

Workplace Complacency - Reduction Techniques

**Gary A. Higbee EMBA CSP
President/CEO
Higbee & Associates, Inc.
SafeStart SafeTrack
Belleville, Ontario**

In order to be effective at reducing complacency in the workplace or for that matter at home and on the road we first need to understand how it fits into the whole at risk behavioral model. Then, after we understand how at risk behavior is often encouraged and supported, we can start to chip away at complacency and help with the challenge of not only having a safe and healthy workplace but also have employees who have the skills and motivation to work safely. The “at risk” behavioral model consists of six parts: Types of at risk behavior, sources of unexpected events, critical errors leading to injury, states of being contributing to errors, hazard awareness and finally “Critical Error Reduction Techniques”

At Risk Behavioral Model

Three types of at risk behavior:

1. Intentional – This is where the employee knows full well that the activities they are doing are not safe and that there is a significant amount of risk associated with the activity. The activity is usually against a policy or procedure. Often this type of activity is supported by a concept called “Positive Reinforcement of a Negative Act”. The employee knows both the risks and benefits of doing a task at risk but the benefits, in his or her mind, out weigh the risks. Now each time they successfully perform the task “at risk” there is a little more “Positive Reinforcement of a Negative Act”. The more reinforcement the more they will perform the task at risk.

For example: an employee may have an assignment that requires the use of a step ladder. The task requires at least a twelve foot step ladder. The twelve foot step ladder the employee is to use is very heavy and stored far from the point of use. The employee has found a light fiberglass step ladder stored near the point of use but that ladder is only seven foot tall, however by standing on the top of the ladder, where there is a sign stating “not a step or no step” he can perform the task required. Using the wrong ladder has increased the risk of the task but the increased risk does not mean injury is emanate. When he first starts to use the improper ladder he is very alert to the added risk and exercises extra caution. If the positive reinforcement to this negative act is strong enough he will even share his “success” with others (use this ladder it is quicker and easier) and if not checked this activity soon becomes the new standard and everyone will be doing the activity at risk.

Note that even if people are deliberately willing to increase the risk of a situation, hardly any of them are deliberately trying to get hurt. The interesting thing about intentional at risk

behavior is that if the intentional risk continues to be accompanied with high awareness and alertness the injuries are infrequent.

2. Unintentional – This is where the employee is unaware of the risks. There is a flaw in the training and their personal experience has not yet caught up with the risk. They are simply not aware of the risks or the methods they need to use to protect themselves. This can be a case of no training, under training or employee inattention to the training.

3. Habitual – Like the intentional at risk behavior we covered above, the employee knows the risks but has been doing the activity so long that they are no longer as alert to the risks. When the employee in our example above first started to use the improper ladder he was very alert to the added risk and exercised extra caution but over time the activity has migrated from intentional with a high degree of caution to habitual with limited caution. Once a high risk task moves to habitual complacency has set in.

No matter what type of at risk behavior is involved something unexpected or unplanned always has to enter the equation.

Three Sources of Unexpected

Another concept we need to understand before we can work on preventing or at least limiting complacency is “sources of the unexpected. To get hurt or even have a close call a number of things have to happen. In effect all the dominos need to fall into place. To get hurt you must have at a minimum enough energy to cause an injury, you have to come in contact with the energy and something unexpected has to happen. There are three sources of the “unexpected”

1. Mechanical - Something breaks usually due to a mechanical failure. A seal breaks, a chain fails or the brakes fail on your car. There is no warning and the person or employee has no idea anything is wrong or will go wrong.

2. The Other Person - Someone else does something the person or employee does not expect: Someone runs a red light or stop sign. Someone working overhead drops a hammer from above.

3. Our Self - The third source is that the person or employee does something he or she never intended to do in the first place. This source of the unexpected is where over 90% of the injuries originate. It is difficult to blame the hammer or someone else when you hit your thumb or blame the chair or someone else when you stub your toe.

Four Critical Errors

We are going to concentrate on the “self” area given it is from a behavioral focus the area with the most potential to improve. So, in the self area mentioned above, there are four critical errors that give us the most trouble:

1. Eyes not on task – Not looking at what we are doing or not looking before we move our hands, feet or body. Without looking we lose the ability to react to events as they occur and have lost our best defense against injury.

2. Mind not on task – Not thinking about the task we are doing. We are driving on the interstate not thinking about where we are and miss our exit.

3. Being in or moving into the “Line-of-Fire” – Placing ourselves in the line of fire like reaching into the car while someone else shuts the door or the wind blows it shut.

4. Losing our balance traction or grip – Slipping or tripping that causes us to lose our balance and fall, or something as simple as losing our grip leading to a fall or dropping something.

Understand that you may have an injury in the Mechanical and Other Person sources of unexpected area mentioned above without one of these four errors but you will never have an injury in the self area without making one or more of these four errors. Now we are never trying to make one of these errors and we certainly do not make an error every time we do something. So what makes us make the error in the first place? Well we often make the error because we are in one of the following states.

Four States or States of Being

1. Rushing – Rushing is going faster than you’re used to going or trying to do two or more things at once. It’s the end of the day and you have about fifteen minutes of work to complete a project and only ten minutes to do it in. So you go a little faster than usual and this increases the risk of injury significantly. Going faster than you usually do doesn’t mean you are going to get hurt only that the odds of getting hurt have increased. So have the odds of making a quality or productivity error.

2. Frustration – Things are not going well and the emotions are running high. You can’t seem to get the nut to break loose so you start jerking on the wrench and it slips off the nut. Possible using some penetrating oil would have solved the problem but frustration had already set in and clear thinking was out of the question.

3. Fatigue – For any number of reasons we are simply tired. Lack of sleep, extended work hours, high exertion, boredom and a whole host of other things can cause fatigue. When we are fatigued our motor skills and mental alertness diminishes. We start making errors we would not normally make. Like driving when we are tired. We convince ourselves that we can keep going (mental error) and we have trouble keeping the vehicle in the center of the road (motor skill problems). We are trying hard but the car seems to constantly move over close to the center line and then the shoulder and we go back and forth. We know we are tired but we do not know when we are too tired and the next thing we know we are on the shoulder or over the center line and it is only a matter of chance what will happen next.

4. Complacency – With complacency we have just become numb to the hazards. We see complacency everywhere. Even when the energy level is very high, complacency can and will set in. We read a map while we are driving.

There are other states like depression, elation, illness and fear that can take your mind and eyes off the current task but the four most likely to cause us trouble on a day to day basis are rushing, frustration, fatigue and complacency. Now you see where complacency fits into the at risk model. Complacency is one of the states and to make things worse it is the most difficult state to deal with.

There is a pattern to injuries in the self area. It works like this. When you make one of the four errors you do not actually get hurt every time but you do increase the likelihood of an injury and the potential severity of that injury every time. That increase in probability and severity is illustrated by the change in the risk triangle shown in Illustration #1 below.

Risk Patterns



Illustration #1

The illustration above shows the risk pattern involved in the great majority of injuries and it doesn't matter where we are: home, work or on the road. The arrow points to the errors and this is where most of the safety training we receive is directed. Be careful, follow directions, watch what your doing, all of this is good advice, but it does not increase safety skills. It may or may not increase awareness but awareness is lost in the blink of an eye when some external or internal stress is added to the equation.

Hazard Awareness

Often an organization will try to combat complacency with safety awareness training. There is an endless supply of awareness training available on the market and organizations can and do design their own awareness training. While awareness training can be helpful it is far from the solution. We all know the grill is hot but every year or two we burn ourselves by touching the hot grill. The same can be said for the stove. We do not need someone telling us the grill is hot. We know the grill is hot because we are cooking on it and we probably even lit it. Awareness is an immediate thing – Are we aware of the hazards around us right now? In injury causation the only thing that counts is awareness in the present not the past or future. If anything draws our attention away from the hazard it is only a matter of chance whether we come in contact with the hazard or not. Awareness training given last week is of no help today. We need safety skills and awareness to avoid injuries not just awareness.

Telling someone to be careful or drive safe is a nice gesture but almost useless as an accident prevention tool. Do we really think that they intended to drive unsafe before you told them to drive safe? You do not need a wish for good luck to help you prevent injuries you need safety skills. The key to developing safety skills and fighting the complacency issue can be found in learning the four critical error reduction techniques below.

Critical Error Reduction Techniques

With respect to developing safety skills we should note that employees need a comprehensively designed training course not just a motivational session. Improving safety skills takes a little work on their part also. Listed below are four safety skill development techniques that can help prevent injuries. While the techniques are much more effective when taught properly you can learn a great deal about yourself and your personal safety skills by practicing the following critical error reduction techniques. What we are doing here is moving the arrow in illustration #1 to the left moving from an error focus of safety training to focus the training on something more tangible, in this case the state. Training directed toward the error involves relying on awareness and to some degrees a little luck to improve safety performance. What we are trying to do by focusing the training on the state is moving from the limited effectiveness of awareness and luck to a more skill based focus. In effect we are moving from luck based safety training to skill based. Now this type of training does not replace all the technical training required to provide a safe and health workplace. However we all know that knowing the rules and how to do an activity properly does not always drive us to positive safety performance. We all know the speed limit on the interstate; we are able to drive the proper speed but are often motivated to exceed the speed limit. The focus here is on better safety skills. Listed below are the four critical error reduction techniques.

1. Self Trigger on the State to prevent or avoid making the error. This is something many of us do already. We get so frustrated with something that we just stop and walk away for a while before coming back to the task later. The problem is that we may not trigger at all or soon enough without practice. We know when we are in a rush, becoming frustrated and when we are tired. We can learn to trigger on one of these states to help prevent making one of the four errors that get us hurt. Even when we have to rush we can use the realization to improve our eyes on task and mind on task safety skills to increase alertness and focus extra hard on the task at hand. This technique works very well on the first three critical errors but has limited effectiveness on complacency.

2. Analyze Close Calls and small injuries to prevent big ones – Learn from our OOPS! When we first start trying to trigger on the state to prevent the error we may still make some mistakes. It takes time and practice to improve safety skills. So while you're working on improving we do not want to miss the opportunity to learn from our mistakes. Often when we make a mistake we are just hoping no one we know saw us make the mistake. We need to analyze those errors and close calls to see what states were involved and if it wasn't a state maybe it was a habit we need to work on. It takes practice but is very effective at controlling the frequency and severity of injury.

3. Observers Others for the State to Error Patterns. Here is where the most help with complacency can be found. When we observe others in the state to error pattern we know something serious could happen so we can do the following:

a. Get away from them to avoid being caught up in their at risk behavior. For example, when you see someone driving erratically while trying to read a book (this does happen) and drive at the same time. Getting out of their way and avoiding them may be the best defense against injury. The driver is obviously very complacent.

b. Simply recognizing that they are reading and driving is increasing the risk of injury should help you realize that you do not want to do the same thing. This should give you a strong boost to not do the same thing and avoid becoming complacent yourself. Maybe it's time to stop driving and checking a map at the same time. Your driving could be the same as theirs when you're paying attention to the map instead of the task of driving.

c. You will also see the state to error pattern in your co-workers before they will. It is always easier to see the pattern in others than ourselves and this gives us a great opportunity to intervene before they get hurt and give them a hand. This not only helps the co-worker but it also helps us to avoid complacency.

4. Work on our Habits – Personal safety skills can be improved like looking before you move and always checking your footing. Try to always move your eyes before you move your body. When you bump into someone instead of just saying excuse me why not think about the fact that you or they must have moved without looking first. Moving your eyes before you move your body (or car) is your best defense against injury.

Recognizing the patterns that cause injury, like how rushing causes eyes not on task or mind not on task, will help you to spot situations with increased risk for yourself and others. If you practice it enough, it will help you become more aware of these patterns for yourself.

The 3 Signs of a World Class Safety Program

I'm often asked what it takes to be world class in safety performance. Well there appear to be three things all world-class programs have and I have listed them below and in Illustration #2. If you have all three, it's a pretty good sign that you're doing things right.

1. First, you have to have a strong traditional safety program. This includes written programs, policies and procedures and how those policies and procedures are followed. You find out how good your traditional safety program is by auditing to set standards. You can do this internally or you can have someone from outside audit your program. It is a simple way to look at what you say you do and checking to see if you actually do it. Most of us have a lot of work to do to just get our traditional programs up to compliance level.

2. Second, you need some type of observation program. Companies with first rate safety programs introduce an observation process, with management and workers' input, to watch out for at risk behaviors. There needs to be teamwork. The best companies, safety-wise, encourage workers on the floor to perform safety observations on a peer to peer basis and also accompany the supervisor and safety director on their rounds. Those observed committing at risk behaviors aren't disciplined but are part of a discussion on how to correct the observed at risk behavior. This process develops "habit strength" for safe behaviors. This is not an audit program but a

behavioral observation process that includes both employees and management in the process. Observing employees to assure they know how to do their job and have the tools necessary to perform their tasks safely. Your looking for gaps in the system and at the same time your reinforcing safe behaviors and intervening when at risk behaviors are observed. See stages three and four above.

3. Third, employees need advanced safety skills and safety awareness. In order for all the aforementioned points to be truly successful, employees need to be taught the right “skills” in order for them to be able to keep themselves safe when the system breaks down. Without safety skills the system will continue to fail under stress because some will loose the habit strength developed through observations. This is what was missing in the five stages. We don’t expect that if a would-be golfer reads the golf rule book that he will automatically be a better golfer. They need practical, relevant and easy to understand skills to manage themselves effectively.

World class safety performance is not just the dream of some wide eyed college graduate or recently appointed Safety Manager. World class safety performance is a very real possibility. Wouldn’t it be wonderful if your company was the benchmark company by which others in your industry measure their safety performance?

3 Attributes to World Class Safety ©

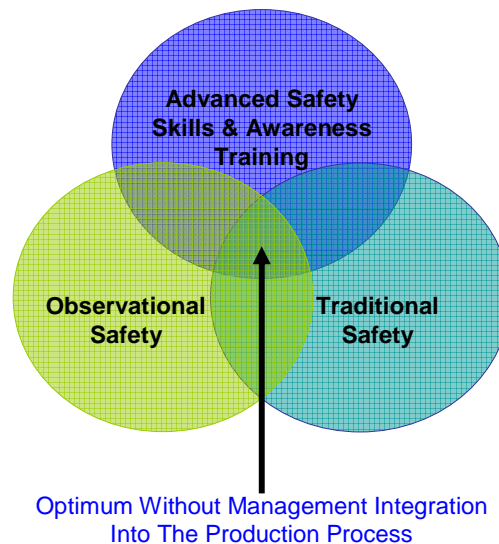


Illustration #2