Anger Awareness in the Workplace
Provided by Curt Speck, President of Safety Resources Company of Ohio and SCSC Steering Committee Member

Everyone experiences anger from time to time; it’s a natural emotion. We often feel it in response to difficult situations, such as those that make us feel undervalued or like we have no control. Differences in opinion are a major cause and voices and tensions usually rise when employees fight for their opinion. However, if we want to engage with colleagues effectively, we need to know how to properly manage that anger in ourselves and others. When employees express their feelings of frustration or anger in unhealthy, destructive ways, everyone in the workplace suffers. Employees may feel like they’re treading on eggshells and may become too afraid to say anything that might cause a conflict. This lowers morale, communication, and productivity, and makes employees feel unsafe at work. The workplace should not be controlled by an angry employee.

Managing anger requires not only a reactive approach, but also a proactive one. In other words, to prevent anger from occurring in the first place, your workplace should have a standard regarding employee’s behavior and how it will be handled. If you anger issues properly, you’ll maintain a work environment that employees know doesn’t tolerate bad behavior. Furthermore, you’ll help employees understand how to react if they do encounter an emotionally charged/angry employee.

Cont’d: 9 Tips to Recognize and Manage Anger - page 9
Join us January 12 featuring Arthur Ritchie, Owner, Burkins, Ritchie & Associates LLC. Art will discuss addictive behaviors and how they impact safety in the workplace, home and community. Learn the warning signs and resources to overcome them.

REGISTER ONLINE

Season passholders do NOT need to register.

SPOTLIGHT COMPANY:

ABOUT: Arthur Ritchie, Owner - Burkins, Ritchie & Associates LLC
Arthur Ritchie is a Certified Employee Assistance Professional (CEAP) who specializes in providing services in the substance use recovery field. In 2008, Arthur joined Max Burkins to deliver the Bureau of Workers Compensation Drug-Free Safety Program (DFSP) training to Ohio employers and has been instrumental in significantly expanding the services offered by Burkins, Ritchie & Associates, LLC.

SAVE THE DATE: SCSC February Luncheon 2/9
“Getting Back to Safety after COVID”
featuring: Curt Speck, President of Safety Resources Company of Ohio and SCSC Steering Committee Member
OSHA Recordkeeping and Reporting
Featuring: Cari Gray, CSP, Bureau of Workers’ Compensation

MONDAY, JANUARY 23 | 11:30 a.m. - 2:00 p.m. (11:00 a.m. Registration) | Alex D. Krassas Event Center

OSHA Recordkeeping Refresher
NOTE: Location changed to the Alex D. Krassas Event Center

Credits: Safety Council Meeting Credit and Two Hour Group Rating training

Join the Stark County, Summit County, and CAK Safety Councils for a seminar about OSHA recordkeeping. With the current online reporting requirement, it is more important than ever to have your OSHA 300 log accurate. Those responsible for creating, updating and signing the OSHA Recordkeeping documents should join us. Public employers who fall under PERRP requirements will obtain valuable knowledge about logs and submission as well.

REGISTER ONLINE

Registration is required by Friday, Jan. 13.

ATTENTION REBATE ELIGIBLE MEMBERS: Check your meeting attendance and review the Ohio BWC Rebate Program Credit Guide online www.StarkSafetyCouncil.org/attendance
LIMITED SPONSORSHIPS AVAILABLE
The Trench Safety Conference will feature 4 OSHA Directors and other experts. 300+ safety professionals are expected to attend.
CLICK HERE to email us for details and to reserve your sponsorship today!

Upcoming Events (to-date):

JAN. 12 - ADDICTIVE BEHAVIORS - Art Ritchie
JAN. 23 - EXT. TRAINING/CREDIT: OSHA RECORDKEEPING - Cari Gray, Ohio BWC
FEB. 9 - GETTING BACK TO SAFETY AFTER COVID - Curt Speck, Safety Resources Company of Ohio
MARCH 8-10: OHIO BWC SAFETY CONGRESS
MARCH 16 - DISTRACTED DRIVING
APRIL 13 - WORKZONE SAFETY & STARK COUNTY HUNGER DRIVE
APRIL EXT. TRAINING/CREDIT
MAY 11 - FALL SAFETY
MAY 23 - TRENCHING CONFERENCE AT THE PRO FOOTBALL HOF
JUNE 8 OR 15 - CYBERSECURITY
JUNE EXT TRAINING/CREDIT

This information will be updated and may change. Please check our website and your email for the latest details.
Question: Can our employees use space heaters at work?

Answer: It depends! Space heaters, AKA portable electric heaters, although not ideal, are often found in the work environments. Some employers prohibit them, but if you decide to allow, there are a few things to keep in mind:

1. Your local fire department may prohibit them, so check with your local Fire Marshall first
2. They must be approved by a Nationally Recognized Testing Laboratory like UL or FM. [OSHA’s Nationally Recognized Testing Laboratory (NRTL) Program - Current List of NRTLs | Occupational Safety and Health Administration](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=5597)
3. They must be listed and labeled for commercial or industrial use (not listed for household use)
4. They should be located so that they cannot be easily overturned
5. If they tip over, they should automatically shut off
6. Because of the amount of electric current drawn by space heaters, they MUST be used only where they can be plugged directly into outlets – NO EXTENSION CORDS OR POWERSTRIPS
7. Must be 3 feet or more away from all combustibles
8. The room must be occupied, turn them off when they leave
9. They should be inspected frequently. Check the outlet, check the plug and the heater itself.

That’s a lot of requirements, but if you allow them all must occur. The NFPA has a lot of resources and fact sheets [Safety with heating equipment | NFPA](https://www.nfpa.org) and don’t be afraid to call your local fire department or your State Fire Marshal.

It’s a good idea to share this information with your employees because it pertains to home usage as well. Check out the [https://dfs.dps.mo.gov/safetytips/space-heater-safety.php](https://dfs.dps.mo.gov/safetytips/space-heater-safety.php)
IN-PERSON safety classes are back!

BWC is once again offering in-person occupational safety and health courses for Ohio employers with active workers’ compensation coverage and their employees at no extra charge.

Check our SAFETY SERVICES CATALOG 2022-2023 for course offerings, enrollment instructions, and more.

UPCOMING CLASS:

Fall Hazards in Construction and Maintenance

January 24 - 25, 2023
8:30 a.m. - 4:15 p.m.

Who should attend: Individuals involved in construction or maintenance and anyone with fall protection concerns.

Fall protection remains at the top of the list of the 10 most frequently cited OSHA violations. In this class, you will learn about the types of fall protection and prevention systems and when they are needed. We will cover OSHA construction and general industry codes; discuss functions and duties of a competent person as they apply to fall protection; and address inspection, training and documentation.

We’ve got you covered!

www.bwclearningcenter.com
1-800-644-6292
dshcc@bwc.state.oh.us
These classes are approved for IACET CEUs.

INSTRUCTOR:
Scott M. Brenner – CTSP

Scott Brenner is a Certified Tree Care Safety Professional, Certified Arborist, Certified Arborist Utility Specialist and Certified Tree Worker Climber Specialist. Scott is also the owner of ArborTek Tree Care in Massillon, Ohio.

Tree Work Essentials – Chainsaws, Chippers, PPE

North Canton Service Office
April 4, 2023
8:30 AM - 4:15PM

339 East Maple Street, North Canton, OH 44720

Are you a logger, wood worker, tree trimmer, nursery/landscape worker or park and road maintenance worker? Are you ever involved in trail maintenance, emergency response or any situation where a chain saw or wood chipper may be used? Join us to get training and CEU course credit. You’ll learn all about safe work practices while using a chainsaw, wood chipper and more!

ENROLL TODAY! 1.800.644.6292 | www.bwclearningcenter.com
BWC now offers virtual safety training classes. BWC virtual training classes (VTCs) provide an opportunity for students to learn remotely from the convenience of their home or worksite. They are instructor-led classes providing the opportunity for participation and interaction consistent with the comparable BWC in-person class experience. VTCs offer the same continuing education units (CEUs)* and the same BWC program credits as the equivalent in-person class.

### How to Register for a VTC

Visit the BWC Learning Center at [www.bwclearningcenter.com](http://www.bwclearningcenter.com)

- Enroll into any class section within a course that has class sections listed as “virtual training” on the enrollment screen. Virtual Training Classes are listed separately from in-person classes and include (VTC) at the end of the title.
- WebEx details will be emailed and are also accessible in the Learning Center in your enrolled section information or clicking the “+” for details. Refer to the “Enrolling” help document below for more information.
- You will be contacted by a BWC WebEx host 2-10 days before the training date.
- On the day of your scheduled VTC, you will click on the URL sent to you by WebEx upon registering to enter the virtual classroom. See the “Join a WebEx” document below for assistance joining the session.
- VTCs are listed in the Learning Center and promoted on the events page of BWC’s website.

### Registration is now open for the 2023 Ohio Safety Congress & Expo® (OSC23®)!

A select number of educational sessions will be livestreamed, offering the flexibility to attend how you choose. Visit the OSC23® website to register for the event.

With over 100 educational sessions from leading experts and nearly 200 exhibitors waiting to connect in the Expo Marketplace, there is something for everyone at OSC23®.

Join representatives from employers and government across the country to discover strategies and tools for a healthy, safe, and productive workforce.
9 Tips to Recognize and Manage Anger in the Workplace  (cont’d from page 1)

1. Build a professional workplace culture. Encourage positive behavior with rational problem solving to set a standard for how employees should behave at work.

2. Set a good example. Behavior filters down from those in senior positions and influences others. This is simply human nature. If an employee allows their temper to control them, then everyone else in the team will do the same. Composed, respectful leaders show by example what professional behavior looks like, which motivates employees to improve themselves.

3. Have disciplinary procedures in place. It’s crucial to have disciplinary procedures in place, use them to discuss what happened, document the incident, and take any necessary action. Plenty of workplaces have staff who are set in their ways and aren’t influenced by good example. The employee needs to know they’ll face consequences if they can’t control their behavior and avoid getting angry in the first place. Repercussions help employee re-evaluate themselves and avoid repeating their behavior in future.

4. Provide training on how to diffuse emotional situations. Staff at all levels should know how to respond in confrontational situations. This includes the do’s and don’ts. For example, they should know not to react to emotionally charged situations negatively, do not attempt to touch or grab an emotional/angry employee. They should know to instead respond calmly and to report the behavior to senior staff. Those in senior positions need to understand how to deescalate situations and take swift disciplinary action, so the emotional employee knows the company has a zero-tolerance approach.

5. Don’t try to fix the person. Despite your best intentions, it’s unlikely the person’s behavior will change with a few well-spoken words. Susceptibility to anger is likely deep-seated beyond your ability to correct in the short-term. Try to find ways to prevent their behavior from affecting the work environment.

6. Keep records. Whenever incidents of bad behavior occur, make a note of it. A written record enables you to apply disciplinary actions much more professionally. During your discussion you can flag specifics to explain what led to the disciplinary action, as well as address changes or steps you’ll apply to prevent these specific incidents from happening again.

7. Prioritize safety. If the angry employee becomes physical, everyone’s safety comes first. Employees should know to keep their distance and make sure they can get to an exit without the angry Employee blocking their path. Furthermore, employees should avoid nonverbal behaviors that may be misinterpreted as a threat. For example, pointing fingers or clenching fists.

8. Address the behavior. When a discussion becomes heated, your priority should temporarily shift away from settling the cause of the disagreement. At this point, there’s rarely a chance for constructive discussion. You should instead focus on diffusing their angry behavior. Effective ways of doing so include keeping your voice level and calm, asking questions such as “Why are you shouting at me?” and telling them that you can’t continue this discussion until they calm down. You can revisit the issue later.

9. Be empathetic and understanding. When the employee calms down, you should resume the discussion and aim to find the root of the problem together. To do this effectively, ask simple and direct questions, be patient and listen, and take responsibility for any mistakes you made.

Many employees respond well to an emphatic, understanding approach, and admit to their mistakes, too. You can then move past the moment of anger and onto the original problem with a calmer, more reflective mentality.

Report any escalating and emotionally charged behaviors to management right away so they are aware of the situation and can be prepared to handle the de-escalation.

Always think safety first.
Thank YOU Stark County Safety Council members!

Your donations to Toys for Tots were INCREDIBLE. YOU made a DIFFERENCE to many less fortunate Stark County children this Christmas.