

SafeStart – Getting Leaders Actively Involved in Supporting Your Implementation

SafeStart Human Factors Forum 2025

How did we get Leaders on board

- Started – didn't go well, tried again – had their support
- Smaller companies becoming part of bigger Orgs – hard to change that “little” safety culture – “don't see importance” – Culture clash
- Multi sites – curse of silos (calling them by their name)
- Essential requirements –
 - **Buy in – support – attend training**
 - Build a realistic schedule /training plan
 - Set pace
 - Proper roll-out of SS -follow the recommended plan
 - Segregate training sessions – who is included?
 - Track attendance – share this data & follow up
 - Are SS expectations included in ALL performance plans/goals (to what level?) – find ways to track – can we see those?
- COVID –
 - “worker leaders” – they pushed it – How? They saw the benefits
- SS in-between activities – Leaders set pace - involve
 - Leaders go first – talk the talk – 24/7 – off job stories – have a pocket-full-o-storiesHav
 - Inclusion in meetings – all meetings begin with “Safety Moment”
 - Post incident accidents – HF patterns & trends – find ways to correct *Include Hourly EE's
 - Leaders ATTEND training – become TRAINERS (wow!)
 - All team members go thru SS
 - Integrat SS into Near Miss reporting (have the states there)
- Challenges for every meeting beginning with a story
 - Leaders aren't bought into sharing stories - *some leaders do not go thru training
 - Skill level of facilitating a SS story / near miss discussion
 - Assign the story
 - Lots of stories exist – work related?
 - Use Near Miss – doesn't have to be a “SS Story” – how could be worse? Talk about Human Factors – keep the elements in there
 - Supervisors not discussing HF's
- Challenges

- Leaders postpone training – yet still push the over safety goals
- Competing priorities
- SOLUTIONS
 - Get leaders to WANT processes like SS
 - ID the other KPI impacts from HF processes like SS
 - Talk #'s that make sense – talk “their” language
 - KNOW how HF’s impact all areas of business
 - Post covid- remote sessions for office folks / leaders
 - Capability to Pivot when needed
 - Require SS attendance & completion – move on to Flex units
 - Encourage integrated training session – leaders and ops
 - Group agreement to take SS on – and commit to buy in
 - Speak the same language
 - Look at SafeLead (ask for Deric)
 - 1:1 SS Stories – with leaders – conversations around safety & HF’s
 - Have leaders reach out to other sites – “Taste the chicken”
 - Steering Committees- who is included? Trainers on the team? Production?
Representation from all areas
 - Create ideas for engagement
 - Keep it fresh – any new leaders go thru the training
 - Keep SS Fresh – Flex units, client portal, integration into SMS, refresher challenge (fun!), leverage AI, RYS (rate your state),
 - Reach out to SAFESTART!!
 - Create a safety calendar for the year – what courses can be substituted with SS opportunities – i.e. focus on a STATE each quarter. Live presentations