



## MCRCSIP - Loss Control Service / Activities (August 1<sup>st</sup>, 2021 – October 31<sup>st</sup>, 2021)



*The following information is a summary of loss control service visits and activities that have occurred during the period referenced above. Any questions regarding this information can be directed toward Charlie Pike – Director of Loss Control.*

**TOTAL # OF SERVICE VISITS / ACTIVITIES (Since April 1<sup>st</sup>, 2021) = 234**

**TOTAL # OF SERVICE VISITS / ACTIVITIES (This period) = 96**

**THIS PERIOD BREAKDOWN:**

- ✓ Member Visits with Audits, Training (virtual and in-person), Workshops, Seminars, Special Meetings, Appraisals, (Note: Most training session(s) are in-house and may include more than one subject) = 89
- ✓ - Audit Recommendations (i.e. Buildings, Work Sites, Road Surveillance) = 188
  - Vehicle Miles Driven this period= 21,082
  - Number of buildings audited this period= 167
  - Pool Cue Articles / Bulletins/Membership Materials = 1
- ✓ MCRCSIP Loss Control Activities with related meetings (i.e. Board of Director, Staff, Department, Special Meeting or Training, CRA Show, SAM, Origami, Council), including conferences and seminar training = 7

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### Comments:

The fall training season was a busy one for loss control. Numerous members requested and were provided various trainings, including crash investigation training, new employee orientation training, vehicle operation training, and truck inspection/DVIR training. As the fall training season closes, the loss control team will begin focusing on building audits to help our members preserve and protect their property.

Jack is currently spending two days per week (Mondays and Fridays) in the MCRCSIP office. The time he is spending in the office has been extremely beneficial for him. He has not only gotten to know his fellow MCRCSIP colleagues a little better, but he is also starting to understand how the entire MCRCSIP organization works. Jack has also been learning new techniques that will allow him to better understand the needs of our membership and how he can best serve them. Specifically, Jack is beginning to understand that his value to the membership needs to be more than just conducting building audits and delivering trainings. He needs to listen and absorb as much as he can from his colleagues and the members so that he can identify issues our department can assist with. He is making progress in this regard, and I am excited to see what new ideas and programs he comes up with.

As was revealed at last summer's annual meeting, MCRCSIP is focusing on the importance of team building this year. We made this decision partly in response to recent increases in complaints of workplace bullying, harassment, teasing, and the like. These

behaviors are extremely harmful to the establishment of a successful and efficient road commission team and can lead to numerous “headaches” down the line. Moreover, during several of my recent visits with member managers, they made it clear that they would strongly welcome a new workplace harassment/behavior training program.

While most harassment trainings focus on things “not to do,” we wanted to create a training that would provide real-life practical tips to help our members avoid harassment related issues. Using Simon Sinek’s “The Infinite Game,” as a launching point, we decided to develop three separate trainings that would speak directly to the targeted audience and focus not just on harassment, but on the importance of strong teams as well.

Building a functional and successful road commission team takes effort and buy in from all levels of the organization. Beginning this winter/spring, MCRCSIP will be offering three separately designed trainings that focus on how each level of the road commission hierarchy can do its part to create a productive team. While all three trainings will focus in part on how to prevent and address issues related to workplace harassment, each training is specifically designed to speak to the realities of its target audience, which are: 1. Commissioners/Managers; 2. Supervisors, superintendents, and foremen; and 3. The road crew.

The first training, titled “Foundations for Building Your Legacy,” focuses on road commissioners and managers. This training outlines the role commissioners play on the road commission team. Specifically, it discusses the duties commissioners should be prepared to fulfill such as enacting policies and setting the road commission up for success. Commissioners will also learn techniques on how to maintain productive and respectful relationships with the road commission manager. Finally, commissioners will be taught how to deal with accusations of harassment in the road commission as well as how to avoid being the target of harassment complaints themselves.

The second training, titled “Building Trusting Teams,” focuses on supervisors, superintendents, and foremen, those middle managers who are responsible for the productivity of those they supervise. This training provides the employees with helpful tips on how to create a team that is built for long term success rather than short-term achievements. The supervisors will also learn the importance of strong leadership and how trusting teams achieve mutual respect amongst teammates (therefore avoiding negative behaviors like teasing or bullying). This training also teaches the supervisors how to identify harassment/bullying before it gets to the point that it becomes a serious issue. They will also be trained on how to speak to and correct employees who are engaging in behavior counterproductive to the team’s goals.

The last training, titled “Becoming Part of the Best Team Ever” is designed specifically for the road crew and will be provided by Jack Hill and Mike Phillips. The training focuses primarily on how respecting one another is the foundation of any successful team. The road crew will also learn what specific types of behaviors might cause other colleagues to feel uncomfortable and disrespected. Simply put, bullying, teasing, and similar

behaviors have no benefit and do not advance the team's goals. The training will encourage them to eliminate these behaviors and to see themselves as important and empowered pieces of a successful team.

This is a bold new program we are initiating this winter, and we are very excited for it. The goal is to provide the relevant trainings to as many road commission employees as possible prior to next summer's annual meeting. The trainings will work as a precursor to the presentation by former Navy SEAL, Rich Diviney, who will provide additional insight on what goes into designing and maintaining efficient and successful teams.