SAFETY MEETINGS

Behavior Based Safety
Behavior Based Safety

• Behavior based safety (BBS) is a process that helps you and your coworkers identify and choose a safe behavior over an unsafe one
• For BBS to work, all levels of company workers and management must work together
• BBS looks at how three things interact to improve safety
  – Person
  – Work Environment
  – Behavior
Dr. Geller’s Safety Triad

Three elements of the safety triad

• Person – knowledge, skills, abilities, intelligence, motives, personality, attitudes, and values

• Environment – equipment, tools, machines, housekeeping, heat/cold, engineering, materials, safety rules, standards, operating procedures

• Behavior – complying, coaching, recognizing, communicating, actively caring
Dr. Geller’s Safety Triad

To ensure safety

• Actively care about environment and improving workplace conditions
• Acknowledge personal rights and motivate workers to be safe
• Reduce at-risk behaviors and increase safe behaviors
Principles of Behavior Based Safety

Basic principles of BBS
- Behavior is a cause of accidents
- Observe – measure – manage
- Feedback is essential to improvement
- Consequences motivate behavior
- Communication is the key
- Participation creates ownership
- Continuous improvement happens when we work together
- Be proactive rather than reactive
Behavior versus Attitude

• Behavior - what you do
• Attitude - what you think, feel, or believe
  – BBS strives to instill a safety-oriented attitude
  – A bad attitude may result in
    o Committing an unsafe act
    o Failing to do something you should or could have done to prevent an accident
  – Many accidents are directly related to workers’ attitudes
Behavior versus Attitude

• Your attitude and behavior (actions) create the proper atmosphere for safety

• It is vital that you and every worker be involved in creating a safety atmosphere

• Supervisors and managers must lead by example

The three A’s of safety
• Atmosphere
• Attitude
• Actions
Behavior versus Attitude

Barriers to safe behavior

• Untrained or unskilled workers
• Complacency
• Disagreement on safe practices
• Personal choice
• Culture
• Ineffective management systems
• Inappropriate rewards
• Poor facilities and equipment
ABC Model

One way to look at how changing your behavior can improve safety is the ABC Model

- A = Activator – triggers behavior
- B = Behavior – what we do
- C = Consequence – reinforcement or punishment
ABC Model

• Your attitude (the activator) affects how you behave
• Your behavior has consequences
  – Consequences can either reinforce or deter a behavior
  – Positive reinforcement enforces safe behavior
  – Negative reinforcement deters unsafe behavior
• BBS training attempts to reduce work-related injuries by creating a culture of safe behavior through
  – Observation
  – Feedback
  – Positive intervention
Situations of Accident Potential

Look out for situations of accident potential (SOAP)

• Recognize potential hazards or safety problems
• Fix these problems before you start a job
• Observe SOAP when you get to the jobsite
• Be proactive
• Recognize threats that may not be immediately obvious
  – A slippery spot on the ground
  – A nail sticking up in a board
Building a BBS Program

Four Key Components to BBS Programs

1. Correct behavior list
   - Determine the safe way to do the job

2. Observation card
   - Observe and record unsafe behaviors

3. Feedback process
   - Deliver feedback immediately following an observation

4. Measurement tool
   - BBS is an ongoing process
Correct Behavior List

• Identify unsafe behaviors
• Determine the alternate safe behavior
• Use this list to know what to look for in observation
Observation Process

• Know how to observe for
  – Unsafe acts
  – Unsafe conditions
  – SOAP

• Know how to
  – Stop work
  – Correct unsafe behaviors
  – Report unsafe behaviors to management
    o Workers must not be penalized for reporting unsafe behaviors
Observation Process

Six steps to observation process

1. Observe
   - Observe the job to make sure you understand what the worker is doing and provide necessary feedback

2. Understand
   - Communicate effectively; make sure the workers understand why their behavior is unsafe

3. Identify alternate behavior
   - Coach the worker in the correct, safe behavior and allow change for a safer way of getting the job done
Observation Process

4. Clarify commitment
   - Make it clear that workers are committed to doing the job safely through feedback and positive intervention

5. Obtain agreement
   - Workers must agree to change unsafe behavior to an alternate safe behavior

6. Observe to follow-up
   - Observe workers at a later date to make sure they are using the safe behavior; reinforce the safe behavior with positive feedback
Feedback Process

• Deliver feedback immediately following an observation

• Safe behavior observed
  – Feedback should acknowledge and reinforce it

• Unsafe behavior observed
  – Identify cause of unsafe behavior
  – Explain why the behavior was unsafe
  – Offer an alternative safe behavior
Feedback Process

• It is important that feedback be positive
• The feedback process should detail better, safer ways to do the job
• Organize safety meetings to reinforce feedback
• You are part of a team
• Your goal should be to make a positive change to a safer work environment
Measurement Tool

• BBS must be an ongoing process
• For BBS to work, everyone needs to be involved
• Companies that see results from BBS
  – Keep up data entry
  – Use performance charts
  – Use observation reports
  – Set specific safety goals
Roles and Responsibilities of BBS

Managers

• Provide oversight for supervisors
• Understand the BBS process
• Eliminate organizational issues
Roles and Responsibilities of BBS

Supervisors

• Keep all personal observation data confidential
• Ensure that no disciplinary actions are taken because of observation
• Provide enough time for workers to perform observations and properly document them
• Understand what the data is saying about safety performance
• Remove any barriers to safe behavior
• Make BBS a part of daily operations for themselves and their workers
Roles and Responsibilities of BBS

Workers

• Develop a positive safety attitude
• Participate in BBS training
• Understand and participate in BBS process
• Participate in safety meetings that support the BBS process
• Keep an eye on fellow coworkers
• Take a direct role in making sure everyone is working safely
Roles and Responsibilities of BBS

Safety/Steering Committee

- Develop action plan based on reported observations
- Communicate issues at safety meetings
- Make safety recommendations to management
- Provide BBS training to ensure all workers are using the program consistently