

LEARNING FROM COMPLACENCY AND MOVING FORWARD WITH INTENTION

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Safety leader is defined as...

A person who has the courage to demonstrate that they value safety by working and communicating with team members to identify and limit hazardous situations even in the presence of other job pressures such as scheduling and costs.

Safety Leaders Improve Safety Climate

How well a company's policies, procedures, and practices are actually implemented on the job site.

Let's Define Complacency...

a feeling of smug or uncritical satisfaction with oneself or one's achievements.

What causes Complacency?

- Repetition in work
- Lack of personal growth
- Workforce numbers
- No training
- Poor morale
- Overconfidence
- No accountability
- Lack of understanding
- Shifts
- Others?

Symptoms of Complacency?

- Fatigue
- Burn out
- Poor attitude
- Checking boxes
- Disengaged
- Stop asking questions
- Distracted
- Overconfidence
- Taking things for granted
- Down playing hazards

Ways to fight Complacency?

- Create Safety Leaders
- Engage
- Mentoring
- Appreciation
- Fatigue Management
- Cross Training
- Coaching
- Changing Routines
- Communicate
- Empathy
- Vision

Lead by Example

- Have a positive attitude about safety
- Establish safety as a core value
- Set high expectations for safety
- Share safety vision with the team
- “Walk the talk”
- Reinforce the idea that ***everyone owns safety***

Engage and Empower

- Explain why safety is critical to getting the job done
- Engage team members in safety decision-making
- Conduct daily morning safety huddles and joint worker-management walk-arounds throughout the workday
- Empower team members to
 - Report safety concerns, injuries and near misses
 - Report or fix hazards or unsafe situations

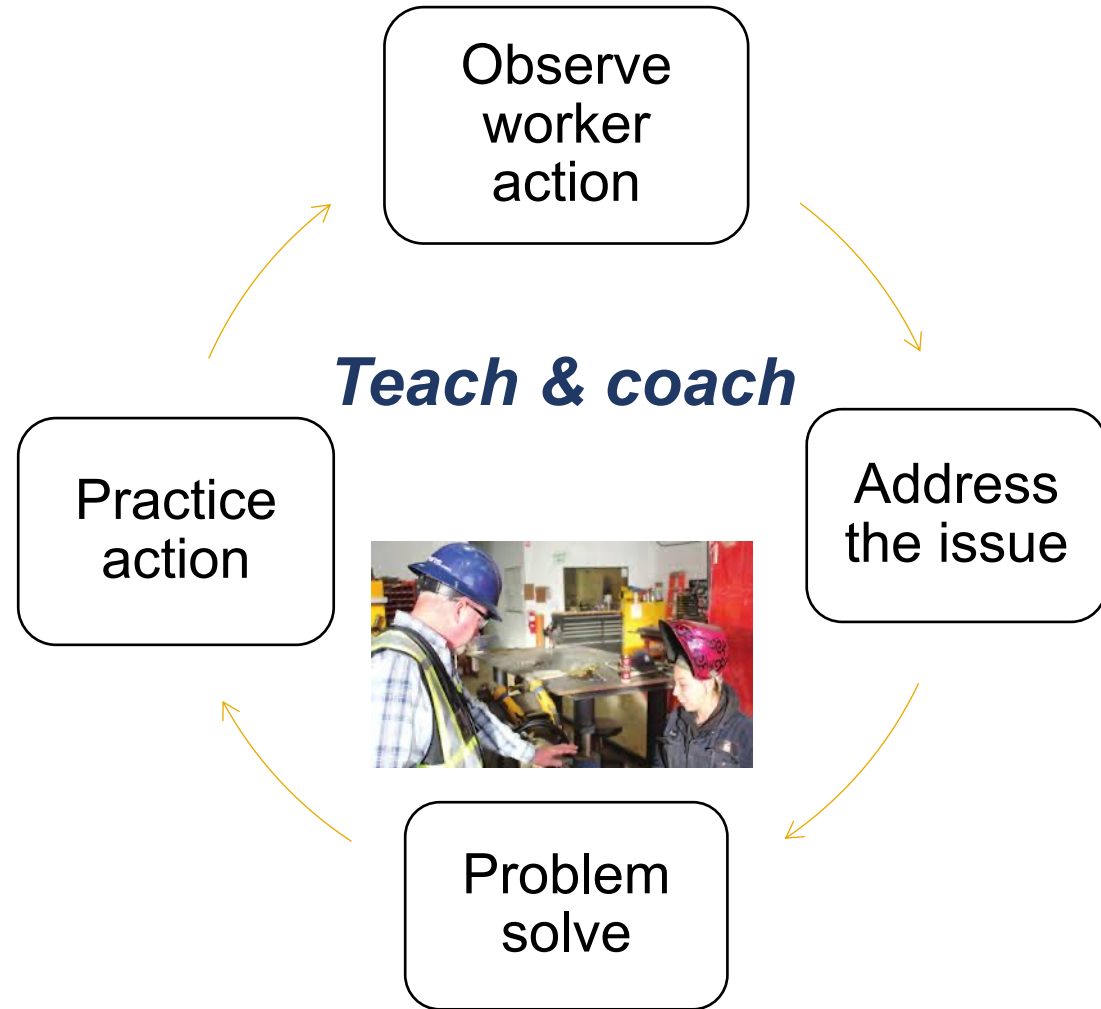
Actively listen and Practice 3-way Communication

- Treat team members with respect when they are speaking
- Pay attention to non-verbal cues such as body language and eye contact
- Listen to **hear** what is being said vs. to come up with a response.
- Ask clarifying questions

Actively Listen and Practice 3-way Communication

- Make sure you have listener's attention
- Be direct and concise
- Ask team member to repeat message
- Clarify any misunderstandings

Develop through Teaching, Coaching, and Feedback



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FIST

Describe the
Explain the
Provide
Be

FACTS
IMPACT
SUGGESTIONS
TIMELY

Recognize for a Job Well Done

- Give recognition separately from other types of feedback
- Regularly give praise in private
- Be specific about why you are praising the person
- Give praise publically if the person is comfortable with it