



 **SAFESTART[®] FORUM** 

FOR HUMAN FACTORS PRACTITIONERS

2024

ORLANDO, FL
APRIL 23 & 24

**SUSTAINING SAFESTART- PROVEN
PRACTICES FOR LONG-TERM RESULTS**
Rhonda Piggee- MS,CSP



RHONDA PIGGEE- MS,CSP

Background includes:

- Nutritional Products Industry
- Packaging Manufacturing
- Military Support Contractor in Iraq

2006 – Bachelors in Human Development –
Psychology

University of Houston

2011 – Masters in Occupational Safety & Health
Columbia Southern University

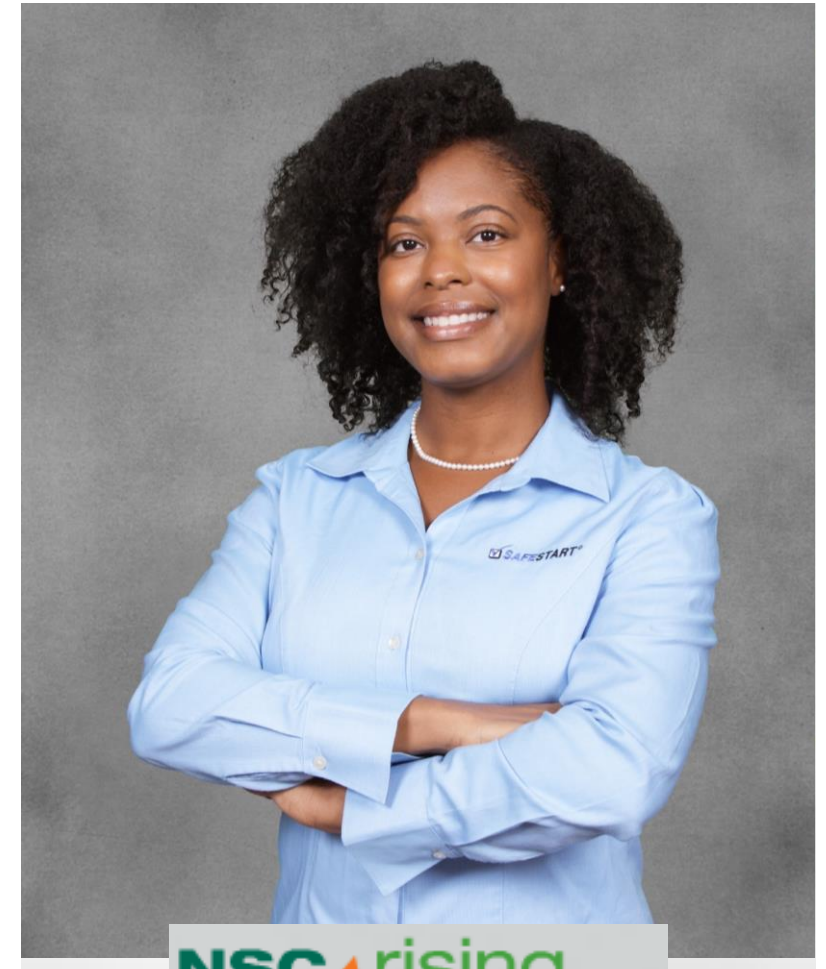
– OSHA OTI Trainer – General Industry

2013 – Certified Safety Professional

2014 – “Rising Stars of Safety” Award

2020 – Author “ToolBox Talks for Kids”

Hobbies: Cooking and Travel



AGENDA

- Sustaining SafeStart
- Five Long Term Success Factors
- Integration
 - Training
 - Communication
 - Active Leadership
- Resources
- Safety Climate Success Factors



FIVE LONG-TERM SUCCESS FACTORS

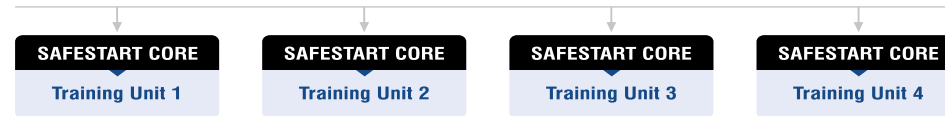
- 1- Demonstrated engagement & commitment from **All Leaders** of the organization (before, during, and after the group training sessions)
- 2 - Proper scheduling & delivery of all SafeStart group training sessions (Core and Flex) for all employees (this is for everyone, not just people with dangerous jobs)
- 3 - Integration of SafeStart concepts into the company's regular employee engagement and management processes (help employees apply the concepts to specific safety and performance issues at work – e.g. Near Miss Reporting, Non-Standard Work)
- 4 - Commitment to 24/7 employee family safety - getting employees to take safety to heart by “taking it home” and mentoring those they care about (leaders go first to set the example and expectation)
- 5 - SafeStart remains positive (discipline should never be associated with the language, concepts or techniques)

SUSTAINING SAFESTART GUIDE

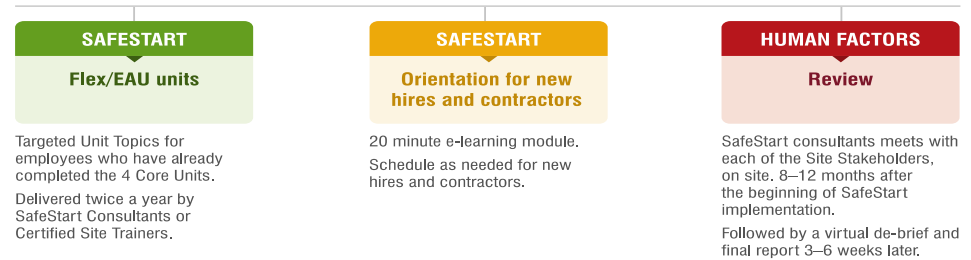
SAFESTART NOW **YEARS 2-4**
SUSTAINABILITY - SAFESTART CALENDAR TIPS

Hitting the important milestones is important to the success of the SafeStart implementation. Here are some reminders and helpful tips.

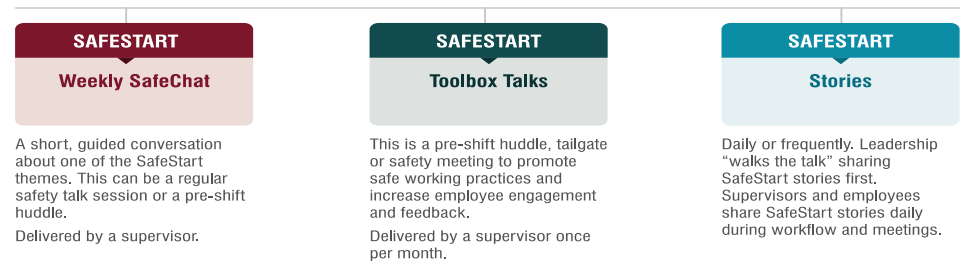
The number of roll-outs per year will vary depending on a client's needs but we recommend spacing the units approximately monthly. These are delivered by SafeStart Consultants and Certified Site Trainers if the company has certified trainers available.



These activities support ongoing use of SafeStart techniques and implementation.



These activities happen on the shop floor and they keep workers talking about safety and SafeStart techniques. It's up to the leaders to lead the way in having plenty of personal safety conversations.



Proper Training

- Core Unit Training
- Onboarding
- Between Unit Activities
- Continuous Education
 - Flex Units/EAUs
 - Trainers
 - Steering Committee
 - Leadership
- Additional Services- Rate Your State- SafeLead- SafeTrack

Training: Between Unit Activities

Sustainability: Between-Unit Practice Activities



Tips	
Even in a mature SafeStart culture, employees new to SafeStart will need plenty of practice to absorb the techniques at a personal level.	
During leaders' conversations, the cards are used for reinforcement. While the cards are important, the impact comes from the leaders' conversations.	
Cards may also be used for specific data collection purposes and safety outcomes as part of the impact measurement and sustainability activities.	
This document describes what to do and when. <ul style="list-style-type: none"> • Specific practice activities for each unit • Questions you can ask workers 	Start each conversation by asking, "Do you have a few minutes for a SafeStart conversation?"
Between-Unit Practice Activities: Unit 1 – Participants	Between-Unit Practice Activities: Unit 1 – Leaders
<ol style="list-style-type: none"> 1. Complete at least two Look for Risk Patterns examples using CERT card, panel 1 and 2. 2. Prepare your SafeStart story for the next session. Fill in the story card and practice telling the story to one person at work, and one person away from work. 	<ol style="list-style-type: none"> 1. Ask the participant for an example of a risk pattern they've seen away from work, e.g., a driver in a hurry follows too closely and swerves unpredictably around other cars. Be ready with your own examples. 2. Ask how the participant's SafeStart story is coming along, and what it's about. Find something positive to comment on to boost their confidence and help them want to share.
Between-Unit Practice Activities: Unit 2 – Participants	Between-Unit Practice Activities: Unit 2 – Leaders
<ol style="list-style-type: none"> 1. Practice analyzing close calls using the CERT card, panel 3. Complete at least one per week between now and the next session. You only need to complete panel 3. 2. Come up with a second SafeStart story involving another injury that you experienced. 	<ol style="list-style-type: none"> 1. Ask the participant about a close call they've had either at work or away from work. Be sure to ask, "How could it have been worse?" 2. Ask them how their second SafeStart story is coming along, and to share it with you. Find something positive to comment on. Ask a question or two or two to help them improve it.
Between-Unit Practice Activities: Unit 3 – Participants	Between-Unit Practice Activities: Unit 3 – Leaders
<ol style="list-style-type: none"> 1. Practice building a safety-related habit using panel 5 and 6 of the CERT card. Jot down the habit on the card, and use the checkboxes to track your practice. Notice your progress on doing the habit. 2. Practice self-triggering using panel 7 and 8 of the CERT card. 	<ol style="list-style-type: none"> 1. Share the safety-related habit you're working on, and then ask your team member about theirs, and how their practice is going. 2. Ask them what they've been self-triggering on. Ask what state or hazardous energy was present, and what they did to prevent errors.
Practice Activities After Unit 4 – Participants	Practice Activities After Unit 4 – Leaders
<ol style="list-style-type: none"> 1. Continue practicing the CERTs. Once you have a safety-related habit formed, pick another one to practice. Notice examples of all four CERTs on and off the job. 2. Share SafeStart. Use SafeStart language with co-workers. Share SafeStart concepts 24/7 to help keep your family, friends and community members safe. 	<ol style="list-style-type: none"> 1. Have a conversation about a CERT or a SafeStart story. 2. Provide positive reinforcement for team members' application of the techniques and skills. Share success stories in company communications. Continue to "go first," sharing true stories and sustaining the SafeStart process.

SUSTAINING SAFESTART-TRAINING

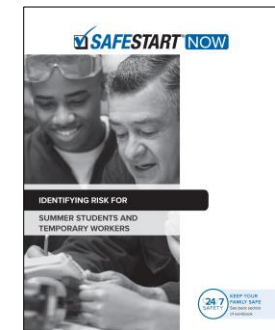
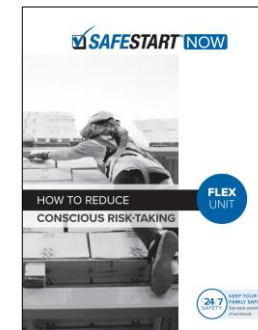
Training: Between Unit Activities

- Unit 1 Demonstration
 - Complete 2 Look at Others Card
 - Share your examples
 - Complete 1 SafeStart Story Card
 - Tell your story to 2 people, 1 at work and 1 at home, discuss it in the next class
 - Leaders: do the activities above and ask your employees about how their progress on the activities above.
- Repeat for Units 2-4



Training: Flex Units

- 4 Habits to Prevent Back Pain
- Building Habits to Prevent Slips, Trips and Falls
- Enhancing Driver Safety On and Off the Job
- Fighting Complacency in Critical Moments
- How to Reduce Conscious Risk Taking
- Identifying the Risk for Contractors and Subcontractors
- Identifying the Risk for Summer Students and Temporary Workers
- Predicting and Preventing Accidents
- Using SafeStart Techniques for Quality Improvements



SUSTAINING SAFESTART-INTEGRATION

Integration

- Documents
- Communications:
Meetings, Gemba Walks
- SafeStart Calendar



Documents

- NearMiss Reports
- Risk Assessments
- Safety, Quality Production

SUSTAINING SAFESTART- INTEGRATION



Capabilities

Resources

Connect

Account

Search

EN

Client Portal

Download SafeStart Now client materials below.

Search the portal

Search

Home > Training Support > Planning > Steering Committee Resources > Section 3 - Integration

Section 3 - Integration

Sample Forms

 Compliance Training Integration FILLABLE.pdf	117 KB	
<small>Compliance Training Integration Fillable</small>		
 Hazard Identification FILLABLE.pdf	645 KB	
<small>Hazard Identification fillable</small>		
 Incident Report FILLABLE.pdf	545 KB	
<small>Incident Report</small>		
 JSA Checklist FILLABLE.pdf	304 KB	
<small>JSA checklist fillable</small>		
 Near Miss Reporting FILLABLE.pdf	278 KB	
<small>Near Miss Reporting form</small>		
 SMS Integration FILLABLE.pdf	108 KB	
<small>Safety Management System Integration</small>		

SUSTAINING SAFESTART- INTEGRATION

Communication

- Maximize Internal Meetings
- SafeChat
- Toolbox Talks
- SHFT Supplemental Human Factors Training
- SafeStart Stories



Communication: SafeStart Stories

- Can someone share a SafeStart Story?
- When to use them.
- What to do when they get stale.



Communication: SafeChats

- What are SafeChats?
- How to Use them Demonstration




WORK




HOME




ROAD

LET'S CHAT ABOUT 



BALANCE, TRACTION, GRIP

How no one intends to fall, slip or lose their grip

 **SAFECHAT**


LET'S CHAT ABOUT 




LINE OF FIRE

Line of fire means being in harm's way


 **SAFECHAT**

LET'S CHAT ABOUT 



FRUSTRATION

Admit it, we all get frustrated sometimes

 **SAFECHAT**

SAFECHAT POSTER INSTRUCTIONS

Communication: SafeChats

This poster kit includes monthly topics for the year; 4 Work, 4 Home, 4 Road. When choosing your monthly topic, try to alternate between topics (i.e., Month 1 a workplace topic, Month 2 a home topic, Month 3 an on the road topic, etc.) We've provided multiple copies for you to place throughout your facility for the month to support your weekly toolbox/tailgate or pre-shift safety discussions. The monthly SafeChat topic suggestion guide is available for download from the Client Portal to help with weekly speaking points.



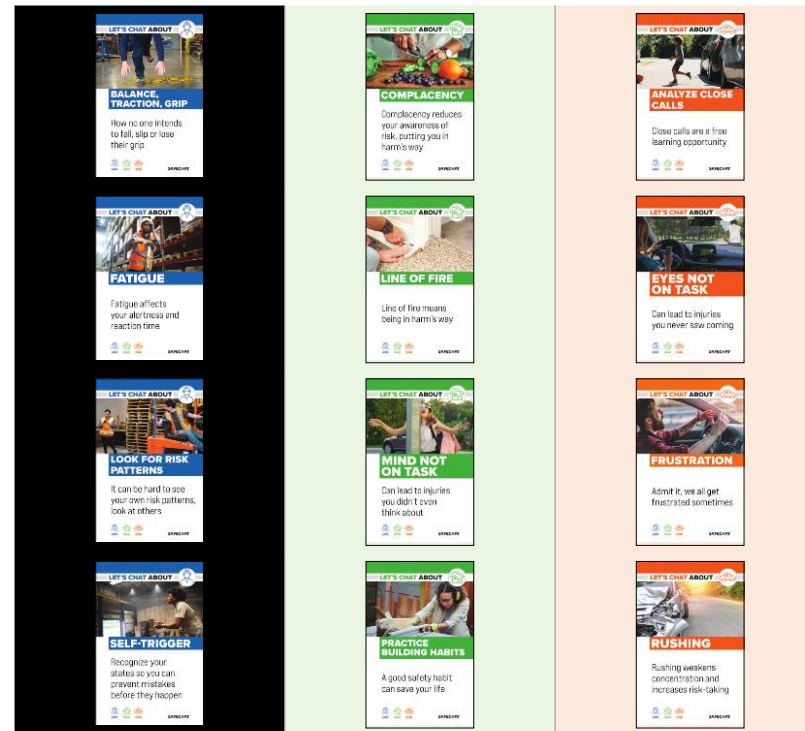
WORK



HOME



ROAD



Communication: SafeChats

SAFECHAT BY **SAFESTART** NOW

SafeChats are a simple way to generate discussions around a specific SafeStart concept each month—with a different focus each week. Include a SafeChat during pre-shift safety briefings once a week to put safety at the forefront of people's minds.

You will get the most benefit out of SafeChats if you are consistent, so devote an amount of time to them that you can sustain weekly, even if only a few minutes. Use these chats to help your team stay aware of how states and errors affect them as well as how to apply the critical error reduction techniques to reduce risk.

NOTE: Your conversations each month may be short initially, but if you offer your own answer to one or two of the questions to encourage the discussion, you are likely to get more responses.

STATE—RUSHING

SafeStart defines rushing as going too fast, going faster than you normally would go, or doing too many things at once. People identify rushing as the most common state causing their injuries. Rushing can distract you from hazards you would normally recognize and cause you to ignore or downplay the risks. When rushing, you have a higher probability of making a critical error.

WEEK 1 AT WORK

- What, in particular, is likely to cause you to rush at work?
- When that rushing happens, which of the SafeStart errors are most likely?

WEEK 2 AT HOME

- What are some task(s) that cause you to rush at home?
- What risks at home could be made worse by rushing?

WEEK 3 ON THE ROAD

- What are some of the things you do while driving when you are rushing?
- What errors could be caused while driving in rush hour?

WEEK 4 USING THE CERTS

- What CERT would be the most effective when it comes to rushing?

NOTE: There isn't one right answer. People will differ in which CERT they find most effective.

Communication: ToolBox Talks

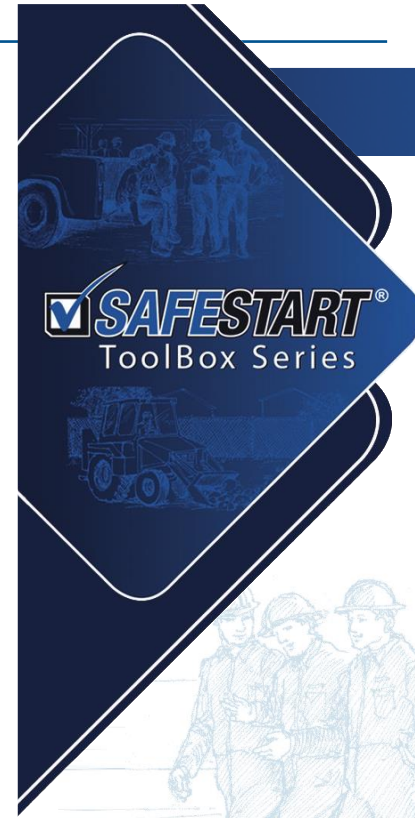
- What are Toolbox Talks?
- How to Use them Demonstration



SUSTAINING SAFESTART- INTEGRATION

Communication: ToolBox Talks

- PDF



SAFESTART®
ToolBox Series

Story 2: Sprained Ankle & Wrist from Trip & Fall (From DVD 6)

Wendell
Painter

There was a big storm that moved through the night before, flooding the work site. There was a lot of mud and water everywhere but we were still able to work.



A welder was walking across the work site and had to cross a mud hole, not realizing how deep the mud hole really was. The hole was deep enough that it caused him to slip and as he was slipping, he twisted

It could have been worse. He could have broken his ankle or wrist instead of just spraining them. He also could have hurt his back or wrenched other muscles.



his ankle. He also fell on his wrist, causing him to sprain his wrist as well.

QUESTIONS

1. What traditional safety practices would have prevented this?

2. What were the states and errors that contributed to this accident?

- Rushing
- Frustration
- Fatigue
- Complacency
- Eyes not on task
- Mind not on task
- Line-of-sight
- Balance/traction/grip

3. What critical error reduction techniques would have prevented this accident?

- Self-trigger on the state or amount of hazardous energy
- Analyze close calls & small errors
- Look at others for the patterns that increase the risk of injury
- Work on habits

Communication: ToolBox Talks

- PDF

Story 2: Sprained Ankle & Wrist from Trip & Fall (From DVD 6)

At-Home Example

Can you think of an at-home example that would relate to these traditional safety practices or state-to-error pattern?

NOTES:

ANSWERS

1. What traditional safety practices would have prevented this?

Be aware of severe weather
Make sure you know what the evacuation siren sounds like
Know the evacuation muster point

2. What were the states and errors that contributed to this accident?

Rushing
 Frustration
 Fatigue
 Complacency
 Eyes not on task
 Mind not on task
 Line-of-sight
 Balance/traction/grip

3. What critical error reduction techniques would have prevented this accident?

Self-trigger on the state or amount of hazardous energy
 Analyze close calls & small errors
 Look at others for the patterns that increase the risk of injury
 Work on habits

Communication: ToolBox Talks

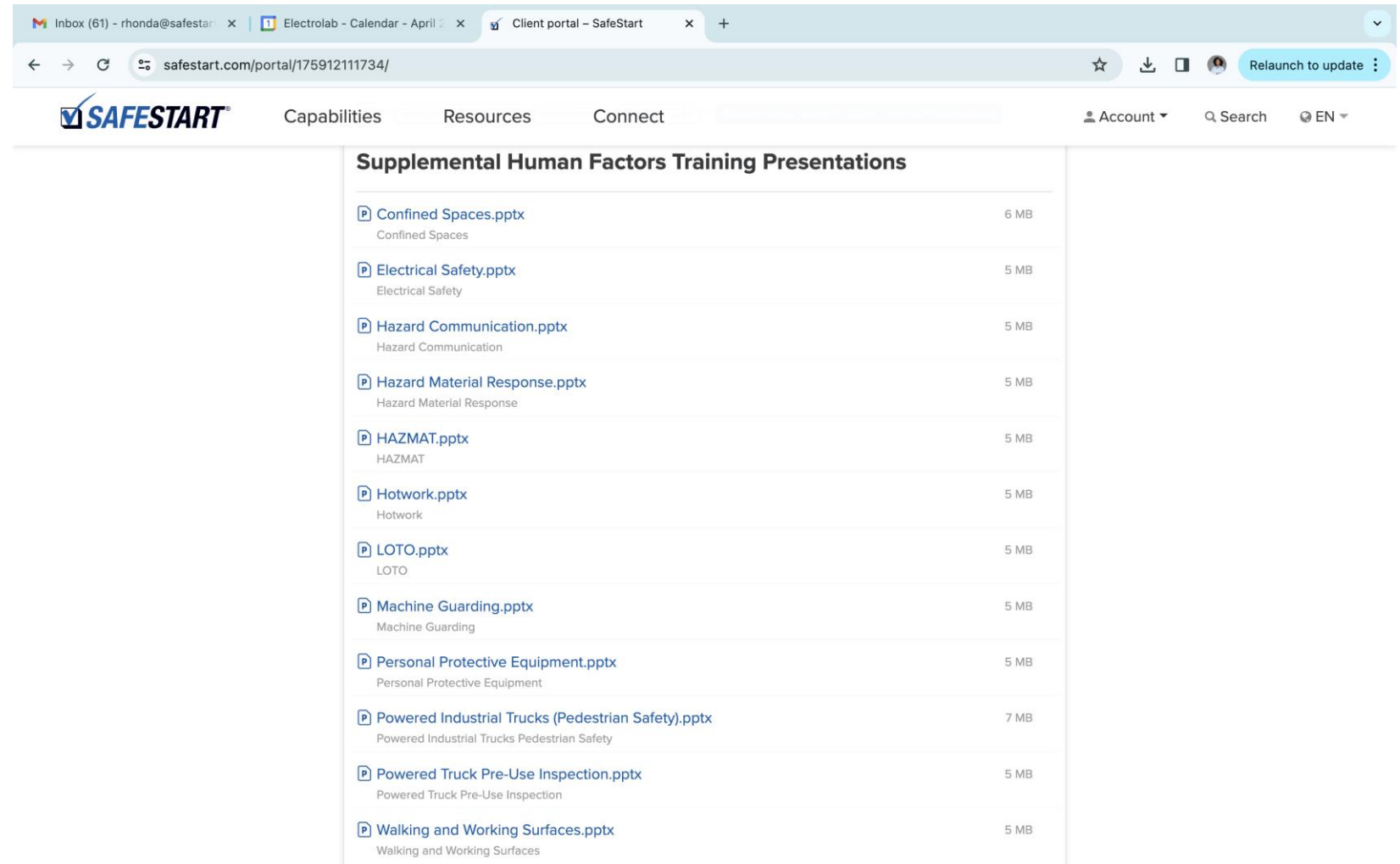
- Videos



SUSTAINING SAFESTART- INTEGRATION

Communication: SHFT

- What are SHFTs?
- Where to find them.



The screenshot shows a web browser window with the URL safestart.com/portal/175912111734/. The page title is "Supplemental Human Factors Training Presentations". The list contains the following items:

File Name	Size
Confined Spaces.pptx Confined Spaces	6 MB
Electrical Safety.pptx Electrical Safety	5 MB
Hazard Communication.pptx Hazard Communication	5 MB
Hazard Material Response.pptx Hazard Material Response	5 MB
HAZMAT.pptx HAZMAT	5 MB
Hotwork.pptx Hotwork	5 MB
LOTO.pptx LOTO	5 MB
Machine Guarding.pptx Machine Guarding	5 MB
Personal Protective Equipment.pptx Personal Protective Equipment	5 MB
Powered Industrial Trucks (Pedestrian Safety).pptx Powered Industrial Trucks Pedestrian Safety	7 MB
Powered Truck Pre-Use Inspection.pptx Powered Truck Pre-Use Inspection	5 MB
Walking and Working Surfaces.pptx Walking and Working Surfaces	5 MB

CALENDAR TIPS

YEARS 2-4

SAFESTART NOW SUSTAINABILITY - SAFESTART CALENDAR TIPS

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SAFESTART CORE

Training Unit 1

SAFESTART CORE

Training Unit 2

SAFESTART CORE

Training Unit 3

SAFESTART CORE

Training Unit 4

These activities support ongoing use of SafeStart techniques and implementation.

SAFESTART

Flex/EAU units

Targeted Unit Topics for employees who have already completed the 4 Core Units. Delivered twice a year by SafeStart Consultants or Certified Site Trainers.

SAFESTART

Orientation for new hires and contractors

20 minute e-learning module. Schedule as needed for new hires and contractors.

HUMAN FACTORS

Review

SafeStart consultants meets with each of the Site Stakeholders, on site, 8-12 months after the beginning of SafeStart implementation. Followed by a virtual de-brief and final report 3-6 weeks later.

These activities happen on the shop floor and they keep workers talking about safety and SafeStart techniques. It's up to the leaders to lead the way in having plenty of personal safety conversations.

SAFESTART

Weekly SafeChat

A short, guided conversation about one of the SafeStart themes. This can be a regular safety talk session or a pre-shift huddle. Delivered by a supervisor.

SAFESTART

Toolbox Talks

This is a pre-shift huddle, tailgate or safety meeting to promote safe working practices and increase employee engagement and feedback. Delivered by a supervisor once per month.

SAFESTART

Stories

Daily or frequently, Leadership "walks the talk" sharing SafeStart stories first. Supervisors and employees share SafeStart stories daily during workflow and meetings.

SAFESTART NOW CALENDAR TIPS

CALENDAR



A calendar can help you to visually block time. With a day-to-day and week-to-week view, you can more confidently make decisions on the time needed for each project.

COLOUR CODING



Color coding events and meetings can help to make things clearer.

DIGITAL CALENDAR



You might prefer a physical map such as a white board, but a digital calendar will be easier to share with your teammates.

TEAM CALENDAR



A team calendar will keep all the members in sync and keep those important project milestones in focus.

RE-SCHEDULING



Plan for the unexpected. Make time available in the calendar for things that need re-scheduling.

SCHEDULING



Be sure to schedule enough time for each session and include time for breaks.

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Active Leadership

- Know the CERTs and how to apply them.
- Read the white papers- come together to discuss them sort of like a book club.
- Listen to the podcasts and discuss them as group.
- Have tiered meetings where the upper leaders model properly leading meetings for supervisors/team leads under them.
- Talk about how you are taking SafeStart home.
- Document your success.
 - KPI's
 - Impact calls
 - Human Factors Review
- Have Fun!



Resources to Help

- Client Portal



Client Portal

Download SafeStart Now client materials below.

Search the portal

[Home](#) > [Training Support](#) > [Planning](#) > [Steering Committee Resources](#) > **Section 2 - Impact**

Section 2 - Impact

 Actions and Measures Handout _ SSN 10142022.pdf	177 KB
 Between-Unit Practice Activities Handout_06092021.pdf Between unit practice activities handout	94 KB
 Leadership KPI Data_05252021.xlsx Leadership KPI Data	261 KB

SAFETY CLIMATE SUCCESS FACTORS

- **No-Blame Mindset**
 - What is the tolerance of blame in the workplace like?
- **Fresh Eyes**
 - How often are you expected to look for hazards or unsafe behaviors?
- **Systems and Data**
 - How effective are your reporting systems at improving safety conditions?
- **Trust and Engagement**
 - People rarely talk about issues with the boss
- **Personal Commitment**
 - How often do leaders talk about safety and address safety issues?
- **Active Leadership**
 - How often do leaders inspire action by telling stories?

- Questions?



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THANK YOU FOR ATTENDING!