

Tip 16 - Gather Hardcore Intelligence



Two words that you already know the meanings to (we'll leave hardcore alone), however let's still define them.

Gather ... come together; assemble or accumulate. Bring together and take in from scattered places or sources.

Intelligence ... the collection of information of military or political value ... and the other side of its meaning which includes ... the act of understanding

So ... now! How are you going to capture that *hardcore* intelligence?

In *Tip 16*, we are going to look at two ways and two ways only, but I call upon you to brainstorm more intelligent ways that you can gather intelligence. Is that an intelligent request?

1). Questionnaire

A Questionnaire is defined as ... a set of printed or written questions with a choice of answers, devised for the purposes of a survey or statistical study.

Said whispering ...

'I never realised until now, that I really love definitions, don't I?'

There are nine steps involved in the development of a Questionnaire:

1. Decide the information required
2. Define the target respondents
3. Choose the method (s) of reaching your target respondents
4. Decide on question content
5. Develop the question wording
6. Put questions into a meaningful order and format
7. Check the length of the questionnaire
8. Pre-test the questionnaire
9. Develop the final survey form

Before you write your Questionnaire, I want you to be aware of this from my following words. I have been at many of our Clients sites, factories, warehouses, depots, airports et cetera and I have come across employees who have minimal trust for their employer. I remember one such Company, and I am not afraid to name (and shame) them ... *Sunseeker International** ... you know the British luxury performance motor yacht brand, based in Poole. Everything that I saw about the Managers' awful decisions and inability to run a business in a human way had filtered down to the employees giving huge morale problems. Overtime had been slashed, which many relied on to live. They even put cameras in the toilets. I mean, is that even legal? Therefore do you think at *Sunseeker International* that a Written Employee Questionnaire would go down well? Do you think if they had to write their names, that they would? Even if they answered the questions, do you think they would be honest in their replies? I think not. Therefore if you are going to implement a Written Employee Questionnaire, be mindful of the culture and morale at your Business. Maybe you make the Written Employee Questionnaire anonymous? That would be a good idea. With that said though, if you only have say 3 or 4 Operatives doing the same machine task (in a factory) then I suppose it would be pretty obvious who wrote it. With this then I would allow them to sit at a computer and complete it, with the file say, saved as Questionnaire 1 or 2 or 3 or 4, you get my gist?!

*Not surprisingly, their Procurement Manager in 2013 had sourced suppliers for *Sorry! We're Closed* door signs. In 2014 the Directors threatened to cut 300 jobs. Amazing product. Dreadful business culture.

So, what sort of questions* might you pose? I have composed the following:

- What is it that you find hard/ strenuous about the task?
- Do you suffer pain or discomfort during the task?
- Are there any points in the day/ week/ month/ year when the task is harder/ more strenuous?
- How do you feel that the risk of (musculoskeletal) injury can be lowered?
- How do you feel the task can be made safer?
- Have you made suggestions to Management in the past?

'What? I thought I'd heard you say, where's the rest?! Oh ... you did say that! Do you remember when you were at school and you would try to get your friend/ teacher/ parent/ dog/ gerbil to work out something for you? Well I am sorry you're no longer at school! You can do the rest.'

2). Get it on Camera



Don't bother with a notebook or a checklist on a clipboard. Old fashioned, too slow and cumbersome. Don't bother with a Dictaphone or a Digital Voice Recorder (as they are called these days). Grab your 'chesty' and strap it on! Whoops, please excuse me. I mean pick up your GoPro, securely 'mount' ... OMG! ... Are there any words I can choose that are not part of some *Double Entendre Disease***? ... phew ... there are.

*Remember! You will also be using the HSE's Manual Handling Checklists containing the risk factors for the Task, Individual, Load, Environment. See *Tip 18 – Ditch the Tools*

**That's written to celebrate the life and remarkable work of *Rik Mayall*. May God bless his soul. R.I.P. *Rik*.

Right, deep breath in annnnnnddddddd deep breath out. Pick up that camera, attach it to your chest harness (*'right look, that's perfectly fine to say harness'*), and attach the harness to your trunk (*'right, I give up'*).

With your GoPro Camera you can now gather some serious intelligence!

I recommend (if you feel it right at your Business – for the reasons just mentioned in 1.) that you implement the Written Employee Questionnaire and shortly after all Questionnaires have been completed and assessed by you (and your Team if you are part of one), you follow up by gathering some **hardcore** Manual Handling Risk Management intelligence with your GoPro Camera.

If you have decided not to conduct a Written Employee Questionnaire, make sure you have your script questions printed out with you. Don't try and remember them. Having your script will help you with the tonality* that you apply when asking your questions; **and** with not having to remember your questions and what comes next, you can focus 100% on the employees' answers.

So what are you going to film? Here we go. If the Manual Handling task is performed outside you film on wet days and dry days. You film on hot days and cold days. If the task happens on stairs, you film going upstairs and downstairs. If the task is done by older employees, film both the older and young employees. If the factory has a mezzanine, get walking those stairs! If the task can be filmed from its left side. Film it. If the task can be filmed from its right side. Film it. If the task can be filmed from behind. Film it. If the task can be filmed from its front capture it!**

*Look into tonality and its practice with questioning people. A great place to start is *The Wolf of Wall Street Jordan Belfort's* website jb.online

**You thought I was going to say *'film it'* didn't you? The 2nd meaning of *'capture'* I found on Google was *'record accurately in words or pictures'*.



So! Wrapping up this *Tip*, your mission* should you choose to accept it, is to *Do a Branson, again!* and go gather some darn, **hardcore** intelligence!

This Book will self-destruct in five seconds.

*Write your name here.

Exercises/ To-Do List

- Watch my Manual Handling Vlog where you will see examples of where I have gathered *hardcore* intelligence.

www.osteopathicsolutions-manualhandling.co.uk/manual-handling-vlogs

- Put a gun against the head ... Sorry! Forget that. Learn *Jordan Belfort's* art of persuasion via jb.online and persuade the hell out of your Purchasing Manager (or Procurement or Finance Manager) to hand over your Employer's Credit Card (I did say keep this Book safe, didn't I?); type in gopro.com and get buying your *GoPro* and *Chesty!* You're now an Expert in influence and persuasion*. Don't Cha feel good?!

- Join me on a *WhatsApp* Video call whilst you are gathering Manual Handling intelligence. First connect with me on *LinkedIn*. We can then share mobile numbers and set up a date** and time ...

- In the words of *Tip 28, Don't Be Lazy*. Go! Leave me! Put down your copy of *Sorry! We're Closed* and write your 'Kick Ass' (Manual Handling Risk Management Intelligence Gathering) Employee Questionnaire. After this, and only after this, will we reconvene together at *Tip 17 – Open Your Eagle Eyes*.

*Remind them the figure in £s Manual Handling Lost Time Accidents and Injury at Work Claims have set back the Business over the last 4-5 years.

**Not that kind of date :>)