

## **BEHAVIOR-BASED SAFETY (All Offices)**

### **OBJECTIVES**

- Staff will learn National injury facts
- Staff will learn the core element of Behavior-Based Safety
- Staff will learn how to effectively observe behavior

As supervisors and employees we have become too complacent when it comes to safety. Supervisors and managers are generally satisfied with mediocre safety performance and do little to improve safety. Employees are content and are not attentive to safety because they don't have to be; there have been few consequences. The general belief is that "it won't happen here" or "it won't happen to me".

The only time management or employees demonstrate any interest in safety is after a significant loss and even then, safety is merely given lip service for a brief period. Well, guess what, we must change our attitude and our behavior. "It will happen here and it will happen to you".

### **FACTS**

- Over 5,700 worker deaths in the United States per year
- Over 3.7 million workers suffer disabling injuries in the United States a year
- NMAC has encumbered on average \$12,917,244 in Total Incurred per year for the county's in the insurance Pools (includes workers' compensation, Multiline and Law Enforcement Liability)
- Local government workers injury rate is 79% higher than their counterparts in the private sector
- According to the National Safety Council, 85-95% of all injuries are the result of unsafe ACTS

We can continue to put our finger in the leak and hope it will slow down or stop, or we can stop the unsafe acts. One thing is clear; history has taught us that we will only achieve the level of safety performance that we demonstrate we want to achieve. It's not smoke and mirrors, if we want to improve our safety performance we must demonstrate that fact.

## **BEHAVIOR-BASED SAFETY**

Behavior-Based Safety focuses on employee behavior. The private sector incorporated behavior-based safety in the 1950s and 1960s & continue to reap benefits today.

One of the major elements of behavior-based safety is to observe employees and reinforce ANY positive behavior and correct unacceptable behavior. Observations provide direct, measurable information on employees' safe work practices. If you promote a Behavior & make someone feel good about performing that Behavior, it will likely RECUR.

Supervisors are responsible for providing safe services and should be accountable for achieving safe services. However, supervisors are not always present, employees are responsible for their safety and the safety of their coworkers, and should have the authority and responsibility for correcting UNSAFE behavior. Therefore, supervisors should conduct observations frequently, and employees should be responsible for correcting one another at all times. Bottom line, the more people we have looking out for one another the more likely we will eliminate unsafe acts.

### **Examples**

If you observe an employee wearing a seat belt, immediately reinforce the positive behavior by commending the employee for wearing their seat belt.

If you see an employee following a work rule or policy, immediately recognize them.

If you observe an employee failing to use protective equipment, stop them and correct their behavior.

### **To Effectively Observe Behavior:**

1. Observe workers frequently at various times
2. Observe workers for a few minutes at each observation
3. Know what safe behavior you are looking for
4. Immediately follow-up on observations (Reinforcement or Corrective Action)

### **Base rules for Behavior- Based Safety**

1. Reinforce frequently and in public, correct in private
2. Reinforce ONLY acceptable behavior
3. Correct unacceptable behavior immediately; it reinforces the desired behavior
4. Reinforce immediately, never wait
5. Be specific about the safe behavior
6. Be Sincere

## **CLOSING**

- *Discuss the presentation and how each employee and supervisor can help one another to avoid unsafe behavior*