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# Safety Communication that Engages Worker Wellbeing and Dignity

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# The Whole Person

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**All of us are human beings.**

# The Whole Person

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All of us have human  
*strengths*

All of us have human  
*weaknesses*

## The Whole Person — Question

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*Do we punish each other  
for the human weaknesses  
that we all share?*

— OR —

*Do we support and protect  
each other from our weaknesses?*

# The Whole Person — Question

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***One shared weakness:***

**We all make mistakes.**

***Why?***

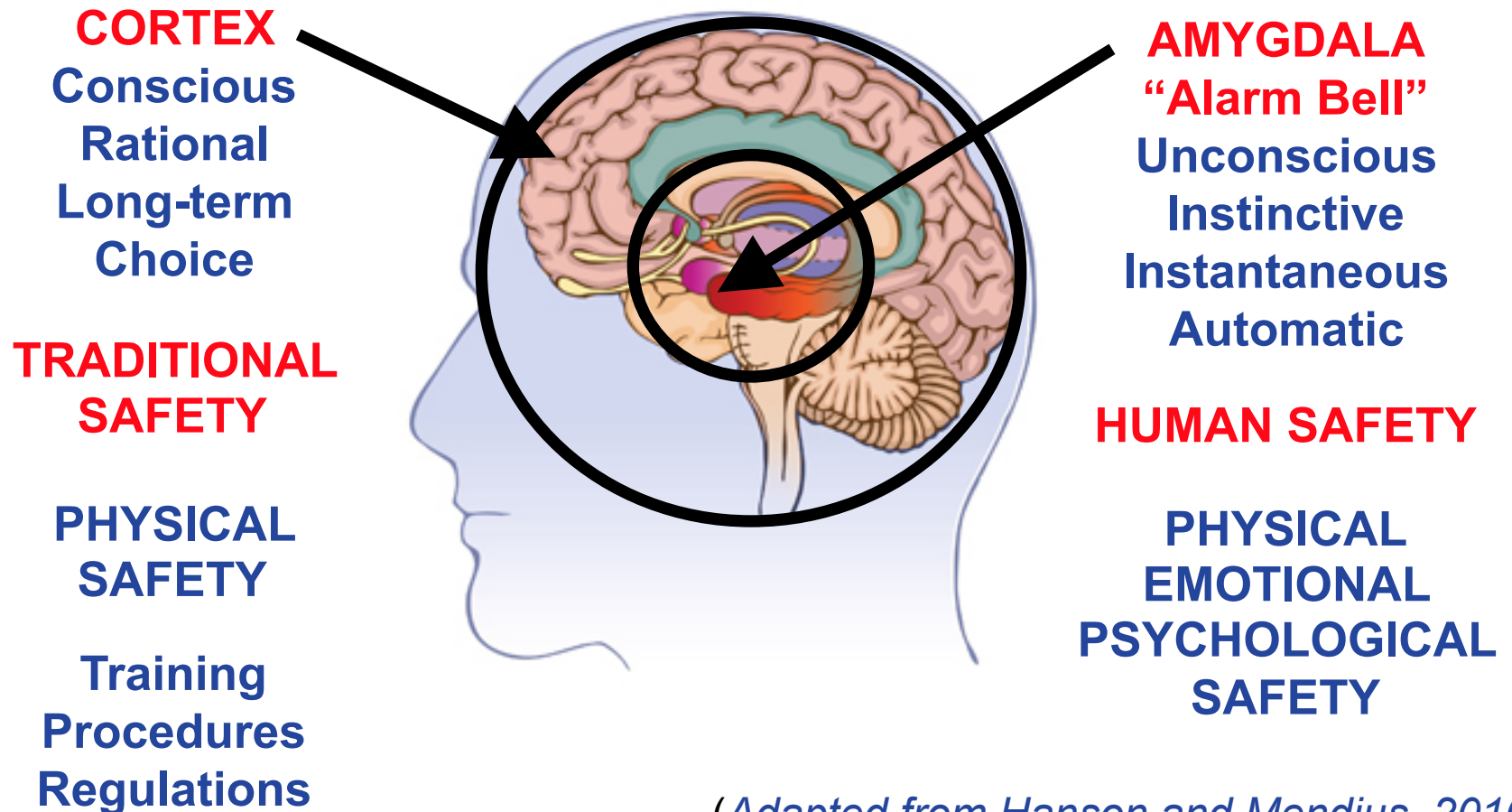
# The Whole Person — Strengths & Weaknesses

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***Why the lack of focus?***

# The Whole Person — Strengths & Weaknesses

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*(Adapted from Hanson and Mendius, 2010)*

# The Whole Person — Strengths & Weaknesses

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**AMYGDALA**

**“I must survive!”**

**Fight-or-flight**

***This is our human response.***

***This is our alarm bell***

***...and it will win!***

*(Adapted from Hanson and Mendius, 2010)*





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**Emotional Safety**

**Physical Safety**

**Psychological Safety**

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# **The whole person and their wellbeing**

## The Whole Person — Question

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*Is a workplace that is  
emotionally safe  
— and —  
psychologically safe  
...a safer workplace?*

# The Whole Person — Question

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*How do we recognize  
an emotionally  
and psychologically  
safe workplace?*

# The Whole Person — Dignity

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***“In some days we will be announcing  
a new treaty  
– protection, dignity –  
to protect all the workers in Chile,  
not only in mining, but also in transportation,  
agriculture, fishing, [and] industry.”***

***—Sebastián Piñera, President of Chile  
San Jose Mine, Chile - October 13, 2010  
(Translated by CNN)***

## The Whole Person — Dignity

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***"All labor that uplifts humanity  
has dignity and importance  
and should be undertaken with  
painstaking excellence."***

— *Martin Luther King*  
*Local 1199 Salute to Freedom, March 1968*  
*Address to sanitation workers, Memphis, Tennessee*

# The Whole Person — Dignity

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**International Labour Organization**  
*(Cited within the Seoul Declaration)*

## **Decent Work**

**Productive work for men and women  
in conditions of freedom, equality,  
security and human dignity**



# What is dignity?

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## Dignity

*A quality of safety for the entire person*

**Less — intellectual concept**

**More — personal and individual experience**

**Trust / Respect / Self-respect**

**Contributing**

**Being heard**

**Fulfilling responsibilities**

***We often become aware of dignity  
when it is absent.***

# What is dignity?

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***The opposite of dignity  
is humiliation.***

## Dignity — Question

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***Is a workplace without  
humiliation***

***...a safer workplace?***

# Dignity — Question

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*Is a workplace with  
dignity  
...a safer workplace?*

**1 thing = 1 thing**

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**When we talk about multitasking...**

***ONE THING = ONE ACTIVITY***

**...but in terms of the amygdala**

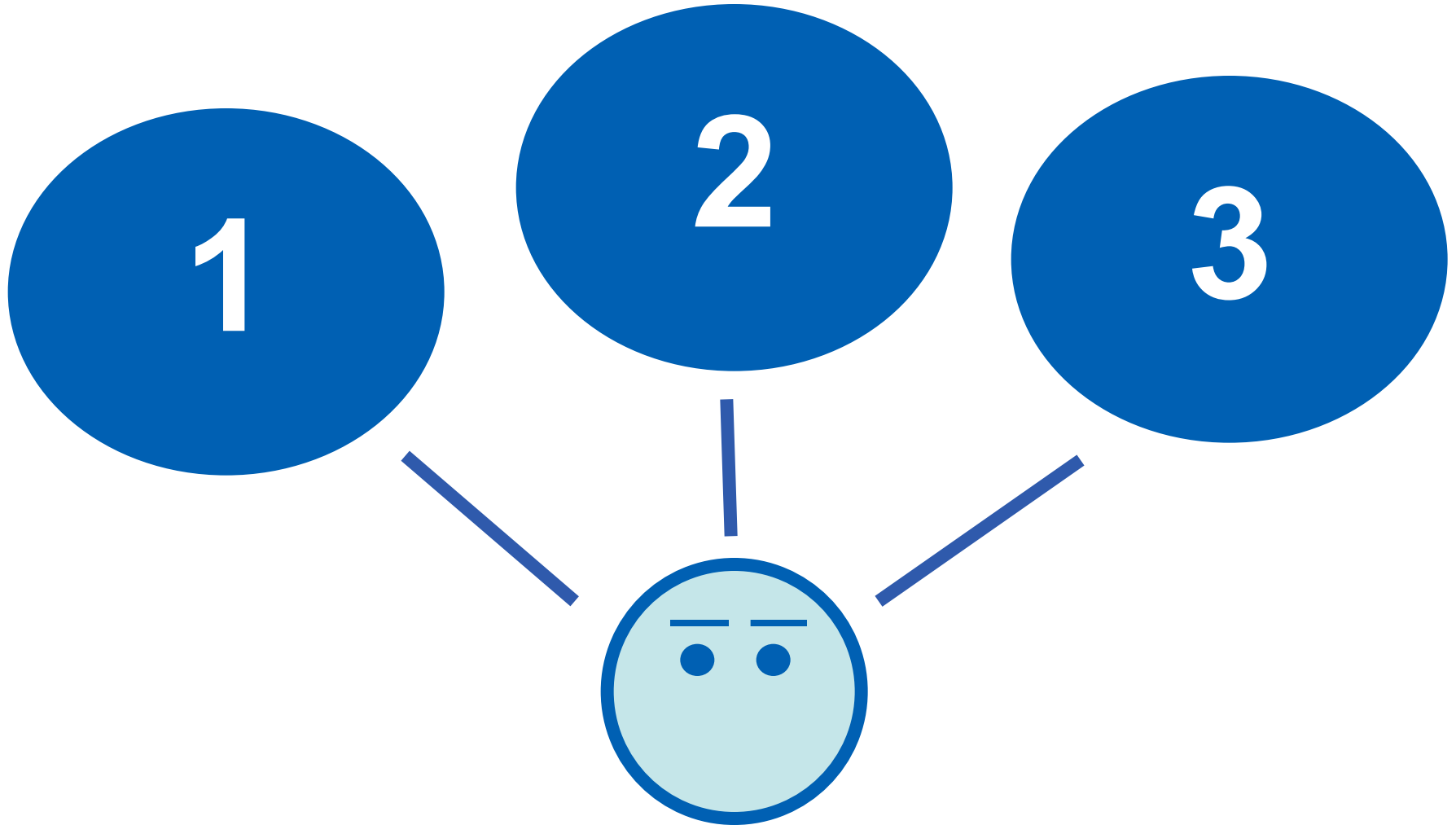
***ONE THING = ONE THING***

***SURVIVAL = SURVIVAL***

**— physical / emotional / psychological —**

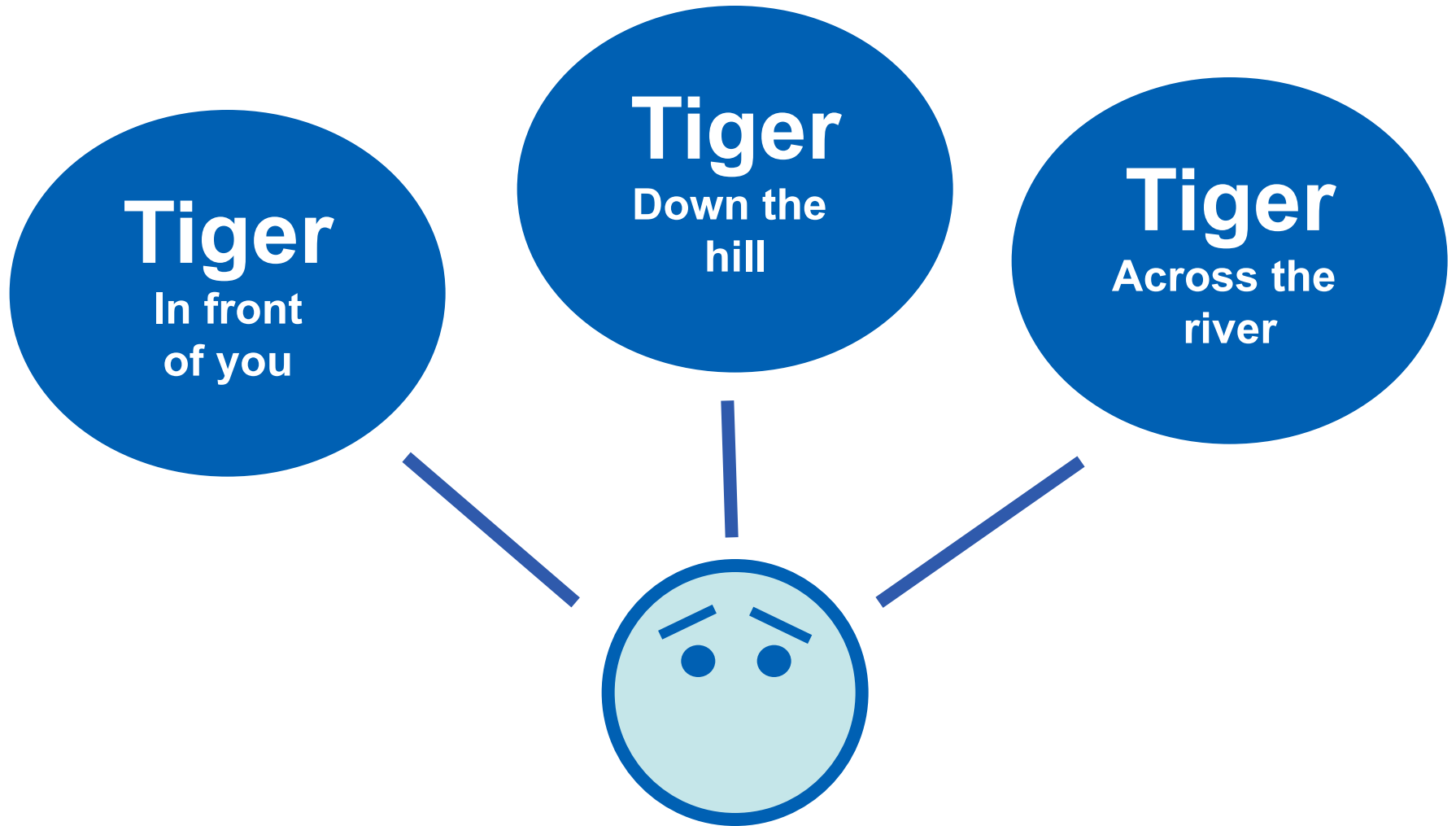
1 thing = 1 thing

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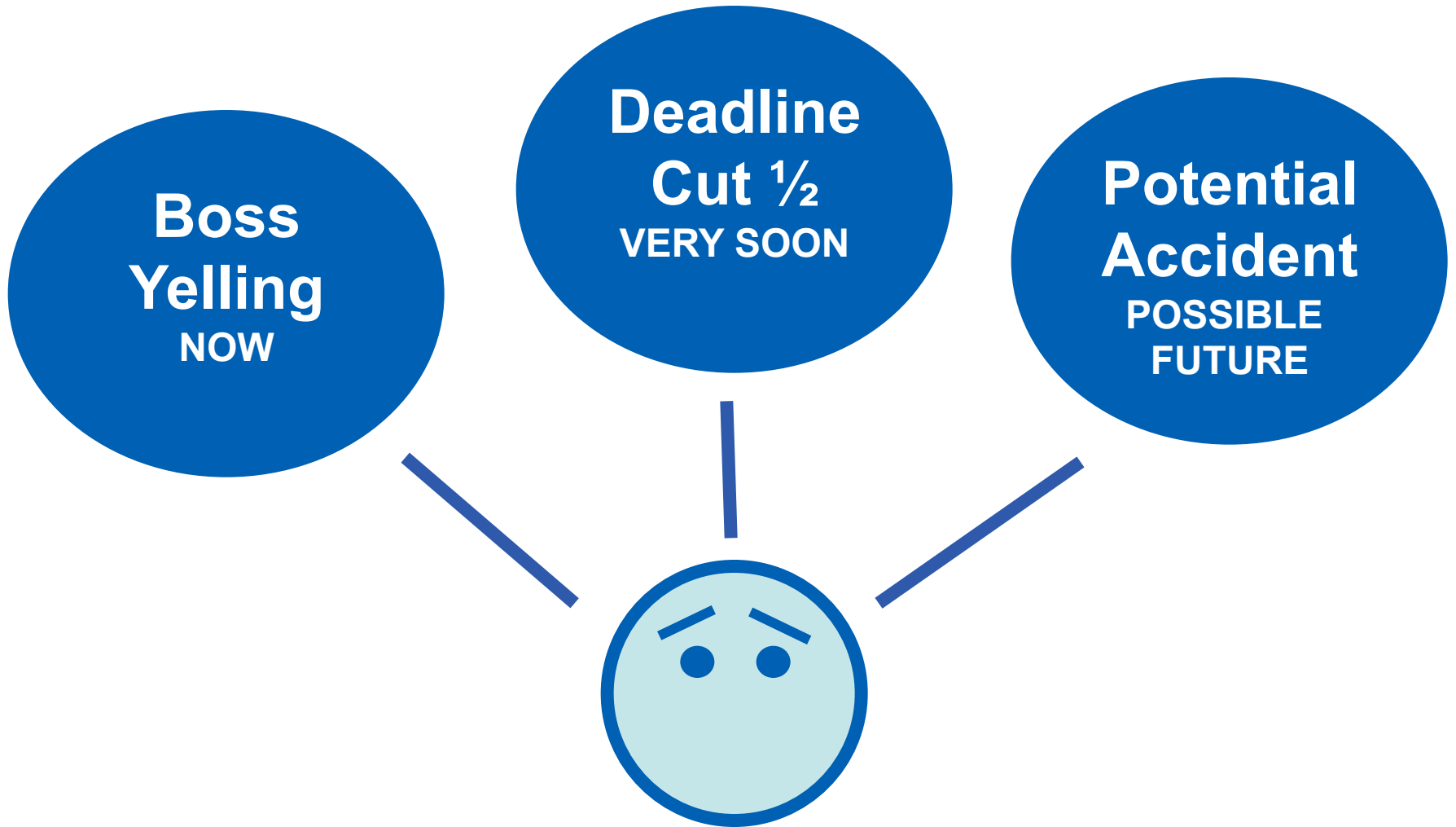
1 thing = 1 thing

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**1 thing = 1 thing**

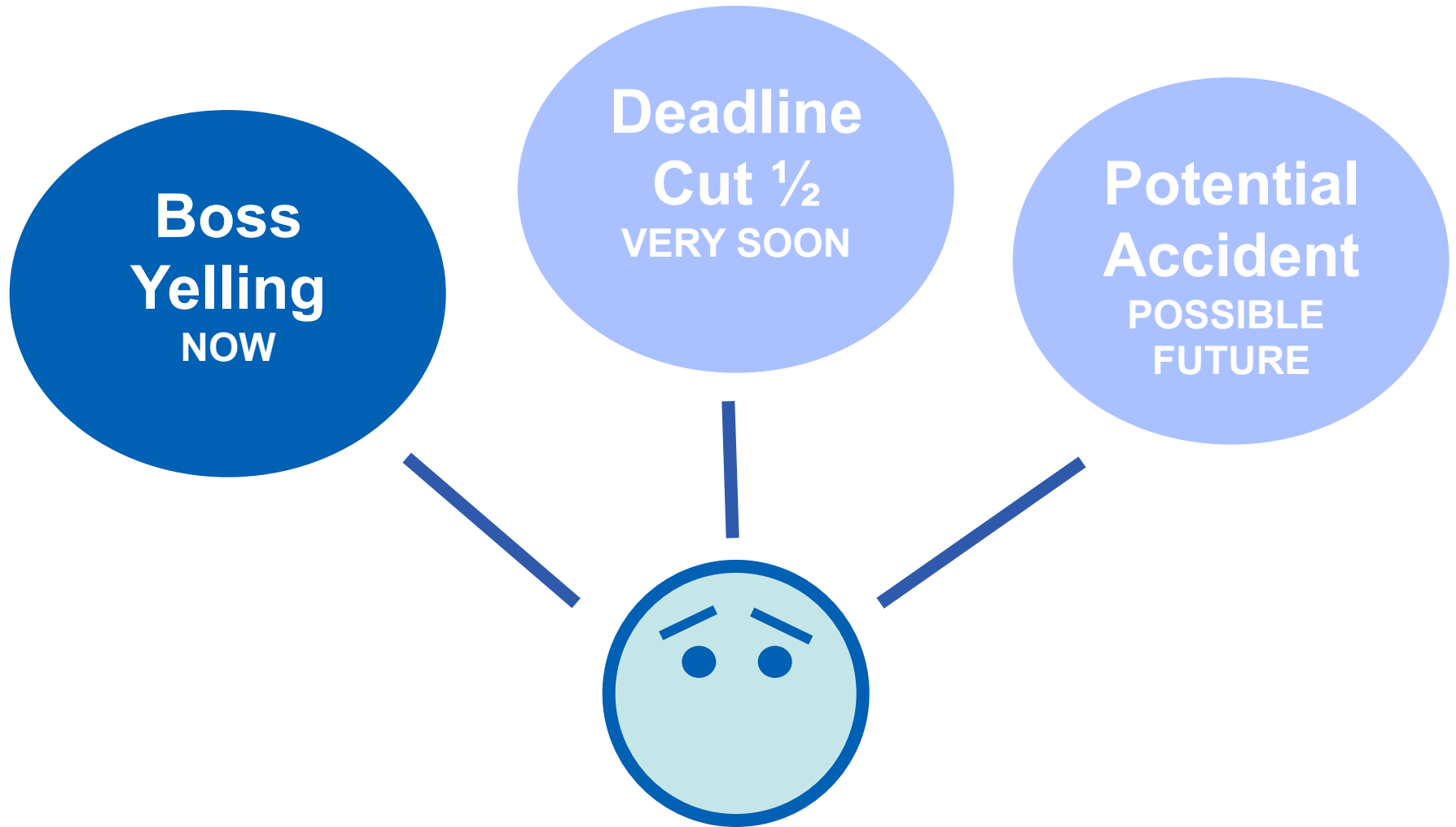
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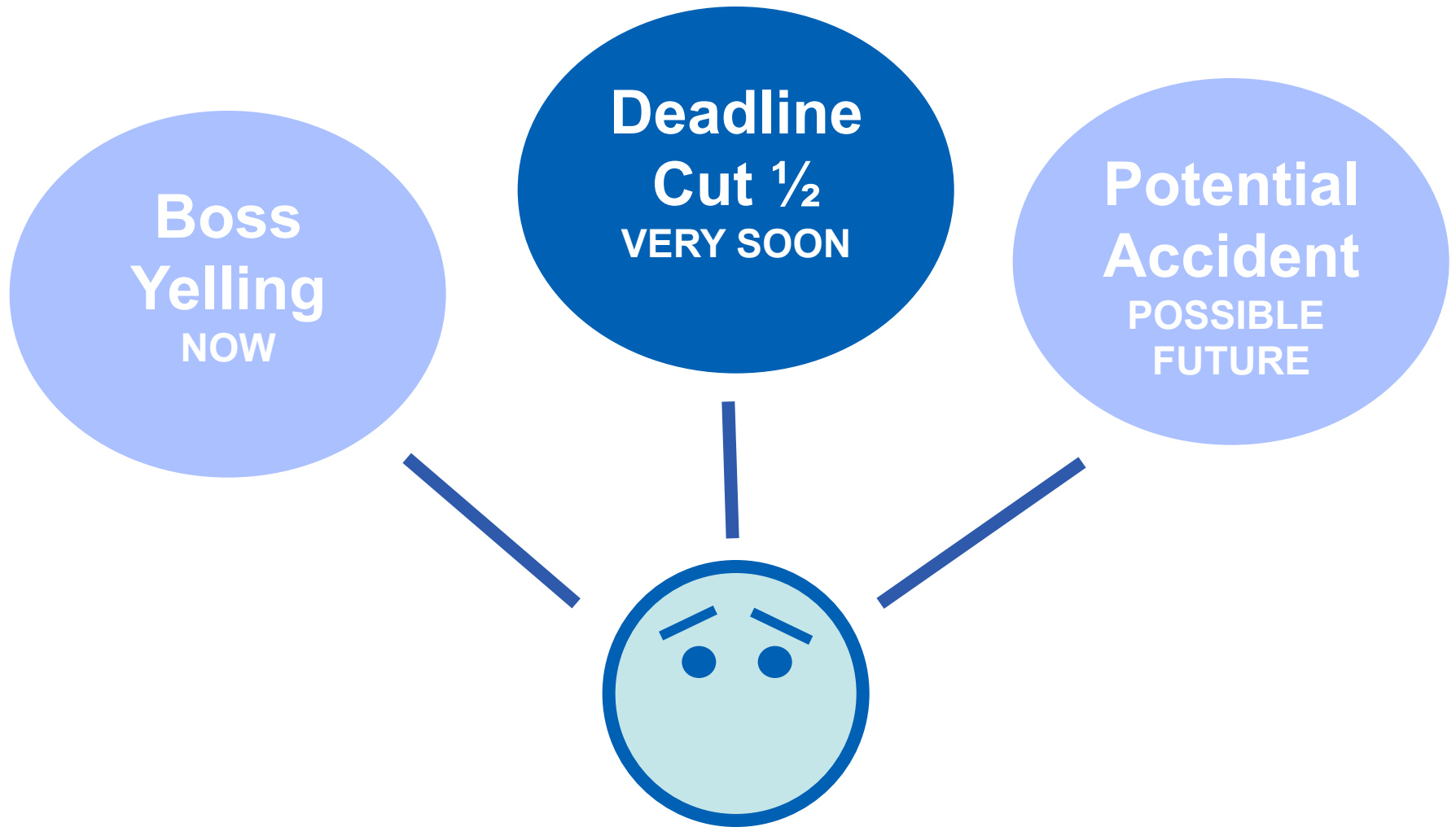
# 1 thing = 1 thing

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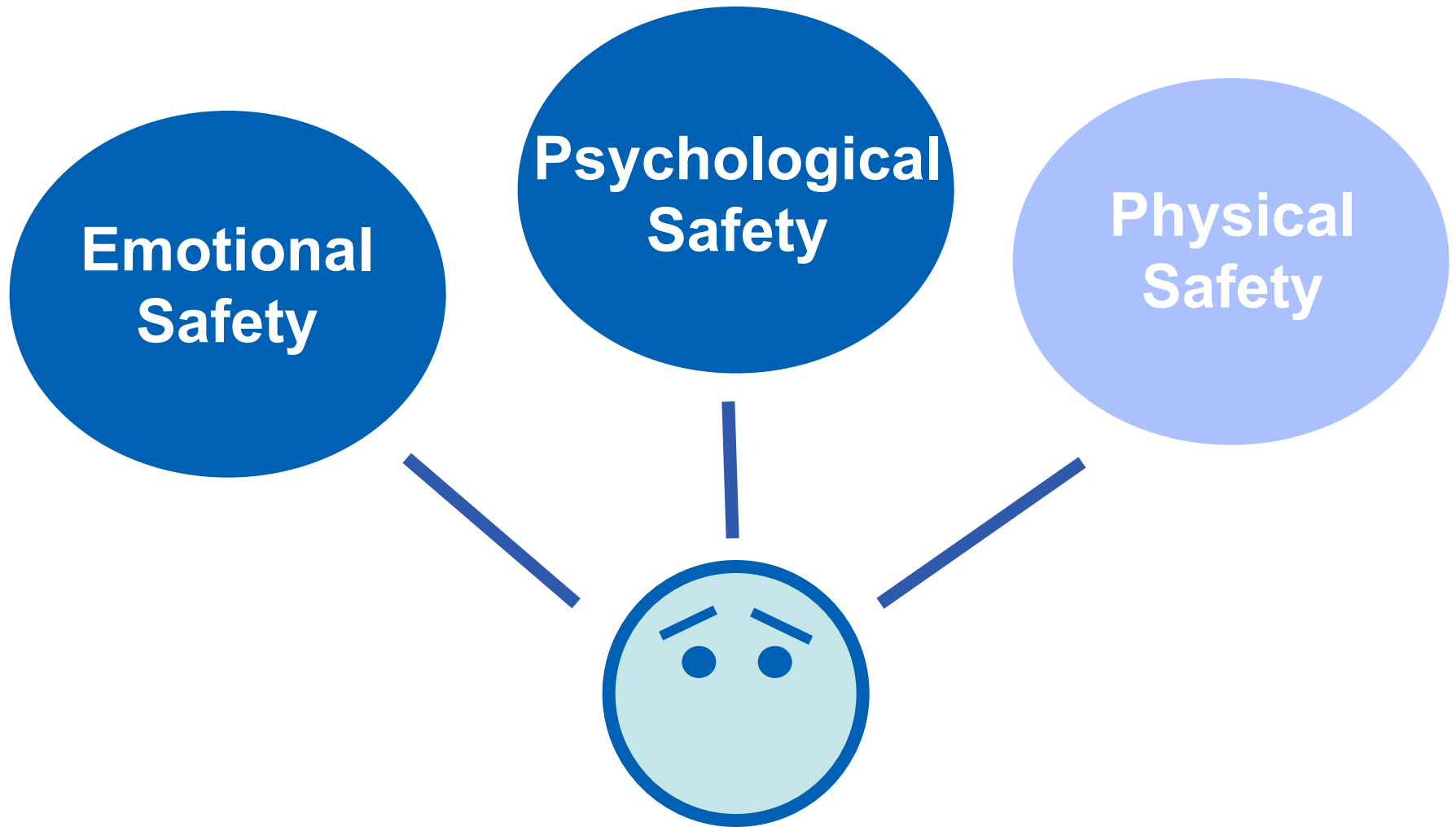
# 1 thing = 1 thing

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**1 thing = 1 thing**

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**1 thing = 1 thing**

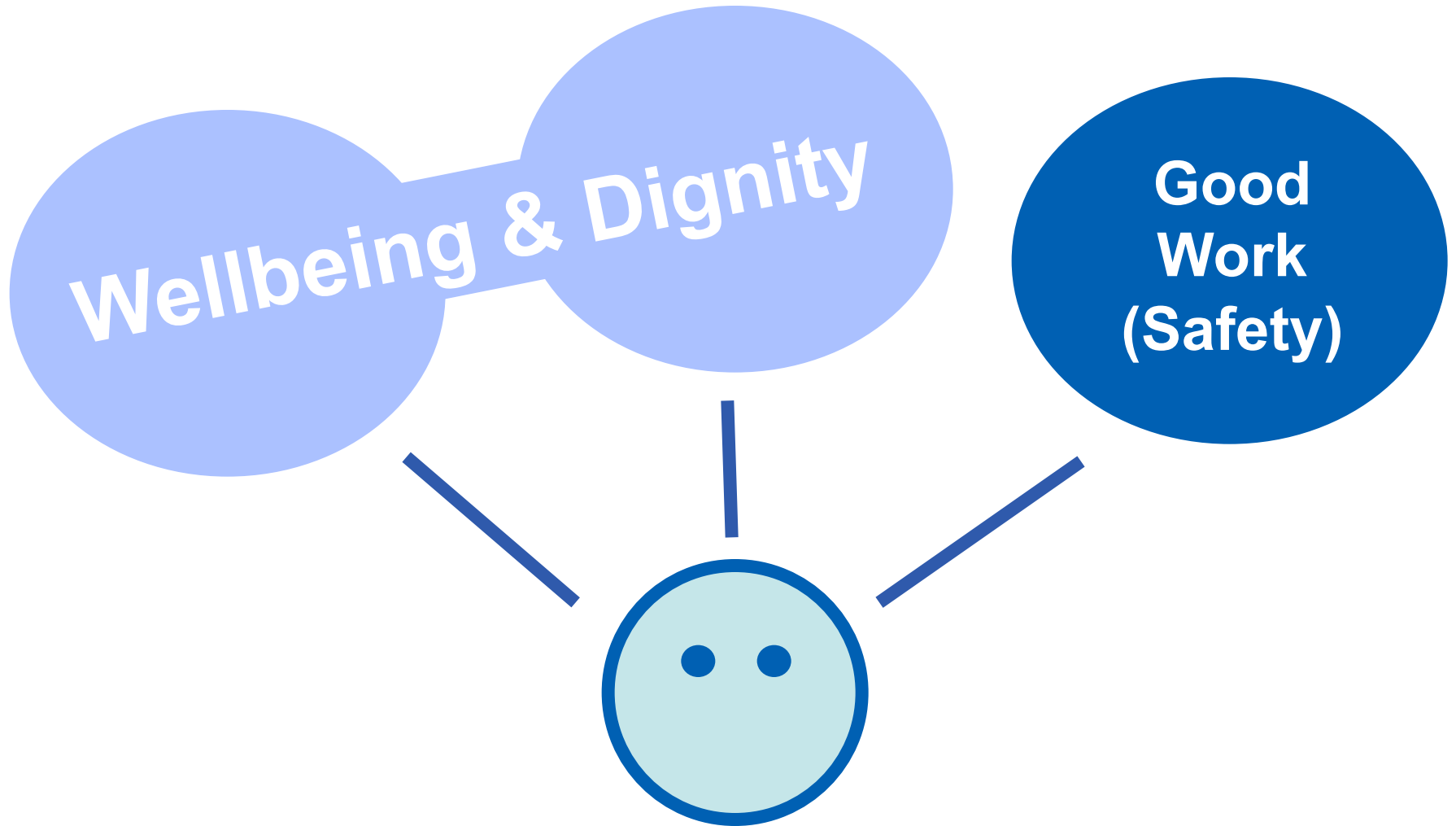
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## **The Solution**

**Provide safety for the entire person**  
**— physical / emotional / psychological —**  
**— dignity at work —**

**1 thing = 1 thing**

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# Dignity and Timing

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## Timing is Everything

*Our traditional understanding...*

**Greater success**



**Greater wellbeing**

*(Lyubomirsky, 2005 / Achor, 2011)*

# Dignity and Timing

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## Timing is Everything

*Our new understanding...*

**Greater wellbeing**



**Greater success**

**Greater creativity**

**Better efficiency**

**Less burnout — less turnover**

**Greater productivity**

*(Lyubomirsky, 2005 / Achor, 2011)*

# Dignity and the Two Brains

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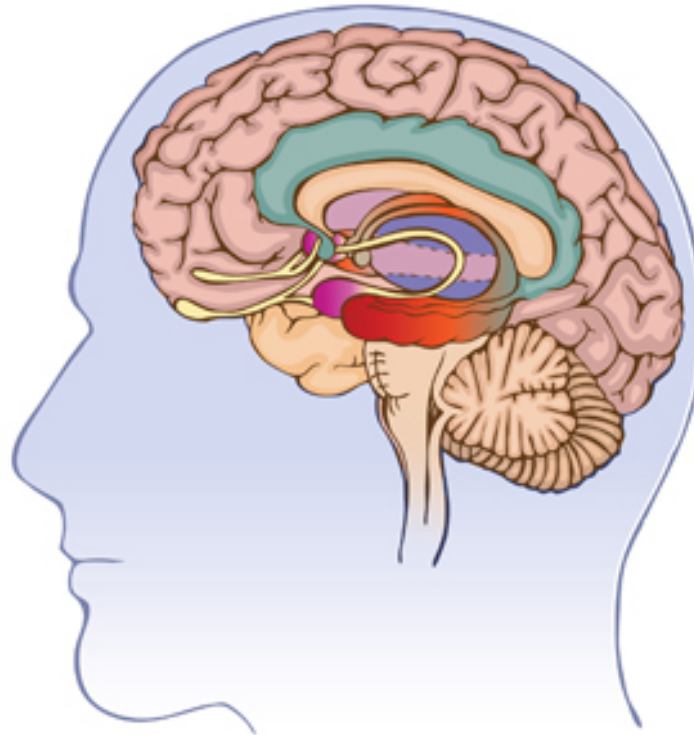
## **“THEM” BRAIN**

**Divides people**

**Us vs. them**

**Protection  
from enemies**

**Short-term  
survival**



## **“US” BRAIN**

**Unites people**

**Inclusive**

**Taking care of  
each other**

**Long-term  
survival**

*(Adapted from Hanson and Mendius, 2010)*

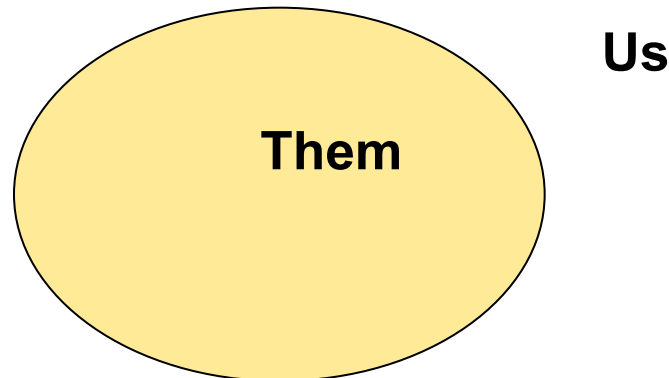


# Dignity and the Two Brains

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OUTWITTED  
*Edward Markham*

**He drew a circle  
that shut me out...**



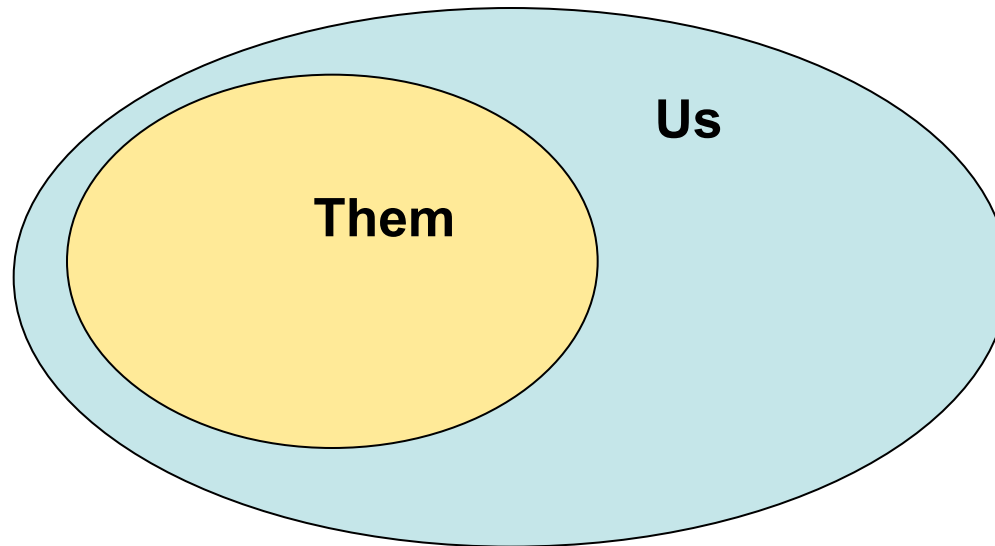
# Dignity and the Two Brains

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OUTWITTED  
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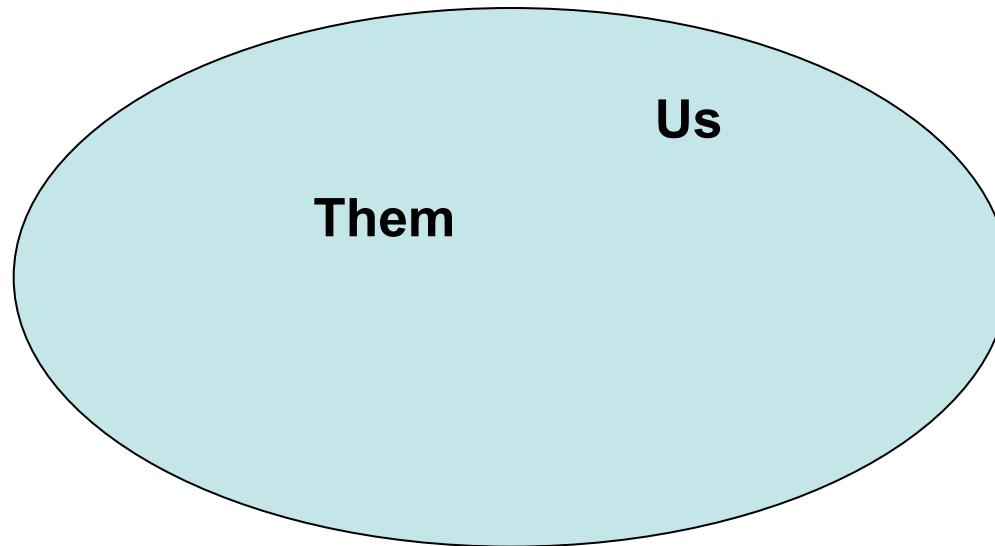
**...We drew a circle  
that took him in.**



# Dignity and the Two Brains

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*Perhaps dignity and safety are simply  
a matter of where we draw our circle...  
how we define “us”.*



# Communication — Dignity

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***“The medium is the message.”***

*—Marshall McLuhan*

**At work...we are the message.**

**How we communicate with each other  
and treat each other  
is the message.**

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***Dignity is a safe work practice.***

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***Best wishes to you,  
your families, and your friends.***

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***Thank you!***

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## **Video**

### ***Human Beings 2:***

***Being Human — What happens before mistakes?***

***[www.lanl.gov/safety/videos/humanbeings](http://www.lanl.gov/safety/videos/humanbeings)***

***[www.lanl.gov/safety/videos/safetycinema](http://www.lanl.gov/safety/videos/safetycinema)***

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