How to deal with unsafe behaviour without getting a punch on the nose

Presentation by

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The Accident Triangle

1. Fatality
2. 400 Lost Time Injuries
3. 20,000 Minor Injuries
4. 240,000 Near Misses
5. 2 Million Unsafe Acts

Data sources: Heinrich, HSE, John Ormond
Machine Safety to People Safety

- **In 1830’s** - machine injuries dominated

- **These days** - nearly all injuries have an element of unsafe behaviour
The two types of unsafe behaviour

1. Those we don’t recognise as unsafe
2. Those we choose to ignore
Types of unsafe behaviour: those we don’t recognise as unsafe

- What do we see?
  - What we’ve always seen, or an unsafe act?
  - We need to be clear on the safe behaviours we expect:
    - KEY SAFE BEHAVIOURS
Key Safe Behaviours

- Behaviours which prevent the most serious injuries
- Behaviours which prevent the most common injuries
The Behavioural Approach

If accidents are caused by unsafe behaviour, then an approach based on:

- identifying the key safe behaviours
- recognition for safe behaviour
- counselling for unsafe behaviour

will be successful

that means talking to people
Types of unsafe behaviour: those we choose to ignore

- Why do we do that?
Talking to people about health & safety

How do we get the best from people?

How do we change their attitude to Health & Safety?
Talking to people about health and safety

All behavioural safety programmes have a system of OBSERVATION and FEEDBACK
The JOMC approach

- SUSA: Safe & UnSafe Acts Discussions
The systematic observation of working behaviour followed by discussion, with the aim of preventing injuries, occupational illness and loss.
SUSA Key Stages

- Stop and observe people
- Put people at ease (introductions)
- Explain what you are doing and why
- Ask what is the job and stages
- Praise aspects of safe behaviour
- Ask what is the worst accident that could happen and how
- Question why to any unsafe behaviour
- Ask what corrective action required
- Achieve commitment to act
Practising the 9 steps

- Think of a recent DIY task you carried out at home
- ‘SUSA’ the person sitting next to you
To avoid a punch on the nose

- Keep an open mind
- Tell them what you’re doing
- Tell them why you’re doing it
- ASK don’t tell
- Treat them how you would like to be treated, if they were approaching you
- But most of all don’t do nothing, do *SOMETHING*
Lee’s story
I chose to look the other way
A Safety Excellence story
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