

The Art of Correcting Unsafe Behavior



PARTNERS IN WORKPLACE SAFETY

Safety Culture

Reactive

- Safety by Natural Instinct
- Compliance is Goal
- Delegated to Safety Manager
- No Management Involvement

Dependent

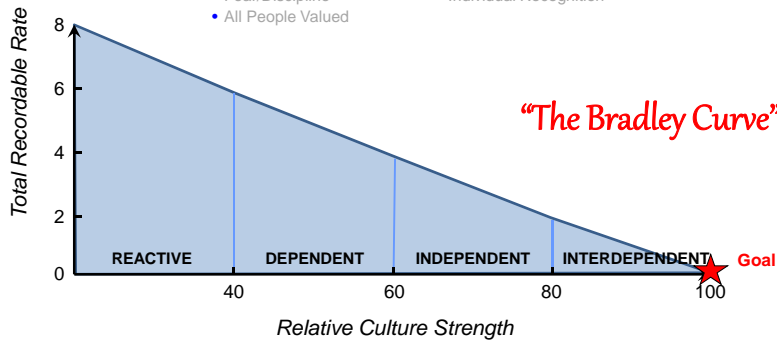
- Supervisor Controlled
- Management Committed
- Condition of Employment
- Rules/Procedures
- Training Provided
- Fear/Discipline
- All People Valued

Independent

- Individual Accountability
- Everyone Committed
- Care for Self
- Safety Practiced
- Habits Formed
- Individual Recognition

Interdependent

- Safety as a Team
- Care for Others
- Help Others Conform
- Organizational Pride



Safety Culture

- “We create our culture by what we **demonstrate** personally and by what we **reward** and **tolerate** in others.” (Anderson & Lorber ~ Safety 24/7)



The Problem

- Common Approach



WHY???



The Problem

- What have you done to defuse this fear?
 - Have you broken the ice?
 - Have you coached your employees how to correct others?
 - Have you trained your employees how to react when corrected?



Relationships

- Think of someone who accepts correction.
 - How do you feel about them correcting you?



Relationships

- Think of someone who rejects correction.
 - How do you feel about them correcting you?



The Cure

- Relationships are reciprocal.
 - You have to help your employees break this cycle!
 - You have to break their fear of correction.

COMES AROUND. WHAT GOES AROUND COMES AROUND.



The Need for Help

How many of you saw...

- Burger King?
- The New York Mets logo?
- Crayola?
- Ronald Reagan?
- Reggie Jackson?

THE POINT: Coworkers can help you see things you missed.



The Need for Help

What do you see in this picture...



THE POINT: You can gain different views & ideas from coworkers.



The Need for Help

How many “F’s” do you see in this sentence?

FINISHED FILES ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF MANY YEARS.

THE POINT: You don't always have all the answers.



What's the Point?

- Two heads are better than one.
- Accepting help is wise.
- Rejecting help is arrogant & foolish.



Approach Techniques

- Who has dreamed of Hollywood?



Approach Techniques

- Approach others with respect.
- Talk in private (if possible).



Approach Techniques

- Tell them how they could get hurt.
- Share personal experiences.



Approach Techniques

- Teach the inexperienced.
- Show them while telling them.



Show - Tell - Involve - Commit - Know



Approach Techniques

- Invite others to correct you.
- Thank them when they do.



Approach Techniques

To simplify it...

"Treat others how you want to be treated".

(Glenna Preston)



Importance

- Don't just walk on by!



Importance

- You play a bigger role than you realize!



Importance

- Just avoid the “Terry Tate Approach”!

