

Safety FOCUSED

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Staying Safe When Working Alone

Across all industries, certain employees may be required to work alone. When this happens, employees may be exposed to serious risks. Read on to learn more.

Soft Skills and Conflict Resolution

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A monthly safety newsletter from

**Marshall
& Sterling**
INSURANCE



Staying Safe When Working Alone

Across all industries, certain employees may be required to work alone. Whether it's due to staff shortages, late-night shifts or the nature of the job itself, those who work alone tend to be more vulnerable.

For example, if you work alone, you may lack the support needed to properly respond to any incidents that occur on the job, let alone receive the necessary assistance. In addition, if there is only one worker present at a location, members of the general public may feel they can more easily get away with certain crimes, such as robbery or physical assault.

As an employee working alone, it's important to request that your employer does the following:

1. Conduct a workplace hazard assessment of all potential risks you as a lone worker may face.
2. Develop and implement workplace safety procedures tailored to the risks you face as a lone worker.
3. Ensure all workers receive proper training, and determine a schedule for refresher training.
4. Provide you and other employees who work alone with the appropriate protective clothing, protective barriers and escape routes.

For additional protection, work out a check-in procedure with your employer so that they are updated on what you're working on and your whereabouts.

Soft Skills and Conflict Resolution

If a worker is dependable, communicates effectively, and is motivated and enthusiastic, he or she likely has strong soft skills. Soft skills are personal attributes that enable someone to interact effectively and harmoniously with other people.

These attributes are important to employers, not only because employees with strong soft skills are often better workers, but also because soft skills are critical to conflict resolution.

Office conflicts can be a dangerous distraction in the workplace, potentially impacting your mental and physical health. Conversely, getting along with your co-workers can make the task of going to work more enjoyable and can actually improve your health.

As such, it's important to hone the following soft skills, as they can be invaluable when it comes to interacting with your co-workers and avoiding conflict:

1. **Communication.** Workplace conflict is often caused by a lack of information, no information or misinformation. Be open about expectations, and maintain a positive attitude when interacting with your peers.
2. **Flexibility.** If you are unable to adapt on the fly to help your co-workers when they need it, animosity can develop in the workplace. You want to be a resource for your peers and provide assistance when they need it. Just don't over promise or be taken advantage of.
3. **Reliability.** One of the most important soft skills to help avoid conflict is reliability. Your co-workers expect you to pull your weight in group projects.

For more workplace safety tips, contact Marshall & Sterling, Inc. today.



4 COMMON SOURCES OF OFFICE CONFLICT:



- 1. Interdependence
- 2. Incompatible goals
- 3. Scarce resources
- 4. Micromanagement