Modern Safety Principles

Why We Do What We Do
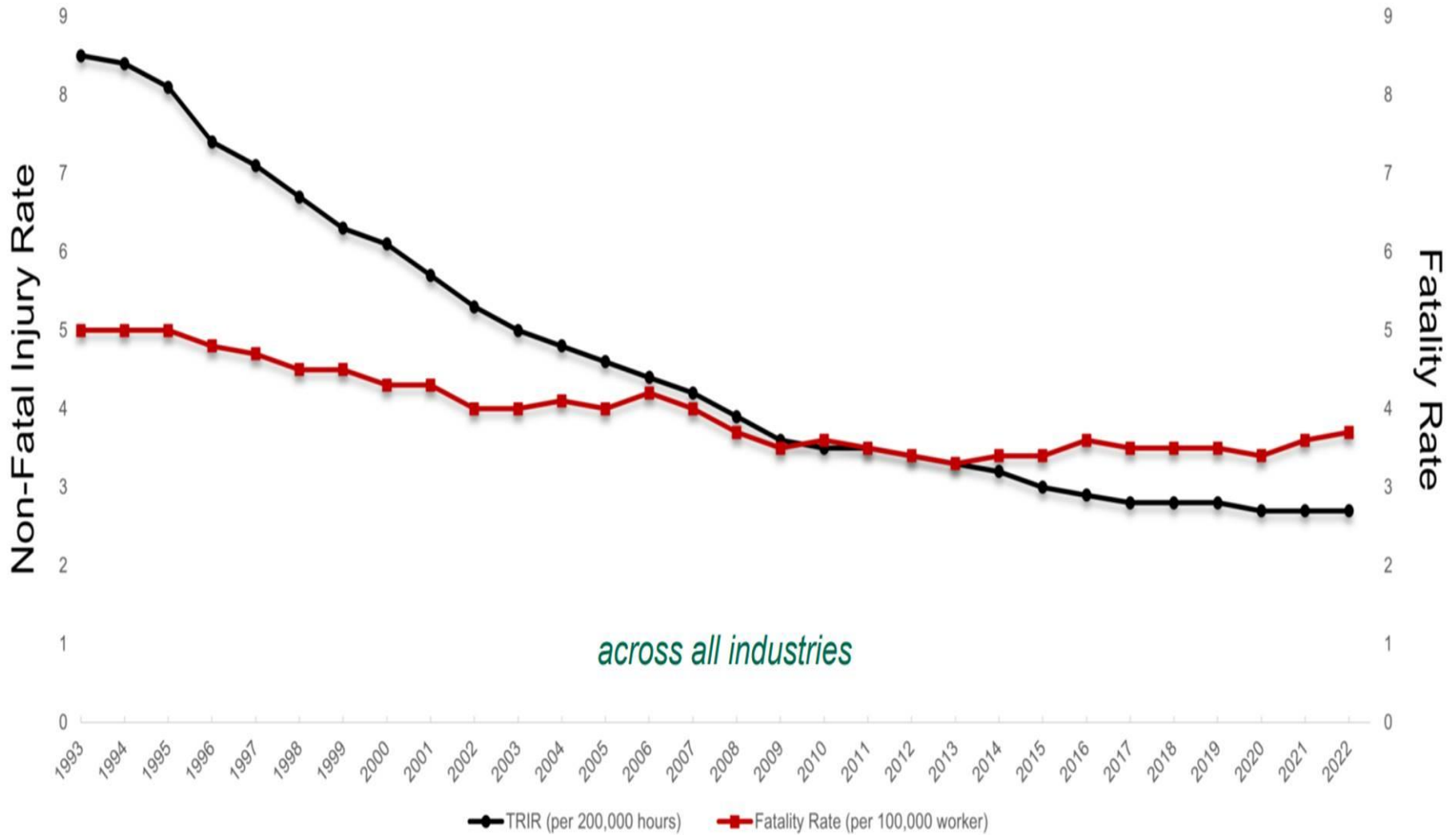
Objectives

Understand:

- Why people make the choices they do
- How our choices impact the culture
- How to provide effective coaching and feedback

The Workplace itself is never really safe…

It is the behavior of people in the workplace that determines whether or not injuries occur!

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across all industries

TRIR (per 200,000 hours) ——■—— Fatality Rate (per 100,000 worker)

Source: U.S. Bureau of Labor Statistics

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Risky Behavior is Usually a Result – Not Cause

Examples

- Poor communication
- Poor job design
- Lack of leadership or supervision
- Confusing procedures or direction
- Inadequate training
- Time pressure
- Competing priorities
- Peer pressure

- Risky behaviors are normally symptoms of some deeper deficiency
- Simply correcting an individual behavior without fixing the system that produced it is stopping far short of what is needed to correct an issue
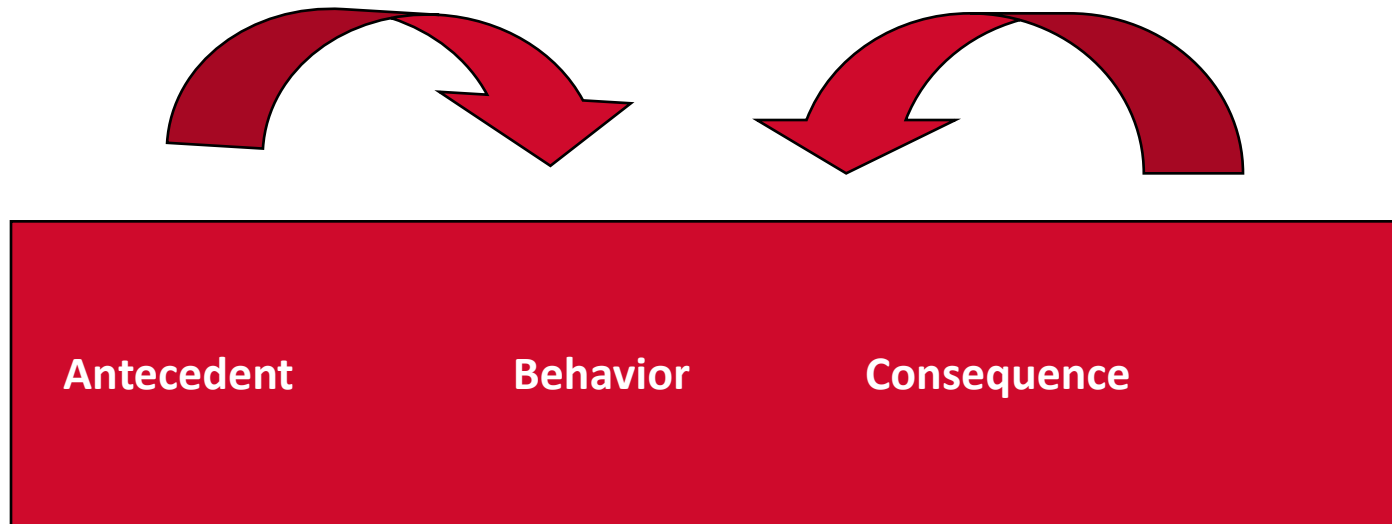
People do things for a reason
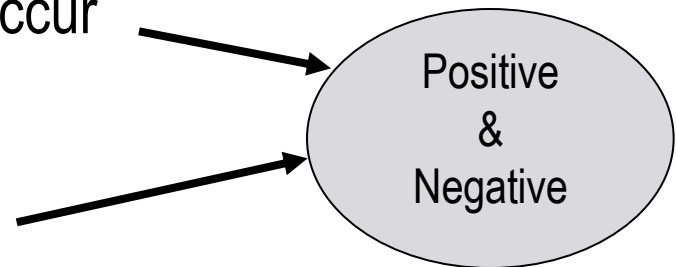
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Why Would I??

A B C Behavioral Model

The ABC's of Human Behavior

Antecedent   **Behavior**   **Consequence**

Antecedent – Prompts the behavior to occur

Behavior – Actions on the job

Consequence – Result of the behavior

Positive
&
Negative

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Antecedents & Consequences Example

A **(Antecedent – Prompts the behavior to occur)**

B **(Behavior - Actions on the job)**
Ex. Wearing a Seatbelt

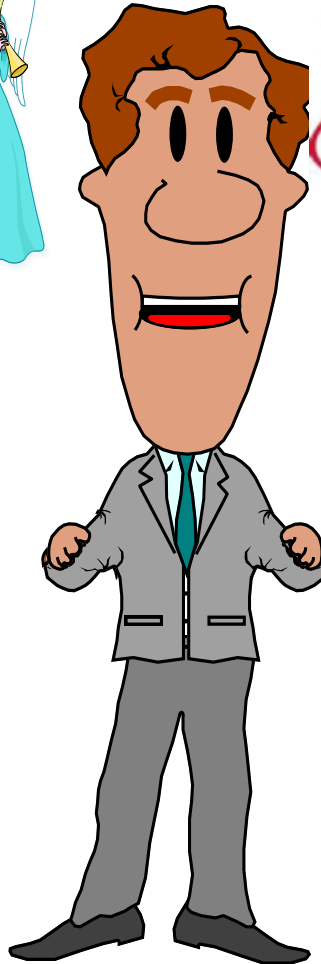**C** **(Consequences – Results of the behavior)**

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What's Our Little Voice Saying to Us?

- Think safety first
- Take your time
- Wear your PPE
- I should probably get help
- Follow the procedures

- **I don't like to___!**
- **I/we don't have time/money to___!**
- **It takes too long!**
- **It's too hot uncomfortable, inconvenient to___!**
- **It won't hurt me!**

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Truths About Risk Taking Behavior

- The behaviors we observe are <u>normal, rational, human</u> behaviors for that person's <u>perception</u> of the situation

- Risky behaviors are often more <u>comfortable, convenient, and faster</u> than safe behaviors

- People almost always take the <u>path of least resistance</u> (of which we may or may not be consciously aware)

- Most of the time when we take risk, we are <u>rewarded</u>.

- We <u>repeat</u> behaviors for which we are rewarded to the extent that:

  - *They become practices*
  - *They become habits*
  - *They become unconscious habits*

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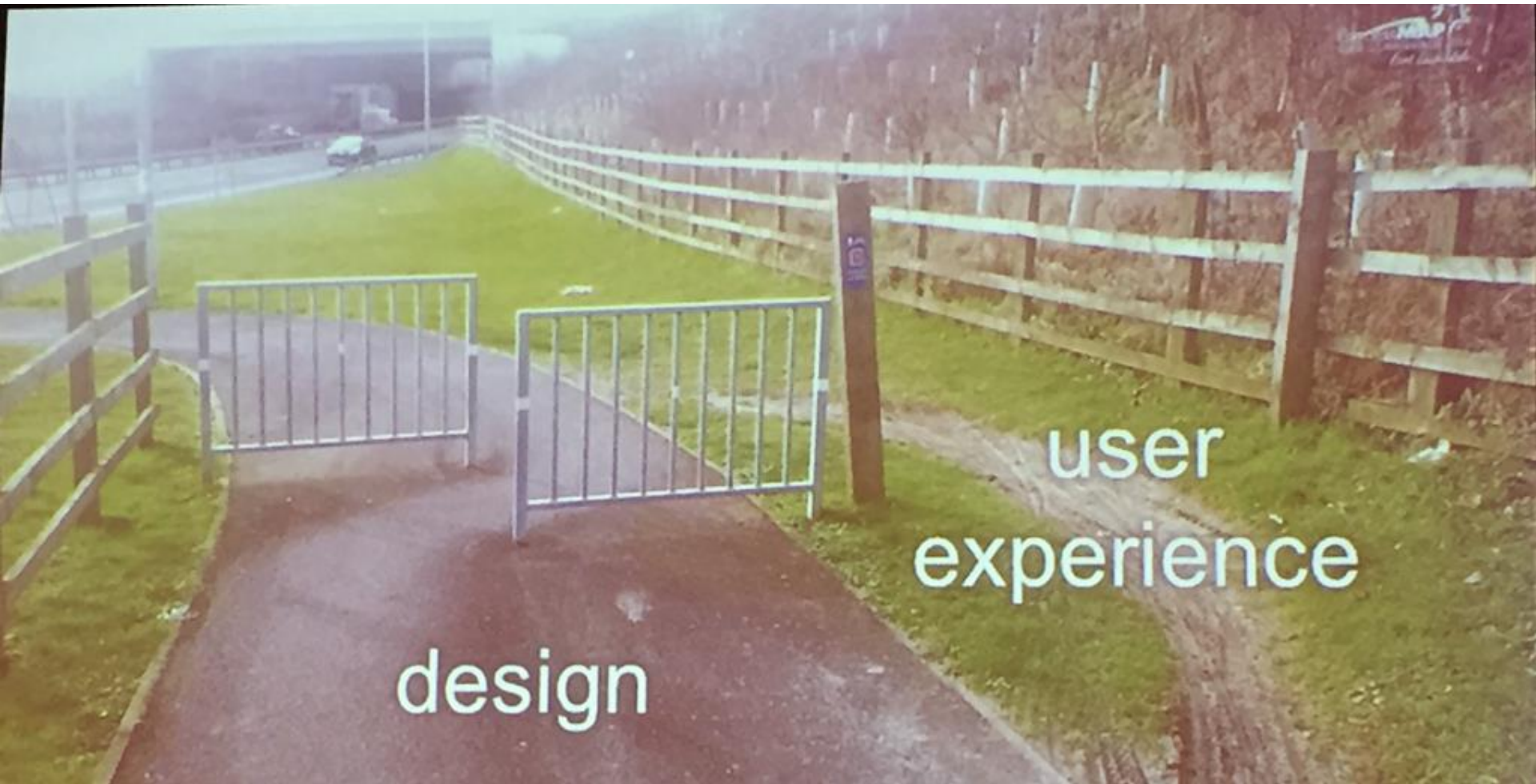
design

user experience

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Most of the time when we take risks, nothing happens.
Taking risks is **almost** always rewarding.

Some Things to Remember – Human Performance

- 90% of Events are Caused by Something *OTHER THAN JUST* the Individual

- 95% of People Respond Similarly to the Same Stimuli

- Human Performance is NOT Common Sense

- People Do What They Do, At the Time They Do It, For Reasons that Make Sense to Them at The Time.

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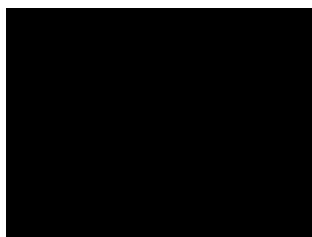
Going Away and Knowing Your Co-workers

- It's a natural human mechanism – daydreaming, distractions, inattention, stress

- Everyone does it

- Our attitudes help us hide it

- What it affects is communication, and our ability to focus on the job at hand

- Going Away is to be expected, and the leader must learn to recognize the signs and take action to help the employee regain focus

- Situations such as family issues (good/bad), vacation, life issues, etc., may cause a person to be distracted, which would lead to injuries

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Going Away

Common Practices

Errors

- Happening all the time
- Unintentional deviation from the preferred behavior
- Something you did <u>not</u> intend to do
- Are <u>not</u> tied to consequences, but can have positive or negative results
- Difficult to manage because we never planned for them to occur in the first place
- <u>Critical errors</u> are errors with undesired outcomes or unwanted outcomes that must be controlled
- SafeStart helps to educate and understand errors
- Note: Focus should be on identifying states and situations that can lead to errors

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Common Practices

- Taking risks is normal, rational behavior – we all do it to some degree

- Common practices are things we have come expect as accepted norms

- The behavioral contribution to most incidents is almost always a common practice

- Common practices are symptoms of deeper-level root causes found in the managing systems and culture

- **Analysis of practices** can often times give increased insight into the culture vs. reactive incident data

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Common Accepted Practices in Action
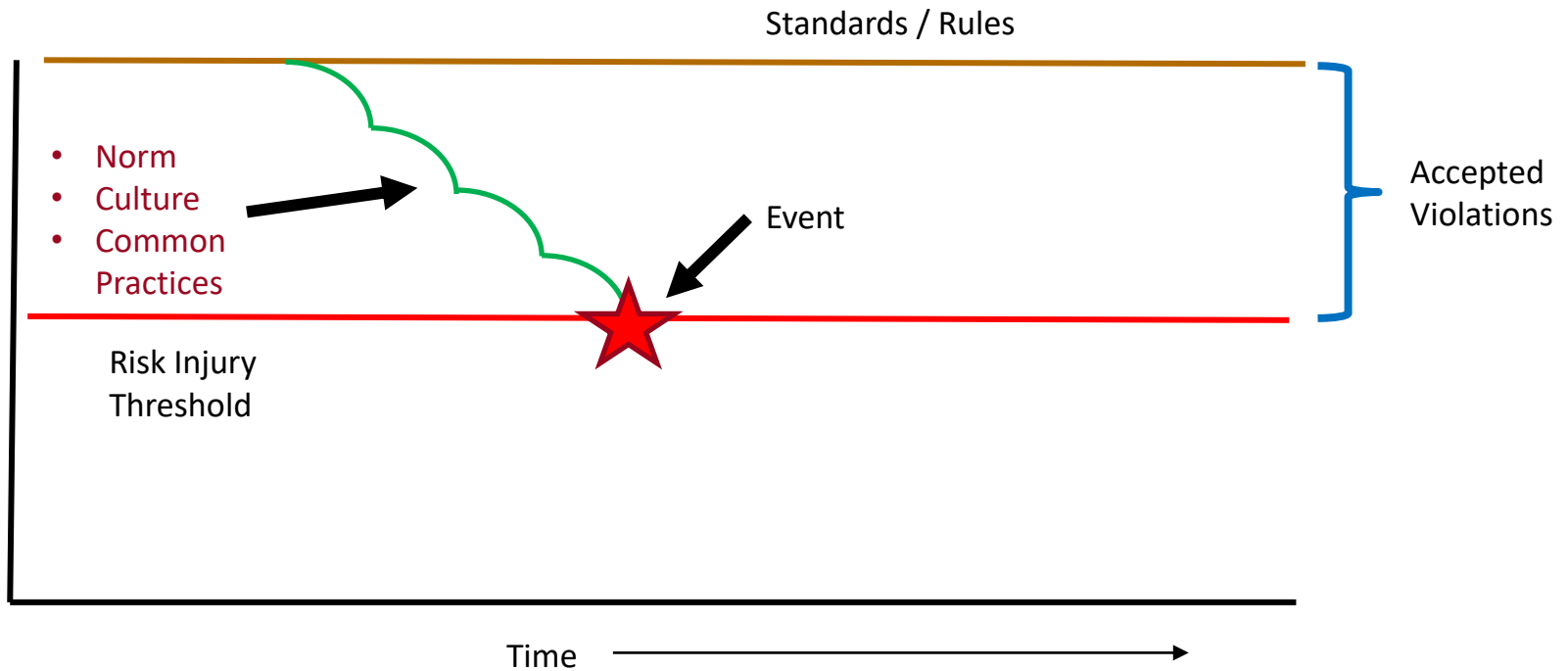
Ways to Identify Common Practices...Just ASK!

- In front of a team ask this..."what is it we are doing day in an day out that if we keep doing...its just a matter of time before someone will get hurt."

- Brainstorm this question

- Key is to get the list...first step is knowing

- Second step is to get them to risk rank by voting to help prioritize...we can't do everything at once

- Third key is to get the employees to help solve - <u>Personal Engagement</u>

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