



 **SAFESTART<sup>®</sup> FORUM** 

**FOR HUMAN FACTORS PRACTITIONERS**

**2024**

**ORLANDO, FL  
APRIL 23 & 24**

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**A POSITIVE PERSPECTIVE: REMOVE THE NEGATIVE FROM SAFETY**

Josh Schmitz, Safety Director - CG Schmidt



Why do negative experiences have more impact than positive experiences?



How to shift thinking and actions from negative to positive.



What needs to go right instead of what needs to go wrong.



Real world examples of positive interactions.

# ABOUT ME

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Husband and Father

Former Master Electrician and  
Firefighter / EMT

Safety Director with CG Schmidt

Started working with SafeStart in  
2017

Always learning...



# WHY ARE WE TALKING ABOUT THIS?

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I'm frustrated

Am I sending the right message?

Holy crap! I'm the problem...



## NEGATIVITY BIAS

### DEFINITION

Negativity bias refers to the psychological phenomenon where negative events and information have a greater impact on one's psychological state and decisions than neutral or positive ones. This means people are more likely to remember and be influenced by negative experiences than positive ones.

### EXAMPLES

- **News Consumption:** People are more likely to click on and remember negative news headlines than positive ones.
- **Feedback and Reviews:** A single negative review can deter potential customers more than multiple positive reviews can attract them.

# IMPACT OF NEGATIVE EXPERIENCES



Tradespeople often talk about how they miss the “old days” when we could yell at people because it was more impactful.



A negative comment can ruin a day quicker than a positive comment can make the day better.



We react more strongly to negative stimuli.



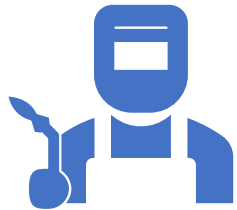
Remember traumatic experiences better than positive ones.



We are more guarded.

# IMPACT OF NEGATIVE EXPERIENCES

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Chin straps and Safety Glasses – only 5% of the job



Perspective matters



What's going on around us plus what we know is how are brain makes sense  
- Pete Blaber

# IMPACT OF NEGATIVE EXPERIENCES

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One of the key qualities a leader must possess is the ability to detach from the chaos, mayhem, and emotions in a situation and make good, clear decisions based upon what is actually happening.

-Jocko Willink

# SHIFT THE MESSAGE FROM NEGATIVE TO POSITIVE

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# SHIFT THE MESSAGE FROM NEGATIVE TO POSITIVE

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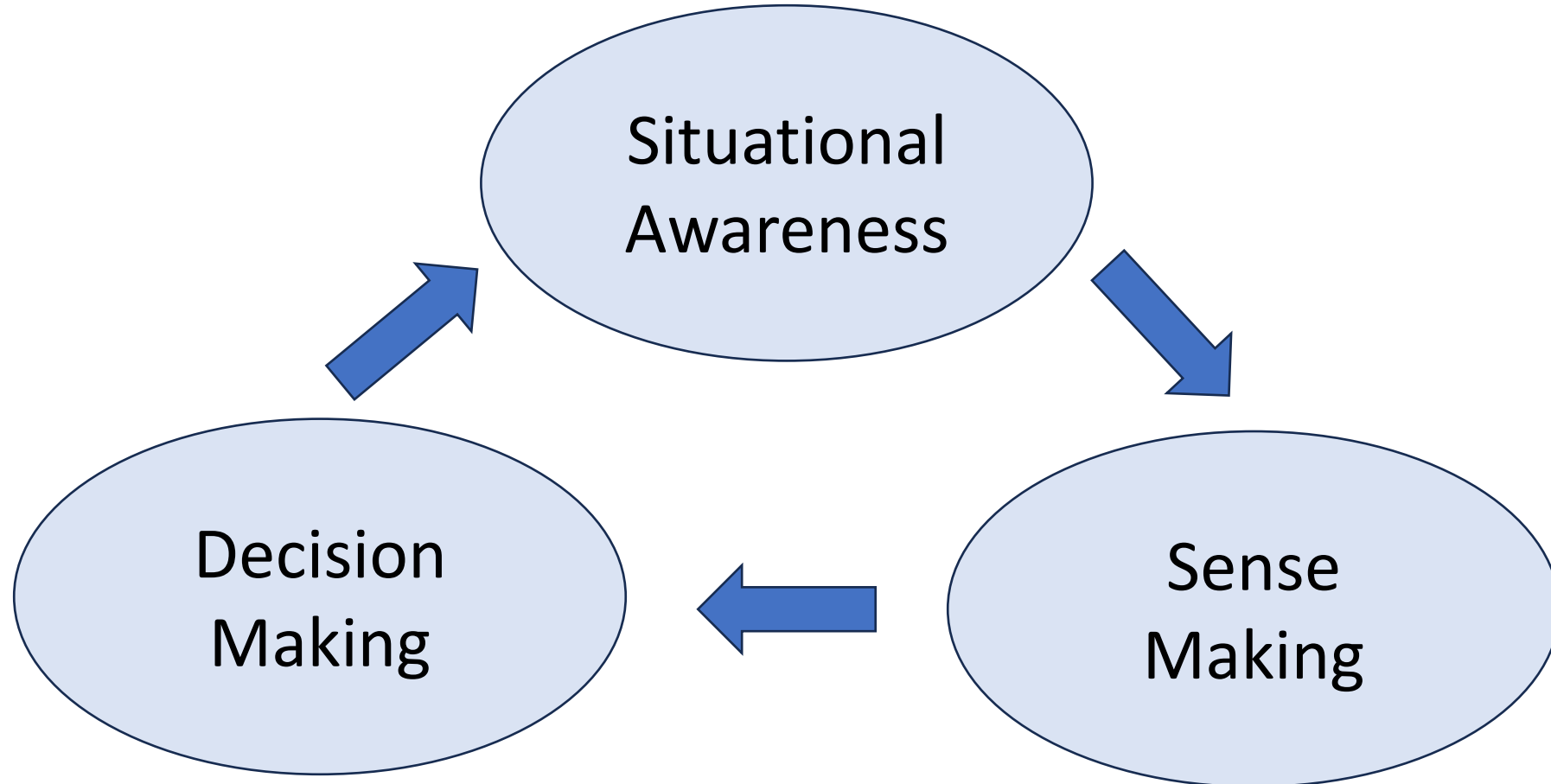
Attitude is contagious

Set the example you want your culture to be – Jocko Willink

Nobody cares how much you know until they know how much you care

# FEEDBACK LOOP

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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.**

## Critical Error Reduction Techniques

- Self-trigger on the state (or amount of hazardous energy) so you don't make a critical error.
- Analyze close calls and small errors (to prevent agonizing over big ones).
- Look at others for the patterns that increase the risk of injury.
- Work on habits.

## These four states...

- Confidence
- Positive Attitude
- Energy
- Engagement

## facilitate these conditions...

- Attentiveness
- Concentration
- Situational Awareness
- Control the Controllables

## ...which reduce the risk of error.

## Focus on what needs to go right.

- Complete (or review) the Pre-Task Plan before starting work.
- Understand how to do the work properly.
- Have everything you need available and readily accessible (avoid shortcuts).
- Keep developing your good habits.

# GROUP DISCUSSION – LET'S MAKE A CARD

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## These four states...

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INSTEAD OF THIS:

**Put your safety glasses on!**



INSTEAD OF THIS:


**Do you need a hug?**




INSTEAD OF THIS:

**Make sure you have fall  
protection before going on  
the roof.**


# METRICS




Incident Rate




DART Rate




EMR



Highest categories of non-compliance




Cost of Safety Equipment




Number of people injured




Number of people trained



Focus areas for pro-active planning



Dollars invested in our people



Do we have the right focus?

THANKS!

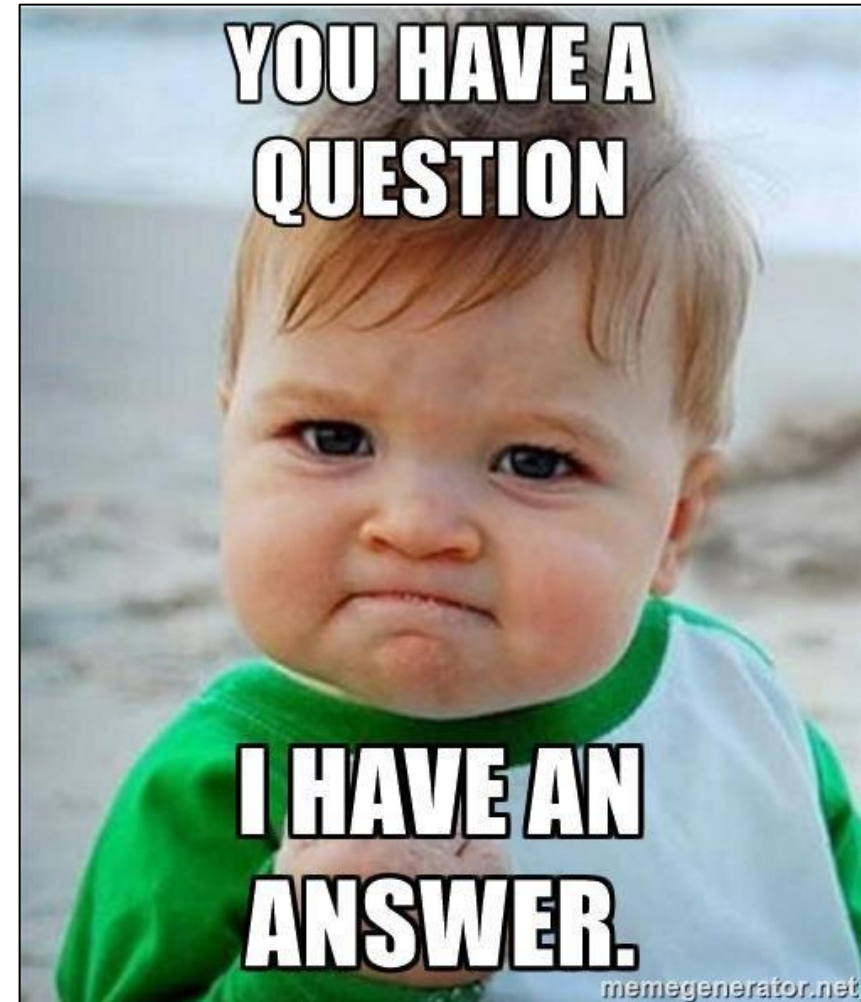
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# Take Care Of Your People

# THANKS!

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