

SELECTING EFFECTIVE INTERNAL CONSULTANTS



Selecting the right individuals as Internal Consultants is a critical start toward success. Consider using the following guidelines as you identify potential Internal Consultants for implementations or process improvements, not only at their own facilities, but others as well.

Characteristics of Effective Internal Consultants:

- Willing Participant** Good Internal Consultants cannot be coerced into participation. It is not necessary that each facilitator volunteer; but he or she must be willing to participate when invited. However, many good Internal Consultants have expressed a level of skepticism at first. Being skeptical is common and should not automatically eliminate a person from consideration.
- Respected Worker** Internal Consultants must be taken seriously by both managers and workers. Be careful not to mistake popularity for respect.
- Experienced** Novices seldom have adequate knowledge of the site, the people, or the safety issues to be effective Internal Consultants.
- Good Safety Role Model** Internal Consultants do not have to be accident free; but they need to be serious about safety.
- Open-Minded** Internal Consultants need to be able to learn and manage new ways of doing things. Some people are overly opposed to anything new or different. Such people can seriously hold back progress if they are asked to be Internal Consultants.
- Collaborative** Internal Consultants need to be good team players. They need to work together and be able to come to consensus. People with reputations for stubbornness and not getting along with fellow workers should be eliminated from consideration.
- Takes Initiative** Good Internal Consultants should be self-starters. They should have demonstrated initiative on work projects or extra assignments.
- Good Communicator** Internal Consultants should be able to effectively communicate with other workers and managers. They do not need to be professional speakers, but should be able to effectively express ideas.
- Good Problem-Solver** Internal Consultants will be given data and expected to identify and solve safety problems. People with demonstrated ability to solve problems should be given strong consideration if they meet other criteria.
- Personal Organization** Internal Consultants will need to manage multiple roles and priorities. People with the ability to get things done in an organized way often make good facilitators.

