



## Using Quizzes To Enhance Your Safety Program

Quizzes can improve and enhance your safety training program. This guide will help you make the most of the Quizzes by helping you make Quiz delivery easy and effective—thus making your job a little easier. To get started: scan this document, and if you are pressed for time, only read the sections that you feel will help you the most right away. Be sure to refer back to other sections when you have questions.

### What's In This Guide?

This document is intended to help you get the most out of the Quizzes. Below is a brief description of each section of the guide.

**Our Philosophy for Using Quizzes:** This section discusses the benefits of conducting Quizzes and why they are an important addition to your safety training program.

**Before the Quiz:** This section recommends steps you can take to make the Quizzes more effective and efficient, especially your first Quiz.

**During the Quiz:** This section provides a couple of tips to make taking and reviewing the Quizzes quick and easy.

**After the Quiz:** This section gives a few suggestions for reviewing the Quiz answers and documenting your safety training.

**Filing and Reference:** This section will give you some ideas about what to do with the Quizzes after your crew hands them back to you.

**Potential Problems and Recommendations:** This section helps you foresee some potential problems you may run into along the way—and provides solutions.

**Reviewing the Correct Answers:** This section emphasizes why making sure your employees know the correct answers to Quiz questions is important.

**Customizing the Signature Statements:** This section provides instructions on how to edit or delete the signature sections of the Quizzes.

If you have comments about the Quizzes, or questions that aren't discussed here, please contact us by phone (888-665-3836) or by clicking [here](#) to send us an e-mail. We are always glad to hear from our clients, and we are interested in making our products as helpful and effective as they can be.

### Our Philosophy for Using Quizzes

We want to help you save Lives, Time, and Money; this Quiz product will accomplish all of these goals. An overarching goal of our company has always been to help workers make choices that keep them safe. We believe that if people understand the risks they face and how to avoid them, those people can make decisions that will prevent accidents, injuries, and deaths.

Knowing that there will be a Quiz on the material covered in the Weekly Safety Meeting makes everyone at the safety meeting more accountable for the information. When they expect a Quiz, employees tend to pay more attention and be more engaged.

WHERE DO CLIENTS FIND VALUE IN USING QUIZZES?	
My employees pay more attention during Weekly Safety Meetings.	78%
My company wants better proof that the employees are being trained for internal reasons.	44%
My company wants to be able to show OSHA proof that the employees are being trained.	75%
Our insurance carrier wants better proof that our employees are being trained.	33%
The general contractors and owners that we do work for want better proof that our safety program is being implemented.	47%
The Quizzes create new opportunities to discuss safety issues.	72%
It's a moral issue—we really want to know that the employees understand the material so they can work safely.	78%

*Total is greater than 100% because clients could choose more than one benefit*

In addition to learning by listening, Quizzes promote learning via reading and writing. Just listening to a Weekly Safety Meeting can be a very passive experience. The employees are only required to be present. When those same employees take the Quiz, they have to read and answer the questions. Doing so exposes them to the safety information two more times. Even more importantly, writing the answers is active. While these points may seem subtle or even trivial, learning psychology demonstrates that the act of reading and responding on the Quizzes will have an impact on overall learning and retention. Your employees will learn more during the Meeting and the Quiz; therefore, your time spent in conducting Quizzes is invested well.

Another goal of our company is to help our clients be more profitable by saving their companies time and money.

Do your employees actually listen to the Weekly Safety Meeting or do they just look attentive while they are really counting the sprinkles on their donuts? The results of a quick Quiz will demonstrate whether or not your employees are actually paying attention at your safety meetings. You'll find that your employees will listen more attentively when they anticipate a Quiz. Our Quizzes are not intended to document their knowledge of a particular safety concept, or to prove that they are competent to safely perform an action or task. The purpose of the Quiz is to allow you to go beyond simply getting a signature on the bottom of the Weekly Safety Meeting. With the Quizzes, you can demonstrate training over mere attendance. Better training documentation can help you avoid lawsuits, minimize OSHA citations and fines, and potentially reduce insurance premiums.

Quizzes help your employees learn more so they can be safer in the field. At the same time, Quizzes provide better documentation of your training program. Quizzes are another way to save Lives, Time, and Money.

### Before the Quiz

The Quizzes are very straightforward and easy to use. Even so, a little planning and preparation can go a long way toward making your job easier and making the Quizzes more effective.

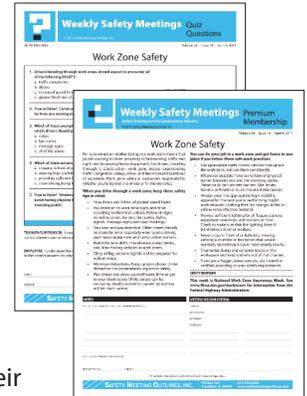
There are several recommendations in the list below, all of which are easy to do and quite logical. We've included this list to help you avoid some potential problems that could occur when you conduct Quizzes.

## PENS AND PENCILS

If your crew isn't likely to have pens or pencils, be sure to bring some to the Quiz so they can write their answers.

### 1. Have the Following Materials Handy

- Your copy of the Weekly Safety Meeting that goes with the Quiz. If you print copies of the Meetings for your crew so they can follow along, you'll probably want to have the crew return those copies to you or at least turn them over before you give them the Quiz.
- Your copy of the Answer Key.
- A copy of the Quiz for each person taking the Quiz. The Quiz questions are on the Answer Key, so you don't need a separate copy of the Quiz for yourself unless you want one.
- Pens or pencils for everyone in case they don't have their own. This is particularly important for the first few Quizzes.
- Everyone will need a flat surface to write on. You won't necessarily need a conference room or training center, just a flat surface. If you're conducting Quizzes in the field, clipboards or folders may work.



### 2. Read the Weekly Safety Meeting and the Quiz in Advance.

By reading both items first, you'll know what's coming and you'll be prepared if someone asks a follow-up question. Think about company policies that are related to the Safety Meeting. You may want to highlight those policies during the meeting or after the Quiz. For example, your company might mandate 100% tie-off for fall protection over six feet, or there might be a policy requiring eye protection all of the time when you're on site or at work.

### 3. Determine Whether You Will Tell Them in Advance.

Decide whether you will announce the Quiz before reading the Weekly Safety Meeting, or make it a "Pop Quiz" and announce it after you've finished reading the Meeting. If Quizzes will be part of your safety training routine, this is probably only going to be an issue for the first few Quizzes.

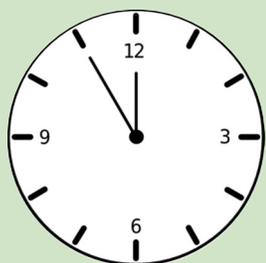
- You could give everyone advance notice. After you read your next Safety Meeting, explain that you will be conducting Quizzes at upcoming safety meetings.
- If you announce right before reading the Meeting that you will be giving the Quiz afterward, your crew will probably pay more attention during the safety meeting. Additionally, they'll have a few minutes to get used to the idea of taking a Quiz.
- If you announce it after reading the Meeting, the Quiz may seem like punishment. It will also be quite a shock for the very first Quiz.

### 4. Decide How You Will Conduct the Quiz.

Will you read the questions to the crew as they follow along, or will you have them take the Quiz silently, on their own? If you have employees who do not read well, reading the questions aloud to everyone will avoid embarrassment and reduce the time required for the Quiz. Reading the questions aloud also gives you more control over how long the Quiz will take. Note that if you read the questions to your crew, you may seem a little more like a teacher; that appearance could make the process better or worse depending on you and your crew.

### 5. Decide How You Will Correct the Answers.

Whichever option you choose, once you have corrected the Quizzes, make sure that each employee writes in the correct answer for each question he or she missed. See the section *Reviewing the Correct Answers* below.



Quizzes add 5 or 6 minutes to the typical safety meeting.

- Discussing the answers as a group after the Quiz. This option takes a few minutes for the whole crew but has several advantages. Everyone is present to ask questions and get answers. You can be sure that everyone understands the correct answers before anyone goes back to work. The crew gets immediate feedback. As a general rule, we have found that reviewing the correct answers as a group works best.
  - Correcting all of the Quizzes by yourself. This option will take a fair amount of your time, but the crew gets back to work faster. If anyone answered incorrectly, you'll need to find those people and explain the right answers. Some people may ask you how they did on the Quiz, which may mean even more follow-up effort for you.
6. **Decide if You Will Require Signatures.** Make sure you read the statements above the employee and supervisor signature lines. The statements are fairly strong. We wrote them that way to be clear and to provide some protection for your company. The wording of the statements can be changed or removed entirely. See the section *Customizing the Signature Statements* below. Decide in advance if you are going to require each employee and supervisor to sign the Quiz. Many companies have one or two "challenging" employees who may balk at signing things. If you require signatures, consider how you will enforce that requirement.
  7. **Make a Schedule.** Plan extra time so neither you nor your employees will be rushed. This will be especially important during the first few Quizzes. You will need time for taking the Quiz, reviewing the answers, discussing any questions from your crew, and having them correct any wrong answers and sign the Quiz. In real-world testing with real employees, we've found that conducting the Quiz and reviewing the answers as a group adds only about five or six minutes to the overall safety meeting. Conducting the Quizzes and reviewing the answers will go faster after the first few times.

### During The Quiz

1. **Pass Out the Quiz After Reading the Meeting.** Part of the reason for conducting Quizzes is to encourage your crew to pay more attention to the Weekly Safety Meeting that you present. If they have the Quiz Questions in front of them while you're reading the Meeting, they will be looking at the Quiz instead of paying attention to the Meeting. It's not that you have rude employees; their reaction is very, very common. Avoid the distraction by passing out the Quiz after you finish reading the Meeting.
2. **You've Planned Extra Time. Be Patient.**
  - Taking the Quiz and reviewing the questions and answers will take a bit more time than just reading the Weekly Safety Meeting. In the trials we've done, having people take the Quiz and then discussing the answers takes about five or six minutes.
  - Try not to rush people through the Quiz. If you're reading the questions to your employees, make sure that there is time to think and write an answer before you start reading the next question. If they are reading the questions to themselves, deciding when everyone is finished is a little harder. To help gauge when they are done, before you start the Quiz, ask them to put down their pencils and look at you once they have finished.

<b>Signature Statements</b>
<p><b>TRAINER/SUPERVISOR:</b> I conducted the Quiz and reviewed the correct answers and answered or</p>
<p><b>EMPLOYEE:</b> I understand the material and can answer the questions in the correct answers for any question.</p>

## SIGNATURE STATEMENTS

You can change or remove the statements above the signature lines.

## After the Quiz

1. **Review the Answers.** We strongly recommend that you review the correct answers to each question as a group as soon as everyone is finished. See the section *Reviewing the Correct Answers* below.
2. **Allow Time for Discussion.** Depending on you and your employees, there may be questions or comments after the Quiz. Some clients tell us that the Quizzes do generate good comments and discussion. Guide the discussion to keep it focused and relevant.
3. **Get Signatures.** If the Quizzes will be part of your training documentation, make sure that you get signatures. Have each employee sign his or her name at the bottom of the page. It is also a good idea to have the employee print his or her name and the date of the Quiz in the spaces at the bottom of the page.
4. **Sign Your Name.** As the supervisor and/or trainer, you should sign your name at the bottom of each Quiz too. Make sure that the employee's name and the date are on each Quiz.
5. **File the Quizzes.** File your Quizzes safely and securely for future reference. See the section *Filing and Reference* below.

## Filing and Reference

The three leading reasons for conducting Quizzes are 1) to make sure that employees are learning as much as possible so that they can work safely, 2) to encourage employees to pay closer attention during Weekly Safety Meetings, and 3) to provide better documentation that employees attended the safety meetings and actually paid attention.

Documentation is only valuable if you can locate it when someone asks for it. If you're counting on the Quizzes to provide documentation for your safety training program, you need to set up a good filing system now.

You probably don't want to keep all of the Quizzes and Weekly Safety Meetings in your files forever. Consult your attorney for a definitive opinion on how long to retain these records. When you make this decision, consider what uses they may have in the future. Some common uses for safety training records are:

1. Evidence in dispute resolution, arbitration, or litigation
2. Documentation of training activities during OSHA investigations
3. Support for challenging liability claims
4. Documenting safety training to workers compensation insurance carriers

Here are a few different ways you might choose to organize your Quiz files:

- **File Quizzes by Employee:** Make a file folder for each employee and drop his or her Quiz in the back of the folder each week. If issues arise regarding safety training for that employee, you can quickly pull out all of the Quizzes he or she took.
- **File all Quizzes Together by Date:** Get a large 3-ring binder, hole-punch all of the Quizzes, and keep them in the binder in order by date.
- **File Quizzes with Weekly Safety Meetings:** Attach all of the Quizzes for the Weekly Safety Meeting to the Meeting and file them all together.

The important point is to choose a filing system now, before you have dozens of Quizzes floating around your office and getting lost. You can change the system down the road if your first system doesn't work out. Choose a system now, before you start conducting Quizzes.

## Potential Problems and Some Recommendations

1. **Employees Who Don't Want to Take the Quiz or are Offended.** Start by explaining the purpose of the Quizzes. Tell them that OSHA wants to know that they are actually receiving safety training and not just signing an attendance sheet that's been hung up on a clipboard somewhere. Explain that, by answering the questions, they are demonstrating that they were at the meeting and were listening (you may even want to toss in "instead of just counting the sprinkles on your donuts," or something similar to lighten the mood a bit). You can go further and tell them that this is a good way to increase accountability for learning and paying attention, that you want them to learn to be safe, and they have to pay attention to learn.
2. **Class Clowns.** Some employees may think the Quiz is a joke and aren't serious about answering the questions. Being a manager can be a challenge. Explaining the purpose of the Quizzes may help. However, you may have to simply lay down the law to get the clowns in line. You can also explain that the Quiz is part of the job, that you'll be looking at everyone's answers, and that the company expects everyone who works here to take their jobs and responsibilities toward safety seriously.
3. **Literacy.** Some employees might not read well, or might not read English, or might not understand English very well. Reading the Quiz questions aloud (and reading the Weekly Safety Meeting aloud if you're not doing that) may help. If the employee only speaks Spanish, we have a Spanish version of each Quiz available. At the present time, clients have not expressed sufficient interest in other languages (but we're listening if you have requests). If someone on the crew is bilingual and generally helps translate instructions, talk to him or her in advance about simply translating and not giving opinions on the correct answers.
4. **Employees Who Miss Lots of Questions.** Hearing problems and language barrier are two possibilities to consider. Keep in mind that these employees may have been good enough at faking it that you haven't noticed anything at past safety meetings.
  - a. There could be a language barrier. It's possible the employee cannot read, or cannot read fast enough to understand and answer the questions before the end of the Quiz. If you are reading the Weekly Safety Meeting and the Quiz questions aloud, you may have employees who either don't understand enough English, or cannot comprehend it fast enough. If the language barrier is between English and Spanish, contact our office and add Spanish Meetings and Quizzes to your account. Another possible solution is to allow more time to answer the questions.
  - b. The employee could have a hearing problem. If you suspect a hearing problem, try to have that individual sit or stand near you while you are reading the Weekly Safety Meeting. Other possible solutions: Be conscious of your speaking, speak more slowly, and give everyone (so as not to single out one person) copies of the Weekly Safety Meeting so they can follow along while you read it.
5. **Hostile Employees.** Some employees might not want to sign the statement above the employee signature line on the Quiz.
  - a. If your company doesn't agree with the statement or doesn't want the employee to agree to such a statement, change the statement or delete it entirely. The statements above the employee signature line and the supervisor signature line can be edited or deleted. See the section *Customizing the Signature Statements* below. We still recommend that you have the employee sign the Quiz if at all possible.

- b. If you're keeping the signature statement, or one similar to it, explain that the statement is there to help protect the company if OSHA looks at the Quizzes. It shows that the employee took the Quiz and understands the information. OSHA really wants the company to train workers so they can work safely, OSHA does not want workers to simply sit in a safety meeting once a week. By signing the Quiz, crew members are stating that they are participating in the safety training, that they are paying attention, and that they are learning something along the way.
- c. Keep in mind that employees who have a reading problem and are embarrassed by it may seem hostile to the idea of Quizzes. If you suspect reading problems try reading the Weekly Safety Meeting out loud and then reading the Quiz questions and answers aloud as well. These steps will help someone with a reading problem. If your employee is completely unable to read (or unable to read English) answering the questions may not be possible.

### Reviewing the Correct Answers

Having your crew take Quizzes can be a double-edged sword. One edge helps you cut through OSHA regulations and red tape and gives you a great way to demonstrate to OSHA inspectors that you're conducting routine, ongoing safety training—**and that your employees are actually paying attention**. The other edge of that sword could create problems if you're not careful.

Whether your crew is taking Quizzes or not, if you know that an employee doesn't understand how to do a task safely and you tell him to perform that task anyway, you are entering very dangerous territory. If OSHA shows up or if that employee is injured, you could be facing a serious or willful OSHA violation. Incorrect answers on Quizzes could make it look like you knew that employees didn't know how to work safely. If an employee answers a Quiz question incorrectly, it's up to you to explain the right answer and the basic concept. We make this explanation easy: all of the answers come directly from the Weekly Safety Meeting, and the Answer Key shows you the exact text that answers each question.

MY ANSWER: \_\_\_\_\_

*c*

CORRECTED ANSWER: \_\_\_\_\_

*a*

Don't let your crew leave your Quiz session before you explain the correct answer to each question. We also recommend that you have them write the correct answer in the "Corrected Answer" space for every question that they miss. It may be a long shot that OSHA would ever use Quiz answers to raise the severity of a citation, but there's just no reason to take the chance. Have your employees fill in the correct answers when their answers are wrong, and then have them sign the Quiz indicating that they understand the correct answers. Use the double-edged sword to your advantage. When used correctly, and explained thoroughly, the Quizzes will help you keep your crew safe and get each of them home in one piece.

### Customizing the Signature Statements

The statements above the signature lines for the supervisor and the employee are relatively strong. They are written that way to provide clear documentation and to provide better protection for your company. We realize that some employees may not be willing to sign the Quizzes because of the statement and that some companies may not want to include the statements. To accommodate those needs, we have made the entire signature section customizable.

In Acrobat and Acrobat Reader you can edit or remove:

- the titles (Trainer/Supervisor and Employee)
- the text of the statements
- the signature space

Simply open a Quiz, click on the text, and change or delete it to match your company policy.