Welcome to the “Complacency” Session

• Group Question
  – What is your organization’s most valuable asset?
  – Is the primary purpose of your H&S System to protect that asset?

• Individual Question
  – Think about how many times in your life you have “Visited the Doctor” because you were injured
  – Did more of those injuries happen at work or away from work?

Typical H&S Management System
  • Job Safety Analysis
  • Accident/Incident Investigations
  • Written procedures
  • Pre-use Equipment Checklists/Permits
  • Safety Training Records
  • Observation & Feedback Process
Why Doesn’t Everyone Care More About Workplace Safety?

1. Statistically the workplace is the “Safest Place in our Lives” - much safer than where we live, spend our leisure time, or drive.
Number of Accidental Deaths Every Hour
Traditional “Workplace Only” Safety May Actually Increase Complacency!

Company’s Agenda VS Individual Employee’s Agenda
Why Doesn’t Everyone Care More About Workplace Safety?

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2. As adults our injury frequency has dropped dramatically from our childhood so it is natural for us to feel that we are “Safe Enough”.
Carly - 10

Courtney - 8

Ben - 6
Our Complacency About Safety Increases!

But as Our Personal Injury Frequency Decreases
Why Doesn’t Everyone Care More About Workplace Safety?

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Since we all feel we are safe enough everywhere, we are likely to feel “Complacent” about the relatively “Minor Risks” of our workplaces
How Can We Reduce this Natural Complacency about Workplace Safety?
How About More Progressive Discipline?
Three Types of At-Risk Behavior

• Deliberate At-Risk Behavior

• Unintentional At-Risk Behavior
  For Most of Our Injuries

• Habitual At-Risk Behavior
How About Teaching People
Universal 24/7 Safety Skills
That Will Really Help Them to
Fight Complacency and Avoid
Unintentional Errors

At Home, At Work, and On the
Highway?
Universal Principles

✓ Hazards vary by job and workplace and from work to the road and home but:
  ▪ Basic injury patterns remain constant
  ▪ Lack of knowledge about hazards or procedures is rarely a factor
So Why Would a Person Make Contact with a Hazard They **Knew** About?

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**SAFESTART**

*These four states...*

- Rushing
- Frustration
- Fatigue
- Complacency

*can cause or contribute to these critical errors...*

- Eyes not on Task
- Mind not on Task
- Line-of-Fire
- Balance/Traction/Grip

...which increase the risk of injury.
Critical Errors: Eyes Not on Task

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That’s Life !!!

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So Why Do People to Make These Unintentional Injury Causing Errors?

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...which increase the risk of injury.

Why & When it Happens

What Happens
The Universal State to Error Pattern

- Rushing
- Frustration
- Fatigue
- Complacency

Cause, Contribute or Lead To:

**Errors**

*ALL* Kinds of Errors in *ALL* Aspects of Our Everyday Life *(Including Production & Quality)*
We ALL Want to Help People Make Less Errors Particularly Ones that Lead to Injury …

But What if Your Job Was to Cause Mistakes? (What Could We Learn From These “Error Experts”)

Why do “Trick Plays” Work?
SAFESTART®

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What Have You Done to Fight Fatigue While Driving?

How Much of a Factor Was Complacency in Your Action?
"Follow me, this way's always safe!"

COMPLACENCY

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...which increase the risk of injury.
The Universal Injury Risk Pattern

States (cause) Errors (which cause) Less Risk (to become) More Risk

- Rushing
- Frustration
- Fatigue
- Complacency
- Eyes not on Task
- Mind not on Task
- Line-of-Fire
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This “State to Error” risk pattern is involved in over 95% of all accidental acute injuries (and errors leading to quality & production issues)
Universal Principles

✓ People can dramatically improve their Natural Safety Awareness & Skills; Motivate them to work on improving them and then provide Coaching & Training
When it comes to influencing change, you need to help others answer two questions:

1. Can they do this thing? (If not, why try?)
2. Is it worth it? (If not, why waste the effort?)
Critical Error Reduction Techniques (CERT)

1. Self-trigger on the state (or amount of hazardous energy) so you don’t make a critical error.

2. Analyze close calls and small errors (to prevent agonizing over big ones).

3. Look at others for the patterns that increase the risk of injury.

4. Work on habits.

States → Errors → Less Risk → More Risk

(24/7 Safety Awareness & Skills)
1. Self trigger on the state (or amount of hazardous energy) so you don’t make a critical error.
The Universal Injury Risk Pattern

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Hazards
Close Calls
Minor
Major

Hazards with a critical error
Close Calls
Minor
Major
THE COMPLACENCY CURVE

No longer pre-occupied with risk (so our minds can wander)

No longer thinking about risk without some external stimulus or event
3. Look at others for the patterns that increase the risk of injury.
Observation Card

- Check if safe
- Check if at-risk
- Check if not applicable/not discussed

Initial Actions
- Eyes on Task
- Not Rushing
- Balance, Traction, Grip

Line-of-Fire
- Body Position (falling, struck by, striking against, pinch points)
- PPE (required, adequate, good condition, worn properly)
- Screens, Guards, Rails
- Isolation: lockout/tagout

Body Mechanics (Ergonomics)
- Lifting, Bending, Twisting
- Repetitive Motions
- Reaching, Pulling, Pushing (excessive force)
- Standing, Sitting, Kneeling (long periods)
- Comfortable (vs. awkward position)

Procedures & Standards
- Up-to-date, Understood
- Followed
- Orderliness (housekeeping, storage, access)

Tools & Equipment
- Safe Condition (pre-use inspection)
- Correct for Task
- Safe Use

- Rushing
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- Complacency
- Eyes not on Task
- Mind not on Task
- Line-of-Fire
- Balance/Traction/Grip
4. Start to work on your Safety Critical habits
2. Analyze close calls and small errors (to prevent agonizing over the big ones)
Injury Risk Pyramids All the Way Back to Heinrich 1929

1. FATAL

2. 30 MAJORS (Disabling Injuries)

3. 300 RECORDABLE ACCIDENTS (Off-work, limited work and no lost time)

4. 3000 NEAR MISSES or FIRST AID

5. 30,000 HAZARDS
   Unsafe acts – Unsafe conditions
Typical Personal Injury Risk Pyramid

- **CLOSE CALLS AND NEAR MISSES**: 10,000 - 100,000
- **CUTS, BRUISES, SCRAPES**: 5,000 – 10,000
- **MINOR INJURIES**: 8 - 12
- **MAJOR**: 3 - 7
- **20+**
People Learn From Their “Big” Injuries

MAJOR

MINOR INJURIES

3 - 7

8 - 12

Lifetime Total “Only” 11 - 19

MINOR INJURIES

CUTS, BRUISES, SCRAPES

3 - 7

8 - 12

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Just an FYI - There’s No Need to “Waggle” in Portland, OR!
When it comes to influencing change, you need to help others answer two questions:

1. Can they do this thing? (If not, why try?)
2. Is it worth it? (If not, why waste the effort?)
How Can We Motivate People to Care Enough to Work on New Safety Skills?

By Giving Them the Tools to Help Improve Their Family’s Personal Safety 24/7; at Home, at Work & On the Road
Off the Job V.S. On the Job Fatalities

• Every year in the United States & Canada well over 100,000 people die as a result of unintentional injuries at home, in their community, or on the road.

• A huge percentage of those accidental fatalities will be children & young adults. Over 20,000 last year alone.

• There are more potential years of life lost due to children dying accidentally than from heart disease, stroke, diabetes, AIDS/HIV and cancer put together.
What is the single most important thing to YOU?

Tori
Carly
Courtney

Ben
When People "Take Safety Home" Everyone Wins; the Employees, their Families, & the Employer!

The Learning Pyramid
Average retention of material presented in different ways

- Lecture: 5%
- Reading Text: 10%
- Audio-visual representation: 20%
- Demonstration: 30%
- Discussion group: 50%
- Learning by doing: 75%
- Teaching others: 90%
Number of Accidental Deaths Every Hour
Start Watching for the Patterns

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States ➔ Errors ➔ Less Risk ➔ More Risk

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...which increase the risk of injury.
Oh No! The Dreaded Weasel!
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...which increase the risk of injury.
Discussion Questions:

1. Work on my driving habits to compensate for complacency

2. Talk to my family 1st about driving safety (cell use & texting)

3. Trigger on my frustration with “The Weasels” on the four lane highways

4. Make sure that all safety meetings deal with safety 24/7

5. Take active steps to stop “states leading to errors” at work

6. Look out for all of your co-workers .... like you would for your own family!
One Last Thing!

Please Let Me Know What You’re Thinking!

Questions? Please contact me by Phone, Email or on LinkedIn.
Don Wilson, email: don@safestart.com, cell: 1-613-969-5644

Want to learn more? Attend our workshop in LA, Oct 28th – 30th.
Visit www.safestart.com or call 1-800-267-7482 to register.