



What is behavioural safety and how can it help us work even more safely?

For
Marine safety Forum 15 May 2008

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**What can we do to improve safety
when our people are reasonably
intelligent, we have the
procedures, we do the training and
we have the equipment?**

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Why do people really get hurt?

- Lack of awareness
- Natural human fears
- Pressure (unintentional) from supervisors and friends
- Lack of concentration – drifting off
- Mental excuses
- Just don't care

What is behavioural safety?

- Detailed discussion of case studies - people draw on their own knowledge and experience to recommend safer ways of working
then
- Explore why we humans often don't do what commonsense or procedures tell us we should
then
- Give them courage do to overcome those things that “make” us break the rules and our own human wisdom.

Negative human fears

- ❑ Afraid to be seen as lazy, slow, unprofessional
- ❑ Afraid to be seen as a trouble maker
- ❑ Afraid to admit that we don't understand
- ❑ Afraid to be seen as incompetent
- ❑ Afraid to be seen as stupid/silly
- ❑ Afraid to be seen as weak
- ❑ Afraid of upsetting work mates
- ❑ Afraid of being seen as unable to cope
- ❑ **Afraid of losing our jobs**

What Not To Do

- Create fear – even unintentionally
- Being “heavy-handed” with minor first aids
- Over-training (unnecessary, too long)
- Information overload (especially at inductions)
- Lecturing, hectoring, patronising
- Public humiliation
- Performance bonus linked to safety
- Unnecessary bureaucracy – reports
- Looking for “silver bullets” – “magic wands”

What can Managers Do?

- ❑ Setting the example – doing the right thing every time
- ❑ Do not tolerate any – even small unsafe acts
- ❑ Never show dissatisfaction/disapproval when people stop
- ❑ Be approachable and double praise for safe working
- ❑ Do “how can we do better?” checks every six months
- ❑ Be more systematic – have a three-year plan – not reactions to incidents
- ❑ Encourage more discussion/debate – less reliance\data collection and analysis (risk assessments done thoroughly and effective use of safety alerts and less lectures)
- ❑ Double check that the time scale for a job is reasonable
- ❑ Check people’s understanding - ask them questions



In Summary

- **Keep it simple – no “models”, diagrams**
- **Keep it short**
- **Keep at it, over and over, at intervals**
- **Make it interactive – make people think**
- **Reduce the slides and DVDs**
- **Set the example every time**

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