OSC | 11
Ohio Safety Congress & Expo

#364 Complacency: The silent killer

Don Wilson

Wednesday, March 30, 2011
1:15 to 2:15 p.m.

Ohio | Bureau of Workers' Compensation

SAFESTART™ Taking SAFESTART Home SAFETRACK™ "Safety in the Real World"

Complacency: The Silent Killer

"Proven Methods to Fight Complacency & Other Deadly States with Advanced Safety Awareness"

Presentation by Don Wilson

Session # 364

electrolab TRAINING SYSTEMS

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Most Company Safety Training

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Why are We Complacent About Our Workplace Safety?

- **Statistically the workplace is the "Safest Place in our Lives" - much safer than where we live spend our leisure time, or drive**

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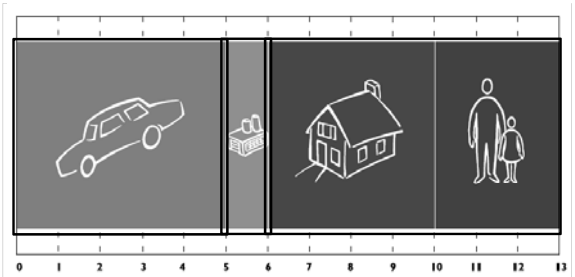

Number of Deaths
Every Hour

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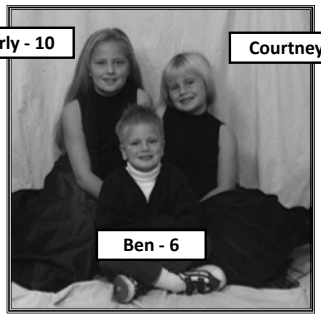
Why are We Complacent About Our Workplace Safety?

- **Statistically the workplace is the "Safest Place in our Lives" - much safer than where we live spend our leisure time, or drive**
- **As adults our injury frequency has dropped dramatically from our childhood so it is natural for us to feel that we are "Safe Enough"**



Company's Agenda VS Individual Employee's Agenda

Why are We Complacent About Our Workplace Safety?

- **Statistically the workplace is the "Safest Place in our Lives" - much safer than where we live spend our leisure time, or drive**
- **As adults our injury frequency has dropped dramatically from our childhood so it is natural for us to feel that we are "Safe Enough"**
- ***Since we all feel we are safe enough everywhere, we are likely to feel "Complacent" about the risks in the workplace***

The Weight of Consequences

	Timing	Consistency	Significance
Strongest	soon	certain	positive
	soon	certain	negative
stronger	later	certain	positive
	soon	uncertain	positive
weaker	later	uncertain	positive
	soon	uncertain	negative
	later	certain	negative
weakest	later	uncertain	negative

How Can We Reduce this Natural Complacency about Workplace Safety?

Personal Safety 24/7 ***should*** be the Goal

What Influences ***Your*** Personal Safety 24/7?

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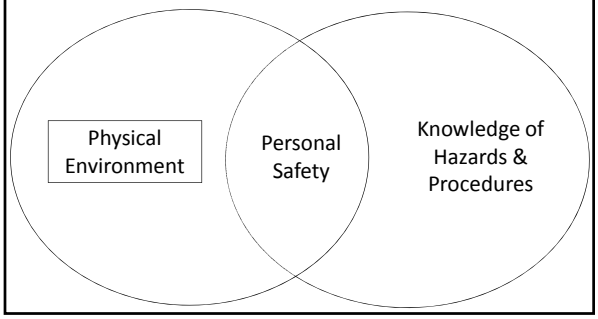
The Focus Areas of Traditional Safety Management



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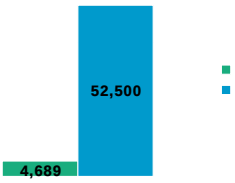
Off *vs* On-the-Job Injuries – 3:1

Source: Injury Facts, 2009 Ed.

15

Off *vs* On-the-Job Deaths – 11:1



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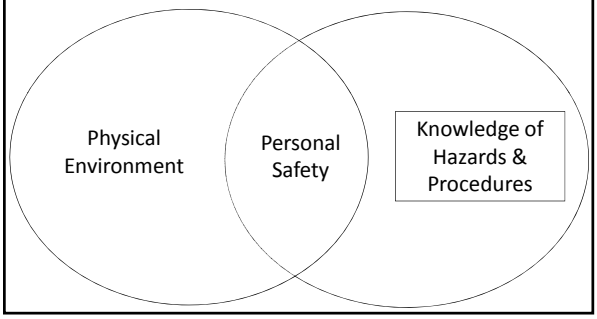

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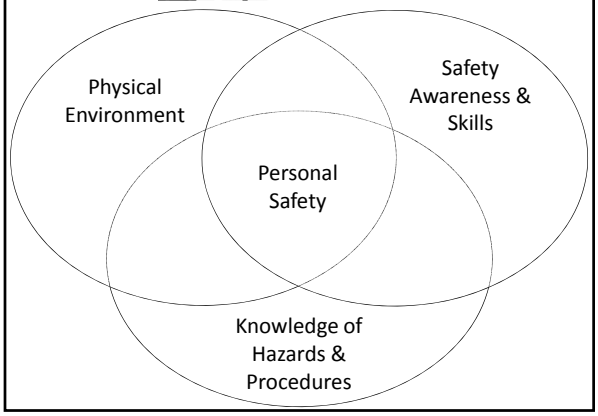
What ***Else*** Influences Your Personal Safety?



5,500 Workplace Fatalities

- 50% Driving Company Vehicles
- 25% Forklifts, Tow Motors, Etc.

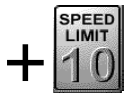
25% All Others

* Data for USA & Canada

Negative Safety Messages

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 **Advanced** Safety Awareness & Skills That Will Really Help Them to Avoid Unintentional Errors

At Home, At Work, and On the Highway?

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ASA&S Basic 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

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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.

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✓ Loss of Balance, Traction, or Grip

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That's Life !!!

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The Universal State to Error Pattern

States → Cause, Contribute or Lead To: → Errors

ALL Kinds of Errors in ***ALL*** Aspects of Our Everyday Life

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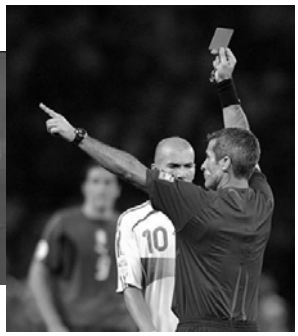


Why do "Trick Plays" Work?

The Universal Injury Risk Pattern

States (Cause) **Errors** (Which cause) **Less risk** (To become) **More risk**

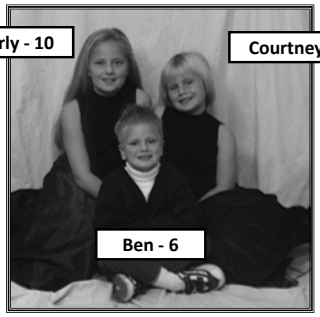
- ☑Rushing
- ☑Frustration
- ☑Fatigue
- ☑Complacency

- ☑Eyes Not on Task
- ☑Mind not on task
- ☑Line of fire
- ☑Balance, Traction, Grip

Hazards **Hazards with a critical error**

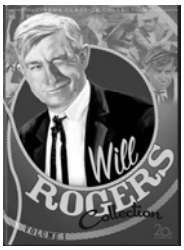
ASA&S Basic Principles

- ✓ **People can dramatically improve their Natural Safety Awareness & Skills; Motivate them to work on improving them and then provide Coaching & Training**



There are Three Kinds of Men:

- Ones that learn by reading
- A few who learn by observation
- The rest of them have to pee on the electric fence and find out for themselves



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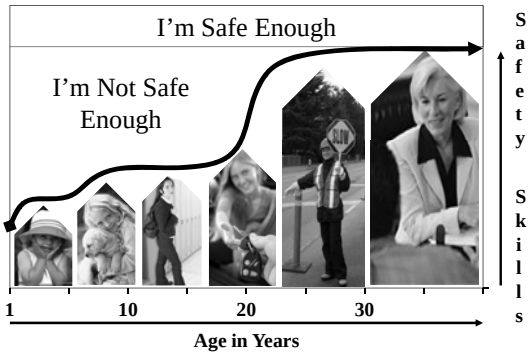
Natural Increase in Safety Skills



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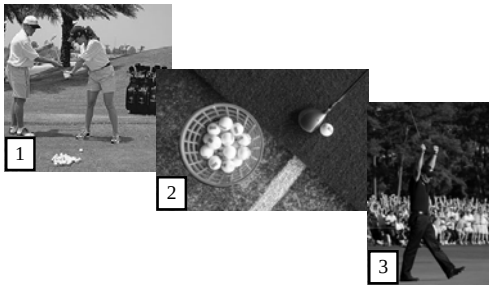
How Do You Improve a Skill?



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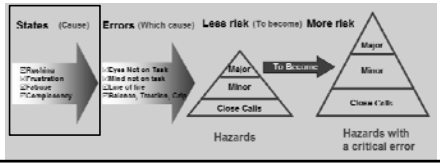
Help People See the Patterns



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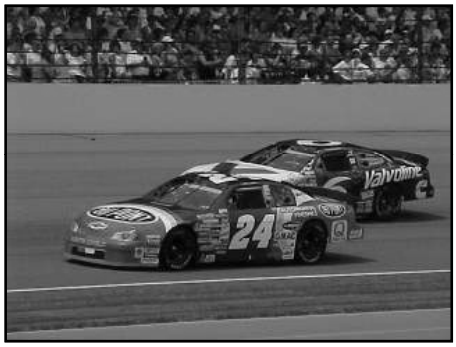

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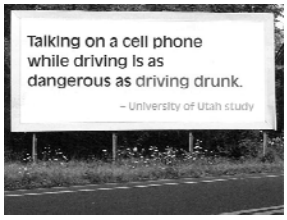
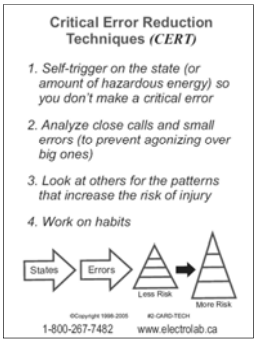


What Have You Done to Fight Fatigue While Driving?



Critical
Error
Reduction
Techniques

(24/7 Safety Skills & Safety Awareness)

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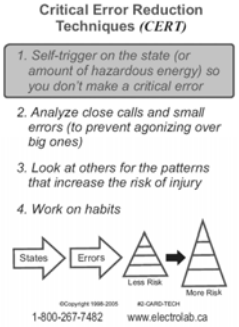
1. Self trigger on the state (or amount of hazardous energy) so you don't make a critical error



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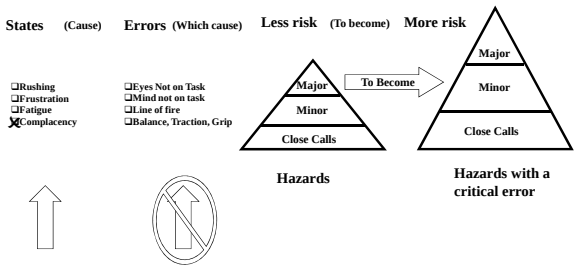
The Universal Injury Risk Pattern



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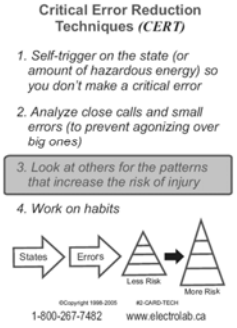
3. Look at others for the patterns that increase the risk of injury



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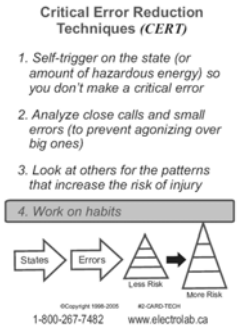
4. Start to work on your *Safety Critical* habits



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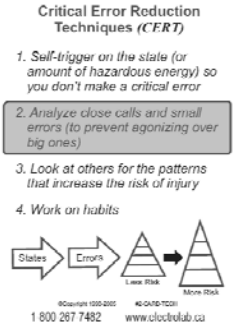
2. **Analyze close calls and small errors (to prevent agonizing over the big ones)**



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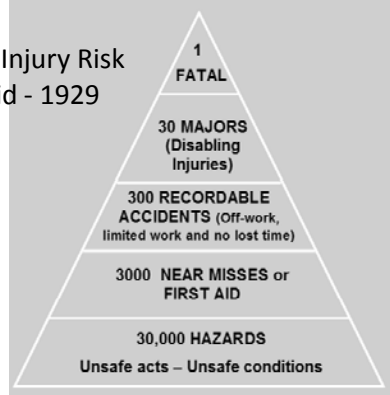
Heinrich Injury Risk Pyramid - 1929



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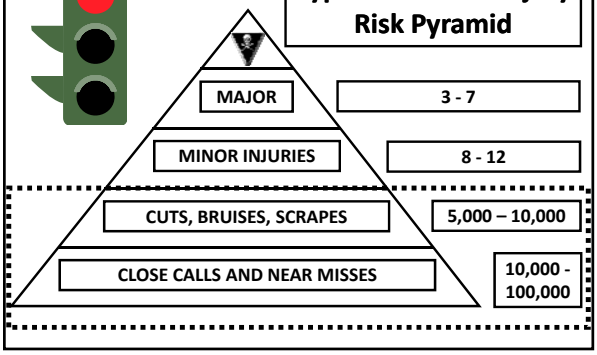
Typical Personal Injury Risk Pyramid



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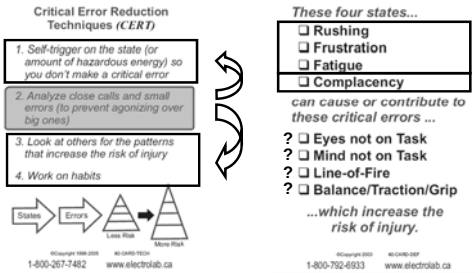
Analyzing Close Calls & Errors



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Motivation for Safety

Focus on ***a 24/7*** Personal Safety Agenda

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Safety - It's Not Just At Work!

– *ASA&S* works…
- **On the job**
- **Off the job**
- **On the highway**

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[redacted]

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How About Giving People the Tools to Help Improve Their Family's Personal Safety 24/7

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Off the Job V.S. On the Job Fatalities

- Every year in the United States and Canada over 35,000 people die in accidents at home. Compare that to less than 6,000 accidental fatalities in all of the workplaces, mines, factories and refineries put together.
- A huge percentage of those accidental fatalities at home will be children. Over 7,000 children 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***

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What is the single most important thing to YOU?

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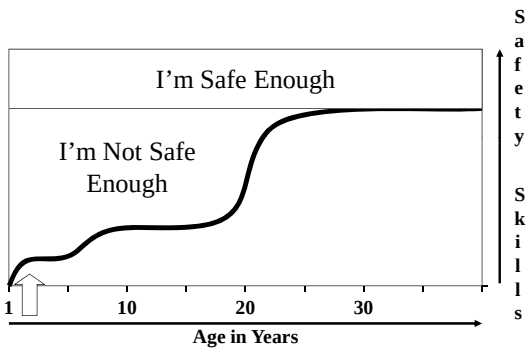
But As Their Skills Improve …



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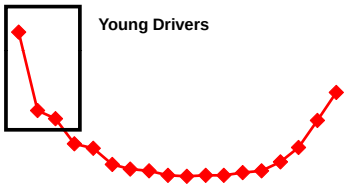
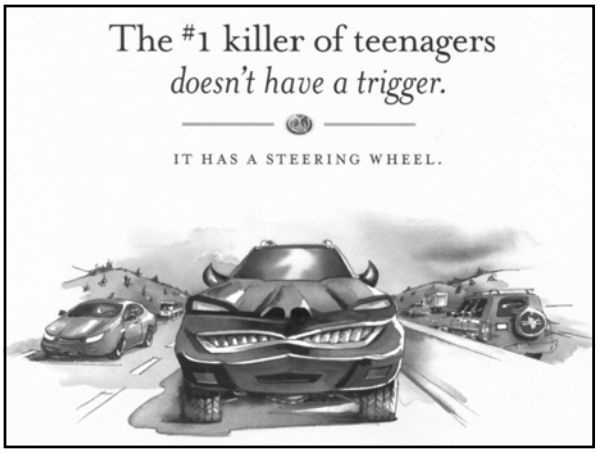
Highway Safety Issues



Source: NHTSA Research Note. *Crash Data and Rates for Age-Sex Groups of Drivers, 1996.* January 1998.



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Where Do They Learn These Bad Habits?

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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%

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24/7 Safety at Electrolab

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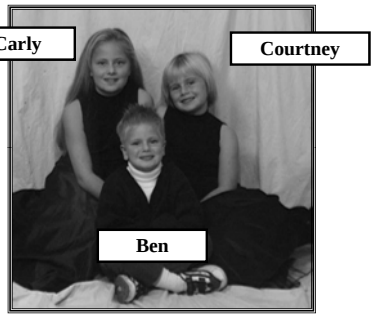

Employer Costs per Employee

- Occupational injuries – $2,062
- Off-the-job injuries – $822
- Total on- and off-the-job – $2,884
- 29% is *off-the-job* costs
- What about their Dependants? Who Pays When They Get Hurt?

Source: Miller, T.R. (1997). *JSR, 28*(1), 1-13.
Adjusted to 2005 dollars.

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How About Teaching People Skills That Will Also Save them Time and Money

At Home, At Work, and On the Highway?

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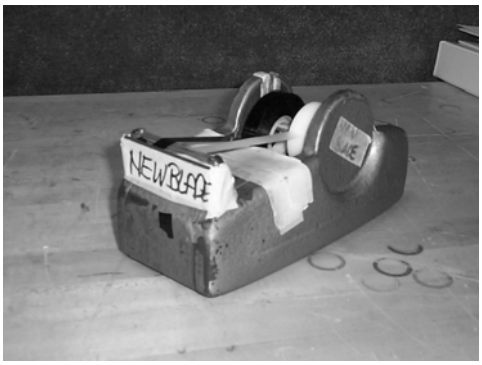

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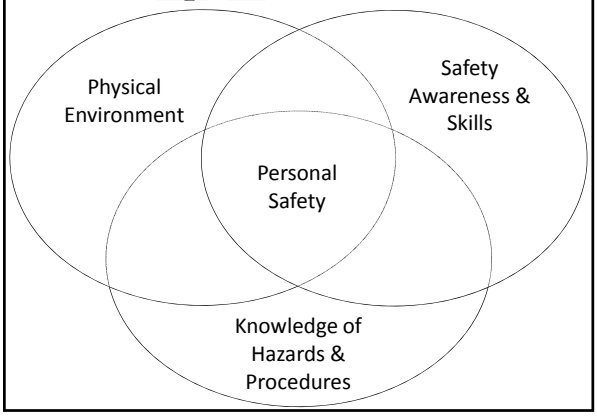

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Start Watching for the "State to Error" Patterns

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

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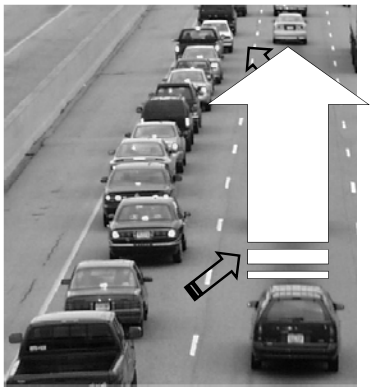
- ❑ Eyes not on Task
- ❑ Mind not on Task
- ❑ Line-of-Fire
- ❑ Balance/Traction/Grip

...which increase the risk of injury.

SAFESTART™ Taking SAFESTART Home SAFETRACK™ "Safety in the Real World"



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.

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Thank you for attending!

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