**

There is no such thing as a "healthy" tan. In fact, all tans are a sign of skin damage, as the skin tries to make extra melanin (pigment) to protect itself from damaging ultraviolet radiation. In addition to the risk of skin cancer, the UV rays from tanning devices can lead to premature aging, increased sensitivity to sunlight and an increased risk of damage to the eyes. Avoid using sunlamps and tanning beds. When you are outdoors, wear protective clothing, seek shade when the sun's rays are at their strongest (between 10:00am and 4:00pm), and wear a broad-spectrum sunscreen with a sun protection factor, or SPF, of at least 30. Source: American Cancer Society

### **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

#### **TRANSGENDER PEOPLE**

**"What was your name before you transitioned?"** Curiosity is natural. Such questions imply that people who are transgender have had two lives: Who they used to be and who they are today, suggesting inauthenticity. Worst of all, questions like this may force people who are transgender to discuss a time that was possibly painful and private for them; people deserve better.

### **Human Performance Focus**

Be ready – if something is not right use Questioning Attitude to challenge the situation.

**June 28, 2016**

## **Safety Focus**

### **HOUSEKEEPING**

Here are some reasons to keep your work area clean: 1. You reduce trip and fall hazards. 2. Increased production. You won't have to waste time looking for a misplaced tool. You will always know where your tools are when you put them where they belong after you use them. 3. You reduce a potential fire hazard by removing unneeded combustibles from the work area.

## **Health Tip of the Day**

### **FEELING GOOD**

When your mental health is good, you feel good—and most of us do, most of the time. We all have our ups and downs, and we all have moments when we feel sad, worried, angry, nervous, or afraid. Usually, though, those feelings go away within a day or two, and overall, we can handle what life throws at us pretty well. But sometimes those negative feelings don't go away quickly. Instead, they linger for weeks, months, or even years. Small obstacles that wouldn't have bothered you before become overwhelming. It's tough to get motivated or make decisions, everything seems harder to deal with, and life is less enjoyable. If you've ever felt this way, the good news is that you're not alone. Mental health issues—which include depression, anxiety, stress, and mood disorders such as bipolar disorder—can strike anyone regardless of age, race, where you live, how much money or education you have, whether you're married or not, or what you do for a living. In fact, many experts estimate that as many as one in five Americans will experience at least one mental health problem in his or her lifetime. Having a mental health problem doesn't mean you're a bad person or that you're weak, not manly, or that you're losing your masculinity. In fact, quite the opposite is true. We believe that admitting to yourself (and others, if necessary) that you have a problem, and getting the help you need is a sign of great strength. Source: Men's Health Network: Blueprint for Men's Health

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **WOMEN COWORKERS**

**"Do you really want that promotion? You'll never see your kids."** There still exists an unspoken belief that a woman executive will not be able to put in the same hours as a man. People assume she won't be able to work more than 40 hours per week if she has a family or she'll have to keep her children, not work, as the priority. This is a fatal error in judgment, especially for companies looking to improve gender diversity among their senior executives.

## **Human Performance Focus**

Tools are necessary to perform work. They help us by acting as an extension of our body. If you need to turn a nut, you can do it with your fingertips; however it is much easier with a wrench. The wrench acts as an extension of our body making the job less stressful on us.

## *Safety Principle #6: "Safety is Good Business"*

**June 29, 2016**

### **Safety Focus**

#### **ACCIDENTS COST**

On the job accidents cost the US economy about 3.4 Million dollars every hour of every workday. The people who compile these statistics go on to say that, this adds up to 6.8 Billion dollars per year. This is a substantial drain on the economy and we all pay for it in our rolls as taxpayers, wage earners and consumers. However, each of us as an individual is a big loser when were injured. This is why safety should be important to cost-conscious people. It is not the only reason for being safe, however it may be the only reason some people understand.

### **Health Tip of the Day**

#### **BALANCE EXERCISE:**

**Step 1 - Starting Position:** Stand with both feet together or spread a few inches apart (2-3"), and parallel with each other. Pull your shoulder blades down your back and engage your abdominal muscles to stabilize the spine. Bend your knees slightly and keep tension in your inner and outer thigh muscles. This will help control the tendency to shift sideways during the single-leg stand.

**Step 2 - Movement:** Slowly lift one leg 3-6" off the floor; find your balance on the standing leg. Avoid any sideways tilting or swaying in your upper body and try not to move the standing foot. Hold for 10-15 seconds before returning the foot to the floor. Perform an equal number of repetitions with each foot.

**Step 3 - Exercise Variation:** Increase the intensity of this exercise by going through the following progressions (1) lift the one leg higher off the floor to further raise your center of mass, (2) raise both arms overhead (3) lift one arm to your side, (4) tilt your head, (5) close your eyes then finally (6) close your eyes and tilt your head. Perform your movements slowly and under control, avoiding any sudden positional changes. Perform each progression until you can execute them with good control and form. Source: ACE Fitness

### **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

#### **LGBT**

**"Why did you tell me you were gay?"** It's important for people to bring their "whole selves" to work, and coming out of the closet is certainly a part of who one is. The notion of leaving a big part of yourself at home and walking into work is like walking around with two types of shoes on.

### **Human Performance Focus**

HU tools were crafted to help a person prepare for and perform tasks. They work as an extension of us. Just like the wrench, if you leave the tool in the box, it cannot help you. We must choose to use the tools every time, every job. By learning these behavioral standards and using them on and off the job, it will become second nature to you.

**June 30, 2016**

## **Safety Focus**

### **REACH YOUR GOALS**

Our safety program is designed to help you reach your goals. It is not there just to make your work harder, or slower, or to meet some governmental guidelines. Safety and accident prevention programs are designed to PROTECT YOU so that you may reach your personal goals. When an unsafe act is pointed out to you, it is done so to help you by eliminating obstacles or job hindrances and to insure that you get home all in one piece.

## **Health Tip of the Day**

### **EATING FOR EXERCISE RECOVERY**

Research has shown that eating a snack or meal with a combination of carbohydrate and protein is best following endurance exercise. It's also best to refuel within 15 minutes to an hour afterwards. This carbohydrate/protein combination helps the body replace muscle fuel and repair muscle tissue which can be damaged after intense endurance exercise. A few good recovery snacks and meals include smoothies made with yogurt and frozen berries, graham crackers with peanut butter and low-fat chocolate milk, or a turkey sandwich with veggies plus low-fat milk. Source: Sports, Cardiovascular, and Wellness Nutrition

## **D&I Focus**

*Things not to say, example of comments you may not realize are offensive but are and why they are offensive.*

### **DEROGATORY COMMENTS**

**Something that's *derogatory* is insulting or disrespectful.** If you make *derogatory* comments that means you say things that are unflattering, unkind, or demeaning. These comments do not necessarily have to relate to a protected class status, but could be something like height or hair color.

## **Human Performance Focus**

We're half-way through the year – use this time to refocus on the traps around you and using the tools necessary to remove or mitigate the traps.