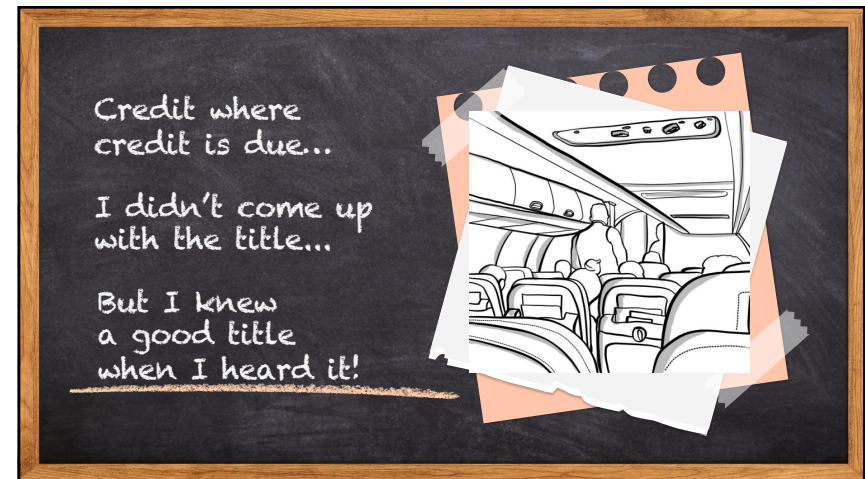




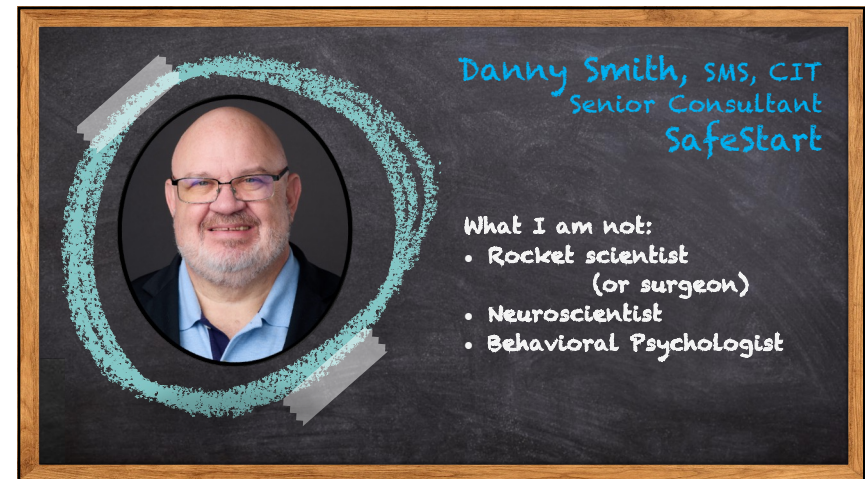
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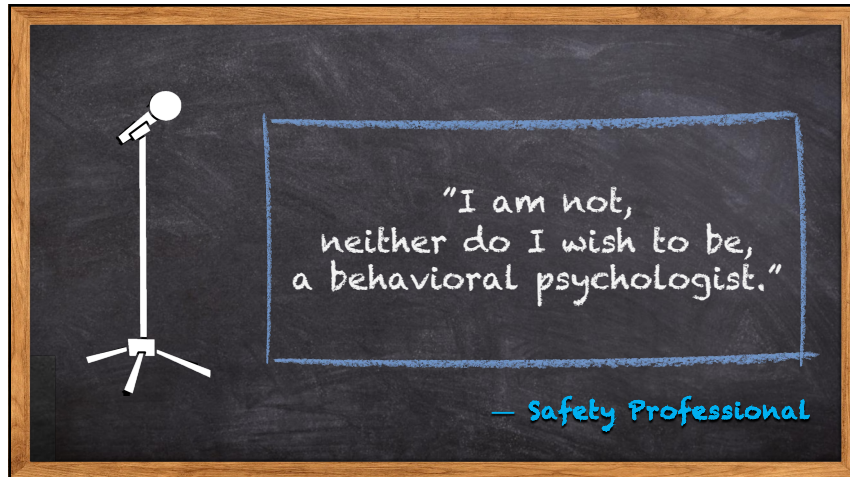
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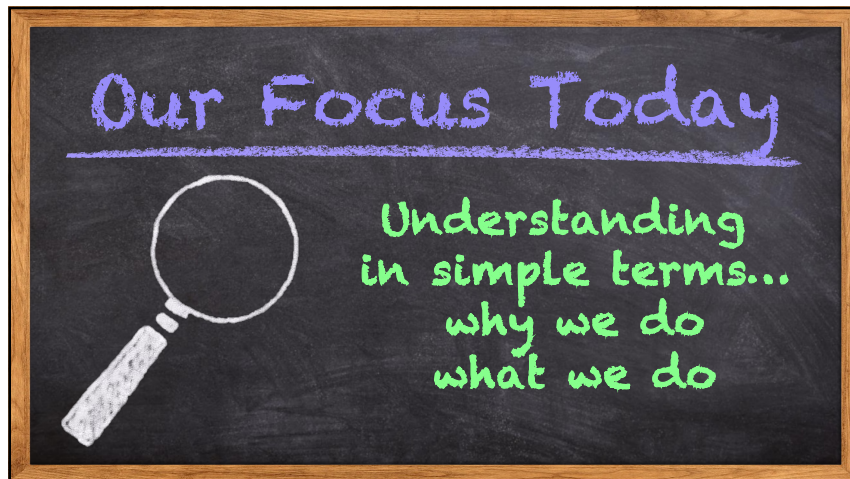
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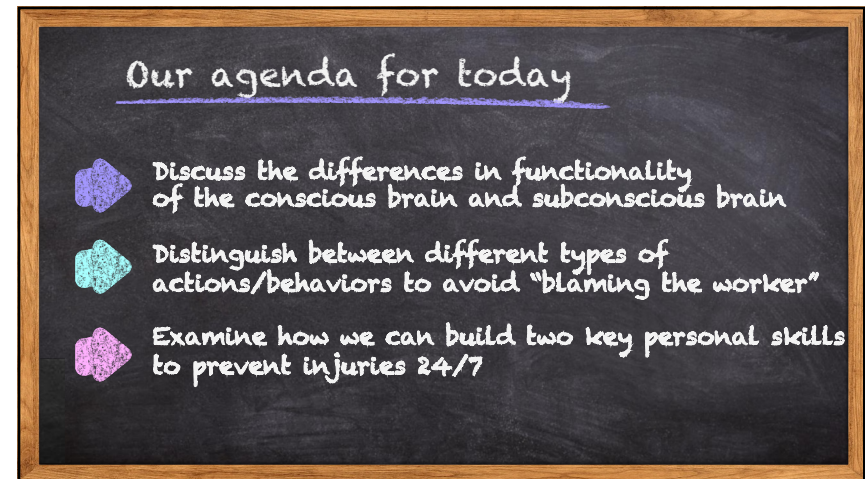
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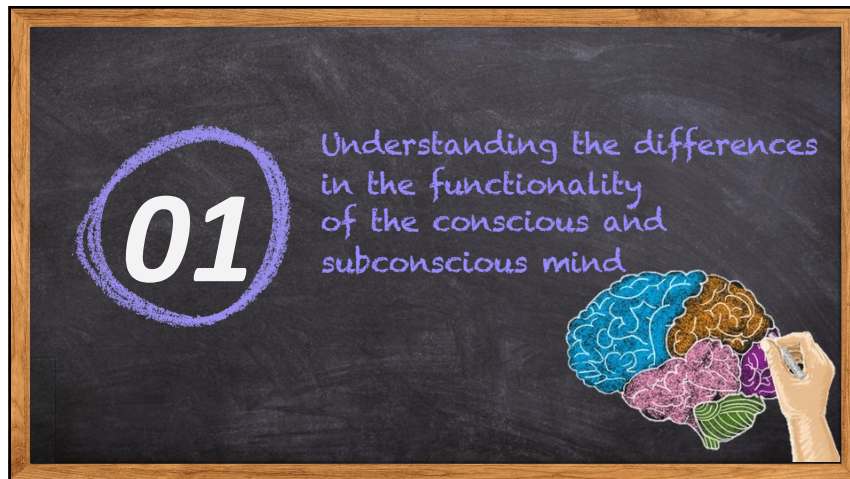
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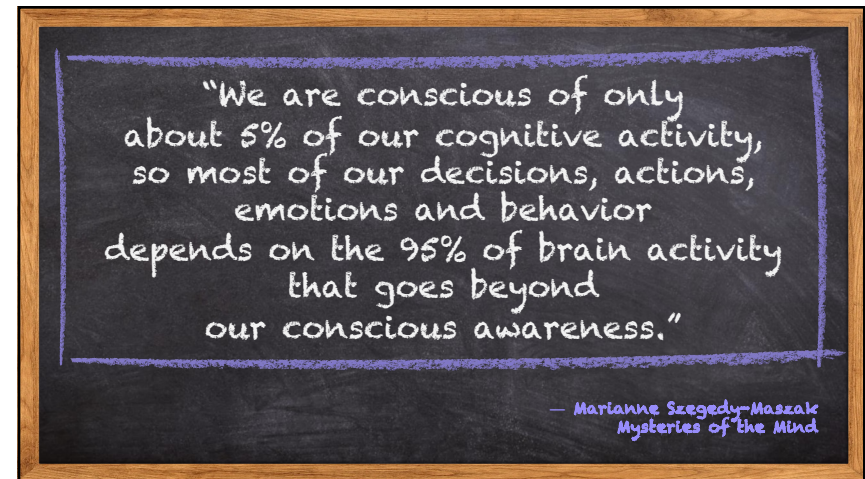
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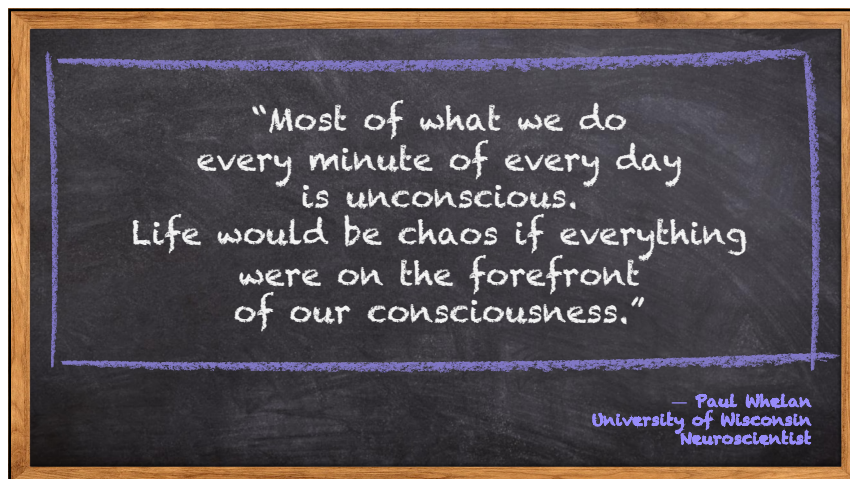
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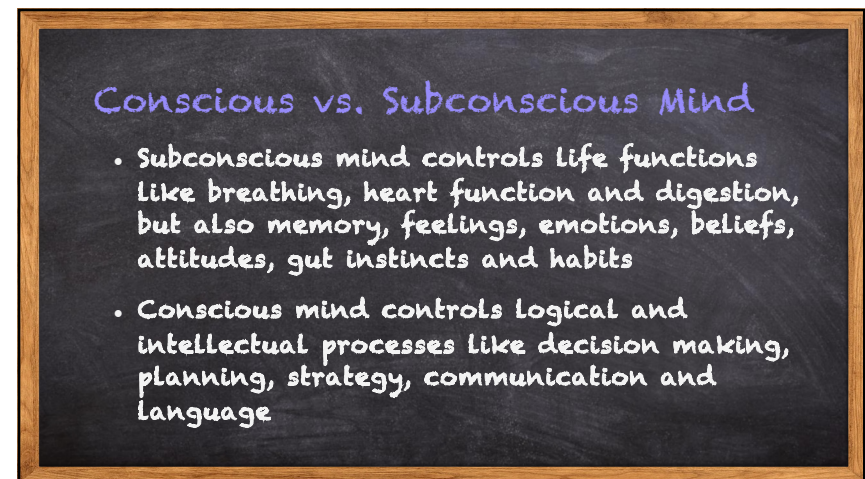
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We are "wired" biologically to act according to...

- Our subconscious perception of **DANGER**
- Not our conscious assessment of **RISK**



- Cristian Sylvestre - HabitSafe
© SafeTrain Pty Ltd

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02

Distinguish between different types of actions/behaviors to avoid "blaming the worker"



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▶ Three Types of Actions



Deliberate At-Risk Actions



Habitual At-Risk Actions



Unintentional At-Risk Actions

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Are we approaching safety the wrong way?

- Deliberate at risk actions are primarily driven by the conscious mind
- Habitual and Unintentional actions occur because of perceptions and cues in the subconscious mind



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Human Factors

The people elements of systems and conditions that influence performance and reliability (both positively and negatively)

18



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"When we do a five-why investigation, if we get down to the human factors that are involved in the incident, it's usually to place blame on someone."

— Anonymous Client's Supervisor

20

Examining Human Factors Should Not Be a Fault-Finding Exercise!

- We need to develop some new "whys"!
- Asking these questions may help us realize there are reasons beyond deliberate, conscious at risk actions

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Human Factor Why Questions

- Why would someone deviate from their normal behavior?
- Why would someone take actions that put themselves at higher risk?
- Why would someone who has been empowered to make a safety decision (ex - stop work authority) avoid doing so?

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Human Factor Why Questions

- Why would someone not ask for help or clarification if uncertain about how to do a task safely?
- Why would someone not share an idea that could make work easier or safer?
- Why would someone operate unsafe equipment?

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03

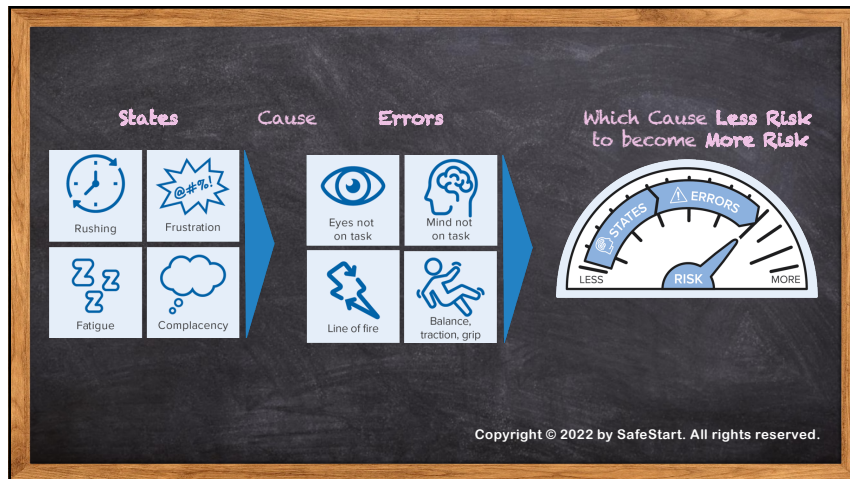
Examine how we can build two key personal skills to prevent injuries 24/7

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We Need to Provide Portable Tools for 24/7 Safety in Both the Conscious and Subconscious Mind

- Learning to recognize in the moment when we are likely to be at higher risk due to human factors

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Which of These Human Factors Are Affecting Your Organization the Most?

- Rushing
- Frustration
- Fatigue
- Complacency
- Experience
- Financial Stress
- Sadness
- Mindfulness
- Assumption
- Distractions
- Illness
- Overconfidence
- Happiness
- Feeling Overwhelmed
- Competence
- Empathy
- Anticipation/Forecasting
- Non-work/Personal Issues

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Which of the First Three States Causes You the Most Issues Personally?

- Rushing
- Frustration
- Fatigue
- Complacency
- What are some of the tell-tale signs you experience when this state is elevated?
- Can you recognize (self-trigger) on these signs before an error occurs?

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"The brain networks associated with self-control (e.g. the prefrontal cortex) are the first to go "offline" when faced with triggers such as stress."

— Judson Brewer, MD, PhD
Psychology Today

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We Need to Provide Portable Tools for
24/7 Safety in Both the Conscious and
Subconscious Mind

- Learning to recognize in the moment when we are likely to be at higher risk due to human factors
- Utilizing solid habit formation skills

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Truths About Habits (and a Big Myth)

- You may have heard the saying, "If you do something 21 days in a row, it becomes a habit."
- Likely originated from the book Psycho Cybernetics by Maxwell Maltz where he states it takes 21 days to effect perceptible change in a mental image

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"Depending on the person
and the habit, the average number
for behavior to become automatic
averaged 66 days.

The spectrum ranged
from 18 days to 254 days!"

— University College of London research

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Truths About Habits (and a Big Myth)

- We are creatures of habit
- Let's prove this with a simple exercise

45

"Habits are efficient:
People can perform useful behaviors
without wasting time and energy
deliberating about what to do."

— Psychology Today

46

Truths About Habits (and a Big Myth)

- The process of developing habits involves practicing very deliberate actions in order to seat them in our subconscious mind by developing what neuroscientists call "preferred neural pathways".

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Truths About Habits (and a Big Myth)

- In laymen's terms, our subconscious mind causes us to default to a safe behavior/action even when our conscious mind is otherwise occupied.

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Three Main Steps in Habit Formation

- Cue - the trigger to remind you to practice the new habit.
- Routine - adapt your routine to match the desired outcome or habit.
- Reward - when you have practiced this new habit a number of times, then celebrate by rewarding yourself!



— Charles Duhigg
The Power of Habit

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"How rewarding a behavior is
drives the likelihood
of repeating
that behavior
in the future."

— Judson Brewer, MD, PhD
Psychology Today

50

"To have a role in habit formation,
rewards have to be bigger and better
than what you would normally
experience."

— Wendy Wood
Good Habits, Bad Habits

51

"In the brain, unexpected rewards
spur the release of dopamine,
stamping the details
of the rewarding experience into memory,
and making it more likely
you'll repeat the behavior."

— Wendy Wood
Good Habits, Bad Habits

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Let's Talk About Practice

- "Practice makes perfect" is a myth
- Practice makes permanence
- You have to be intentional about practice

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Five Do's for Creating New Habits

1. Start small (ex. walk 5 mins vs. walk 5 miles)
2. Change your view (ex. walk one mile or 15 mins?)
3. Make it easy (set yourself up for a win!)
4. Focus on the reward (visualize why it's important)
5. Plan to fail (you're going to have set-backs)

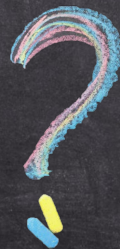
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Three Don'ts for Creating New Habits

1. Don't put off starting! (procrastinating until tomorrow is way too easy)
2. Don't give up! (results don't always come quickly and you will have set-backs)
3. Don't keep it to yourself. (share what you're working on with others to inspire them and allow them to keep you accountable)

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Questions?



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Thank You for Attending Today's Presentation!

*To learn more about how human factors
impact safety, scan the QR code for a
selection of resources.*



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