



Division of Safety & Hygiene  
Business Consulting Group  
(800) 644-6292 Ext. 2-2-2

## Safe Behavior Checkbook

BWC-6620 (4/26/04)

# SAFETY

## OBSERVATION PROCESS

### PLAN

1. Determine a time and place to observe
2. Review OBSERVATION MEMORY JOG-R
3. Review FEEDBACK TIPS

### OBSERVE

1. Stop to observe for 15-30 seconds
2. Allow no distractions
3. Observe people and surroundings
4. Stop any unsafe behavior immediately

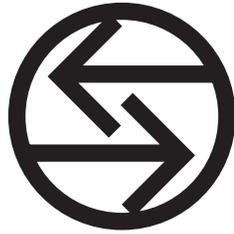
### COACH

1. Give FEEDBACK for safe behavior, or
2. RE-DIRECT for improved performance

### RECORD

1. Check MEMORY JOG-R
2. Record observed behavior
3. Use DOTS to identify root causes of any at-risk behavior
4. RECORD suggested action, and/or
5. RECORD positive reinforcement, then
6. Turn in observation RECORD





## FEEDBACK TIPS

### POSITIVE FEEDBACK

**Give praise** such as “thanks”

**Explain** what made this behavior right

**Encourage** continued behavior

### RE-DIRECTIVE FEEDBACK

**Communicate** the behavior you saw

- I noticed that ...
- Wait quietly for their response

**Check** for understanding (ask questions)

- Ability or motivation problem?
- Use active listening

**Coach** for improved performance

- Explain importance of safety
- Explain desired behavior
- Ask for input and involvement
- Talk about consequences

**Contract** for safe behavior

- Agree on safe procedure
- Agree on next steps
- Set follow-up time
- Express confidence

**Observation Record**

*What?* \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**“DOTS” Causation Categories:**

- Decision to err?
- Overload or mismatch?
- Traps?
- Systems? *Why?*\_\_\_\_\_

\_\_\_\_\_  
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*Now what?*\_\_\_\_\_

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Supervisor:

**Observation Record**

*What?* \_\_\_\_\_

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*Now what?*\_\_\_\_\_

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Supervisor:

**Observation Record**

*What?* \_\_\_\_\_

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*Now what?*\_\_\_\_\_

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Supervisor:

## **Observation Memory Jog-R**

### **SAFE**

### **AT-RISK**

- Reactive Behavior** 
  - Adjusting PPE
  - Changing position/Turning away
  - Stopping work/Attaching safe guards
  - Rearranging job
- Personal Protective Equip** 
  - Head gear
  - Eye protection and face shielding
  - Respiratory protection
  - Arm and hand covering
  - Foot and leg protection
- Specific Job Risks** 
  - Strike against or caught
  - Line of fire
  - Fall, slip hazard
  - Contact hot, chemical or electric
  - Inhale or swallow hazardous substance
- Tools and Equipment** 
  - Wrong for the job
  - Used incorrectly
  - In need of repair or maintenance
  - Clutter & poor housekeeping
- Safe Work Practices** 
  - Not defined
  - Not known or understood
  - Ignored or done poorly
  - Not compatible with task
- Ergonomics** 
  - Forceful exertions
  - Awkward postures
  - High repetition
  - Long duration w/o rest

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