



# “CRITICAL SKILLS” FOR SAFETY PROFESSIONAL SUCCESS: COMMUNICATION, INFLUENCE AND EMOTIONAL INTELLIGENCE

Bruce Bolger, CSP, CMHH

## OVERVIEW

Companies invest millions of dollars in technology and equipment for improved performance and productivity. Safety Professionals receive training on technical aspects of their jobs however they receive little or no training on the human interaction side of performance (Emotional Intelligence). Well-intentioned professionals create barriers to success never realizing the negative impact they may have on subordinates, bosses, peers or their customers.

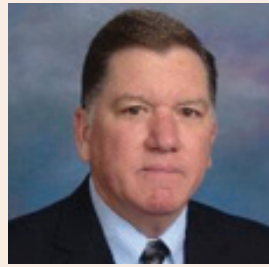
“Critical Skills for Safety Pro Success” is a highly interactive program designed to identify and eliminate potential blind spots to those behaviors that could be sabotaging performance, and creating dysfunctional cultures impacting safety, quality, productivity and customer relations. The speaker utilizes relatable videos and personal stories to drive home key elements, which will positively impact attendees and performance.

## OBJECTIVES

- > **An understanding of self-awareness and emotional intelligence, critical skills that lead to improved communications, influence and positive culture change.**
- > **How to create a culture of trust and open communications at all levels of the organization.**
- > **An understanding of “critical skills” that will that lead to improved safety, employee engagement and customer relations.**



## ABOUT BRUCE BOLGER



Bruce Bolger is a Safety Professional focusing on Leadership, Quality, Productivity and Safety. Bruce has 37 years' experience working with high performance work teams including Nuclear Power, Construction, Manufacturing, Sales and Utilities. As a

Certified Safety Professional and Certified Hazardous Materials Manager, Bruce has worked as a VP in Construction and as a Safety Director for the largest Utility in New England. Bruce has been a Leadership Academy Instructor for Northeast Utilities training on culture change and Supervisor and Manager Development.

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