



 **SAFESTART[®] FORUM** 

FOR HUMAN FACTORS PRACTITIONERS

2024

**ORLANDO, FL
APRIL 23 & 24**

WHAT'S NEW WITH SAFESTART NOW

Pandora Bryce, PhD. VP, Product Development

PRESENTER INFO

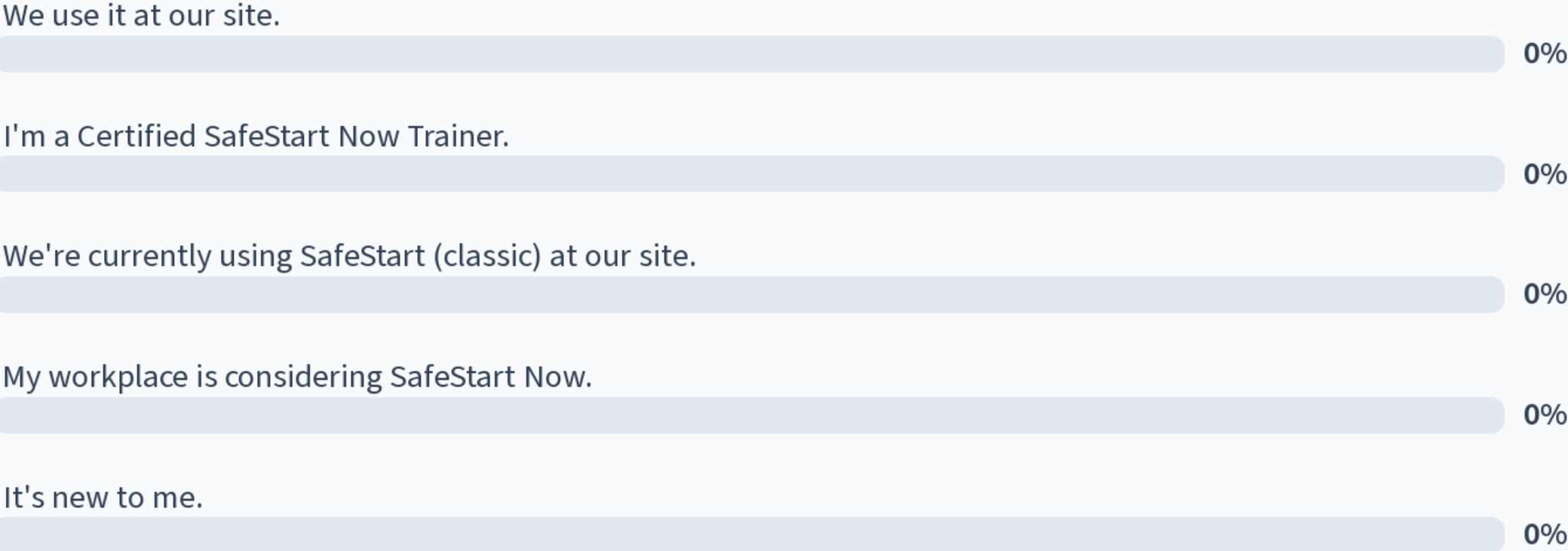
Pandora Bryce, PhD

Vice-President, Product Development

- 30+ years in the adult learning industry
- PhD in adult education from U of Toronto, Canada's top research university
- International trainer and presenter



How familiar are you with SafeStart Now?



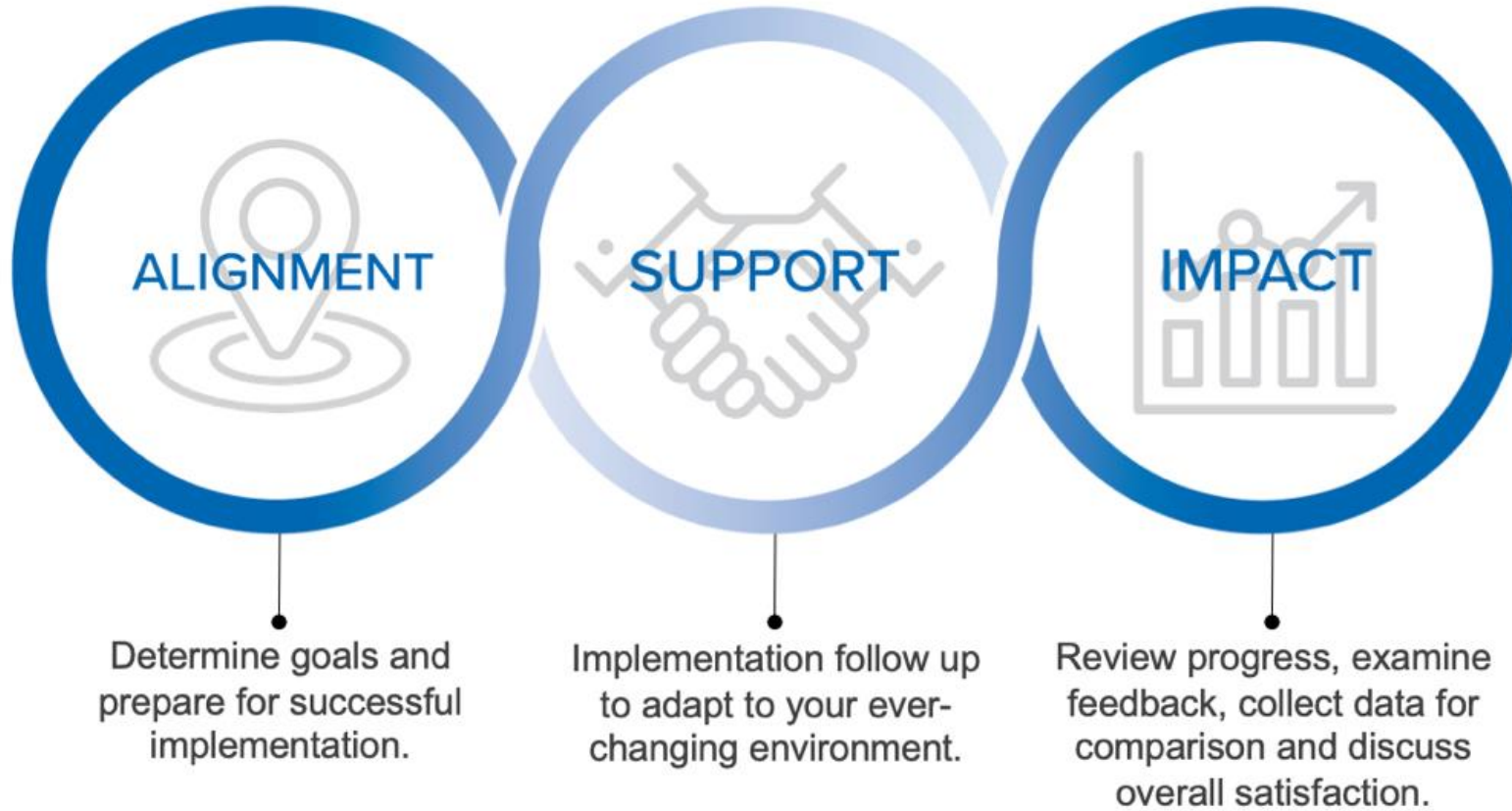
WHAT'S NEW IN SAFESTART NOW?

“Choose Your Own Adventure”

1. [Client Success](#) w/SafeStart support
2. [Sustainability tips](#)
3. [Sustainability resources](#)
4. [Flex units](#) and [special units](#)
5. [Translations](#)



CLIENT SUCCESS MODEL



Phase 1: Client Alignment Call

Purpose:

- Define what success will look like specific to your company
- Capture baseline data
- Rate the current culture of your organization.

This information helps to determine goals and the unique approach to your implementation of SafeStart. This happens 4-6 weeks prior to implementation.

Phase 2: Implementation Follow Up Call

- Scheduled after the implementation has begun and our consultants have completed the Site Leadership and Steering Committee workshops.

Purpose:

- Review participant feedback
- Identify any potential challenges and re-examine goals to determine if any course corrections are required.

This happens 1-2 weeks after the above workshops are completed.

Phase 3: Impact Measurement Call

Purpose:

- Review your progress
- Examine feedback on results
- Provide any relevant data for comparison and discuss overall satisfaction
- Discuss sustaining positive SafeStart results
- Outline a continuation strategy

This happens 2 months after unit 4 training is complete and 2 months prior to your Human Factors review.

Phase 4: Human Factors Review

Purpose:

- Assess how well human factors are being addressed in the workplace
- Ensure implementation is going smoothly and set up for long term success.
- Review of key metrics and milestones

It consists of an on-site consultation meeting between a SafeStart Consultant and each of the Site Stakeholder groups in separate sessions throughout the day:

- Site Leadership
- Safety personnel
- Steering committee
- Individual employees

This site visit is followed by a virtual debrief session to review a final report and recommendations 3-6 weeks after the on-site meetings.

[MAIN](#)
[MENU](#)

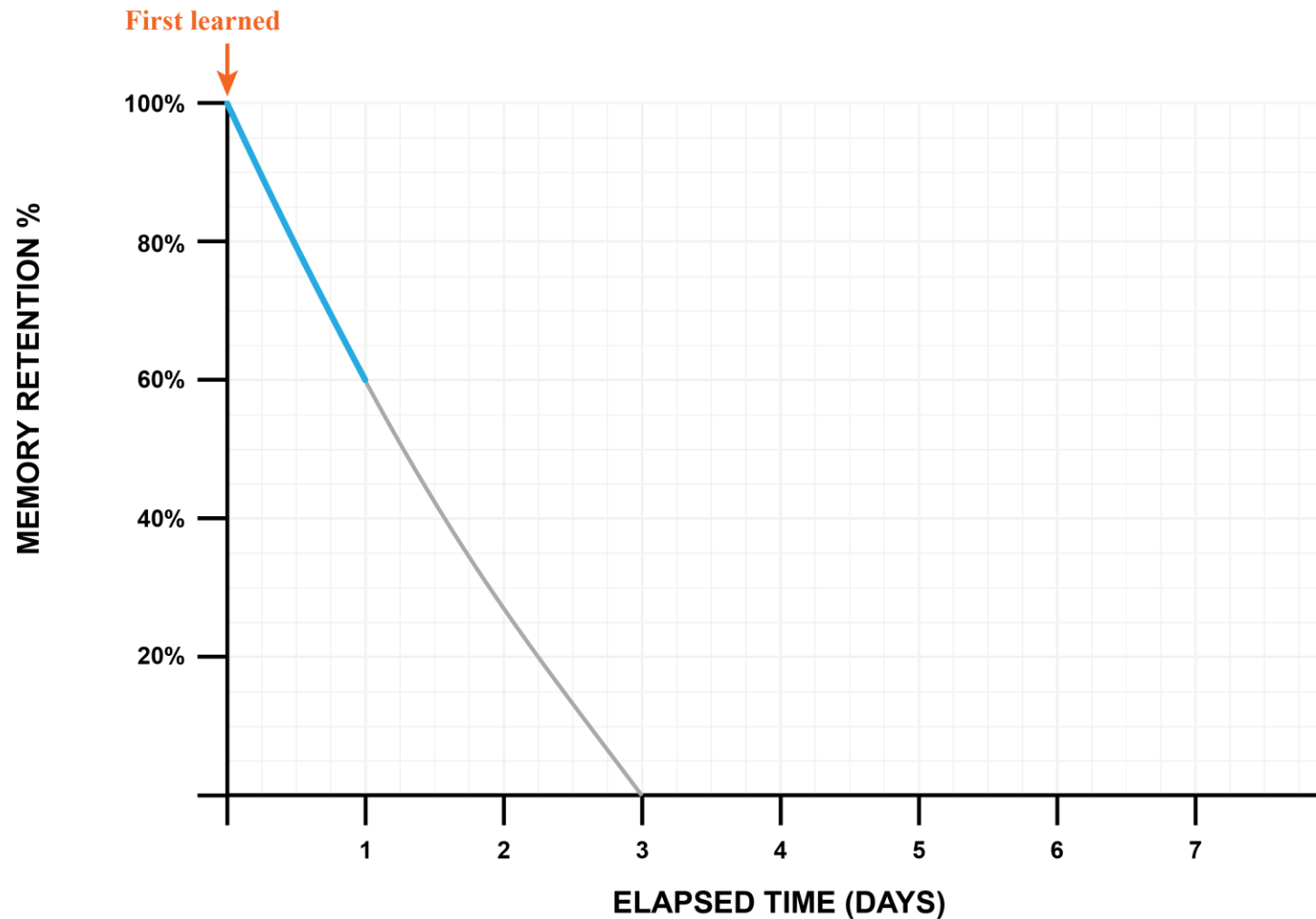
SUSTAINABILITY TIPS

- Why training fades
- Preventing “flavor of the month”



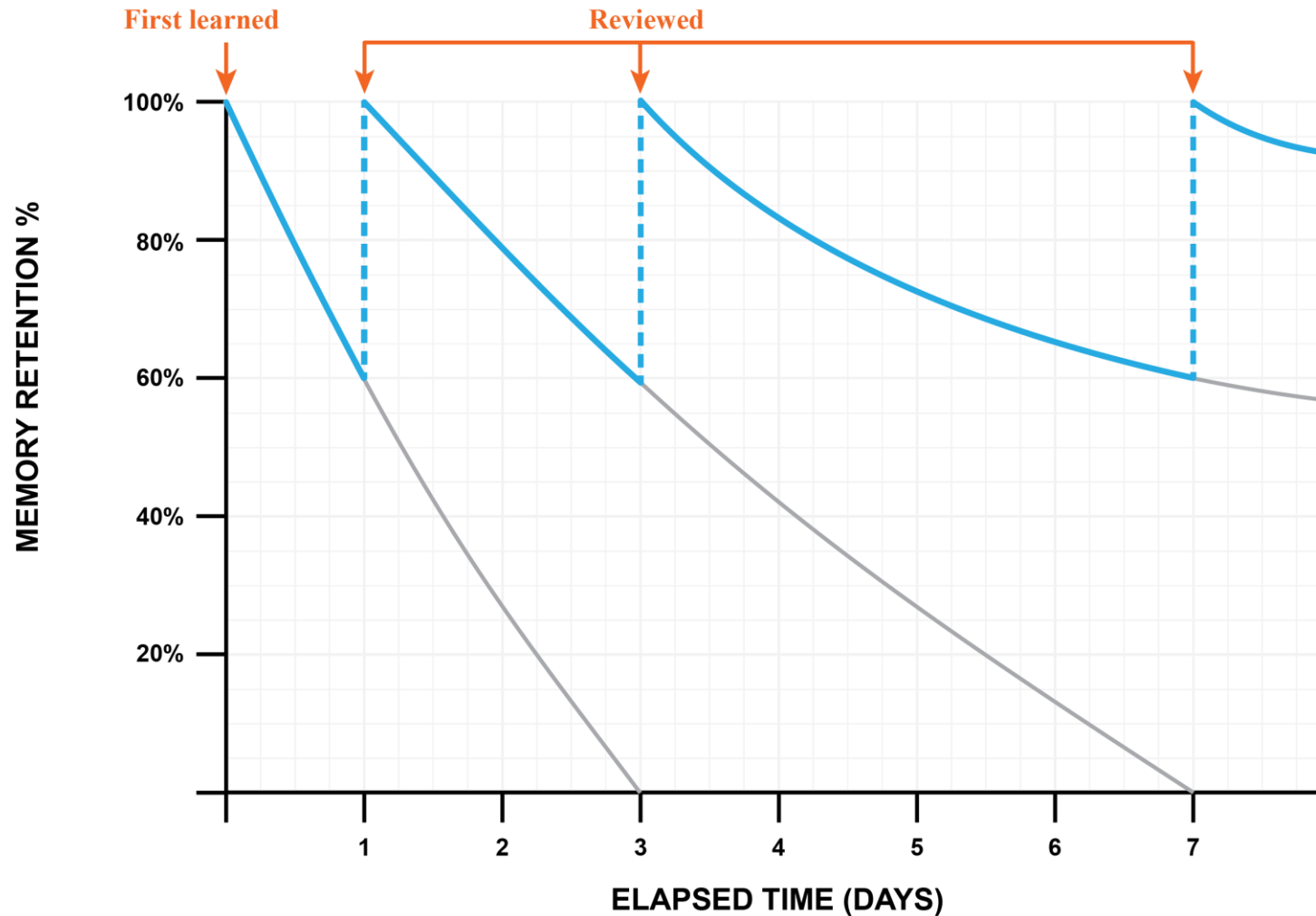
WE FORGET NEW LEARNING QUICKLY

THE EBBINGHAUS CURVE



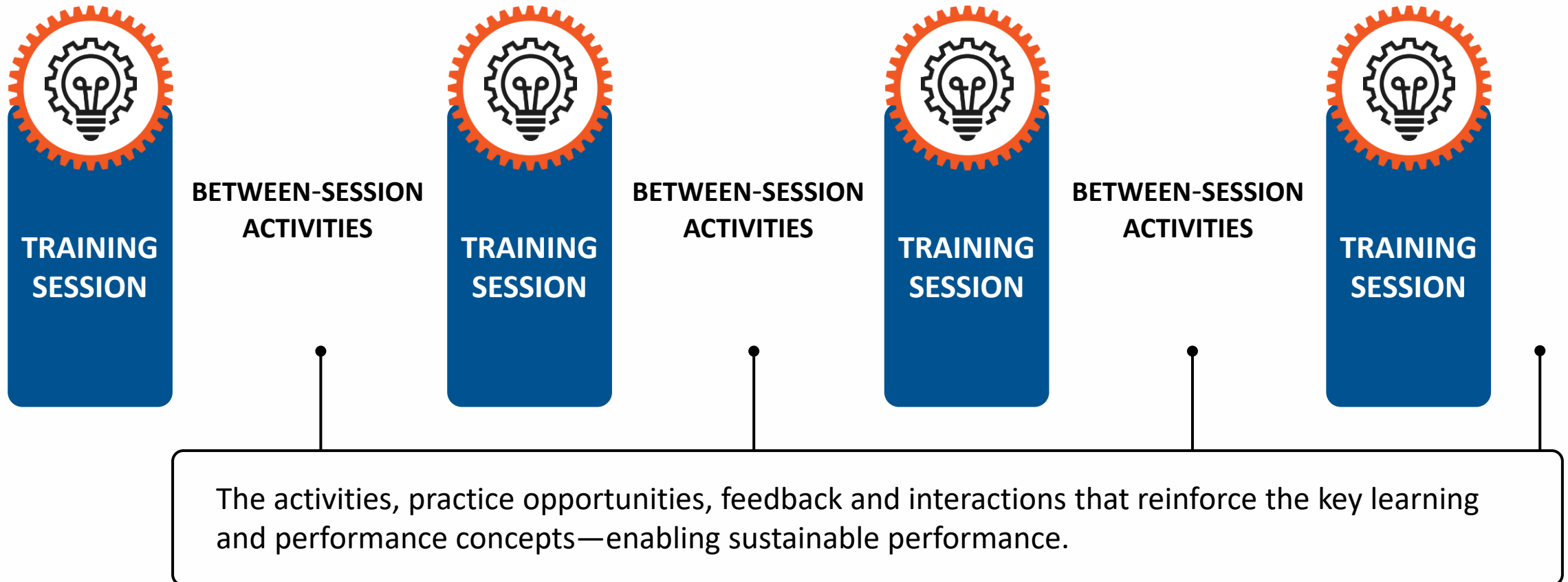
SOLVING FOR THE EBBINGHAUS CURVE

THE EBBINGHAUS CURVE




BETWEEN SESSION PRACTICE ACTIVITIES

To create relevant sustainable learning and achieve desired performance, we must fill the spaces that exist before, between and after training.



LEADERS' BETWEEN-UNIT PRACTICE ACTIVITIES

Each unit has specific between-unit practice activities for leaders to use with participants.



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.
 • Specific practice activities for each unit
 • Questions you can ask workers

<p>Between-Unit Practice Activities: Unit 1 – Participants</p> <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. 	<p>Between-Unit Practice Activities: Unit 1 – Leaders</p> <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.
<p>Between-Unit Practice Activities: Unit 2 – Participants</p> <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. 	<p>Between-Unit Practice Activities: Unit 2 – Leaders</p> <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.
<p>Between-Unit Practice Activities: Unit 3 – Participants</p> <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. 	<p>Between-Unit Practice Activities: Unit 3 – Leaders</p> <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.
<p>Practice Activities After Unit 4 – Participants</p> <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. 	<p>Practice Activities After Unit 4 – Leaders</p> <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.

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Page 1 of 1

UNIT 4 POST-SESSION PRACTICE ACTIVITIES

Here are the employee practice activities after Unit 4:

1. Continue practicing the CERTs. Once you have a safety-related habit in place, 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 keep your family, friends and community members safe.

Your role as a leader:

Start a conversation by asking a worker “Do you have a few minutes for a SafeStart conversation?”

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.

SITE RESOURCE: CLIENT PORTAL

EXPECTATIONS PER UNIT



	ALL EMPLOYEES	SUPERVISORS & LEADERSHIP	STEERING COMMITTEE (SC)	TRAINERS
	Expectations are set by the trainer at the end of unit training, supported by supervisors and leadership, tracked by the steering committee.	Integrate these conversations into the regular workflow or take 1–2 minutes pre-shift.	Meet—at a minimum—once between units focusing on the following areas during each meeting.	These tasks should be considered in preparation for unit training.
RESOURCES	Unit 1–4 Workbooks, Story Cards, CERT Cards, 24/7 Home Kit	Sustainability: Between-Session Practice Activities handout, Client Portal	Site kit, steering committee binder, Client Portal	Trainer's Guide Workbook
UNIT 1 A Different Perspective on Risk	<ol style="list-style-type: none"> Complete at least two look for risk patterns examples using the CERT card, pages 1 and 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"> Ask the participant for an example of a risk pattern they've seen either at work or away from work. Ask how the participant's SafeStart story is coming along, and what it's about. 	<ol style="list-style-type: none"> Collect leading indicator (LI) data; summarize bi-weekly for leadership council. Follow up with supervisors regarding their completion of between-session activities with employees. Collect and sort story and CERT cards, share insights. Identify key learnings and potential systems/process improvements from card data (leading indicators). Celebrate hazards identified, and errors prevented due to use of CERTs. Review attendance and plan makeup training accordingly. Ensure scheduling of the next unit is complete and the trainers, participants and managers are aware of the scheduled training. Discuss any material or training needs from SafeStart and reach out to your SafeStart Client Success Manager accordingly. 	<ol style="list-style-type: none"> Review the schedule and ensure your availability for all training sessions. Schedule a practice session(s) prior to live training, ideally with other trainers for support, pages 16–19 in Trainer's Guide. Prepare stories, add imagery, and practice delivering your stories, pages 27–29. Review cards and practice SafeStart video story analysis, pages 35–39. Unit 4 Ensure you have tested the survey link/QR code and be prepared to prompt classes to fill out survey.
UNIT 2 Increasing Safety and Awareness	<ol style="list-style-type: none"> Practice analyzing close calls using the CERT card, page 3. Complete at least one per week between now and the next session. You only need to complete page 3. Come up with a second SafeStart story involving another injury that you've experienced. 	<ol style="list-style-type: none"> Ask the participant about a close call they've had or seen either at work or away from work. Ask them how their second SafeStart story is coming along, and share what they have with you. 		
UNIT 3 Building Safety Skills	<ol style="list-style-type: none"> Practice building a safety-related habit using pages 5 and 6 of the CERT card. Jot down the habit on the card, and use the checkboxes to track your practice. Notice your progression in building the habit. Practice self-triggering using pages 7 and 8 	<ol style="list-style-type: none"> Ask your team member what safety-related habit they're working on, and how it's going with practicing the habit. Ask them what they've been self-triggering on. Ask what state or hazardous energy was present, and what they did to prevent 		



How can your site keep SafeStart Now fresh?

Conversations and Integration

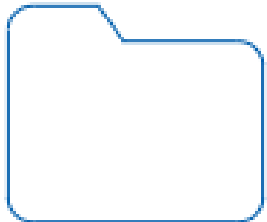


SUSTAINABILITY ACTIVITIES

- Have frequent safety conversations
- Promote the 24/7 value of safety
- Use SafeStart language
- Integrate human factors questions into systems and processes
- Fix things that contribute to negative human factors



NEW!



SafeLead Portal

The SafeLead Portal provides SL Supervisors with materials and resources to improve communication, safety climate and metrics and help drive employee engagement through active participation.

SAFECHAT SUSTAINABILITY



- Monthly themes
- Poster kit (available electronically or for purchase)
- Supervisor resources for weekly huddles: 3-minute chats



SAFECHAT PROCESS

- 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



TRY A SAFECHAT

Supervisor conversation-starters

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?



LET'S CHAT ABOUT 

RUSHING

Rushing weakens concentration and increases risk-taking

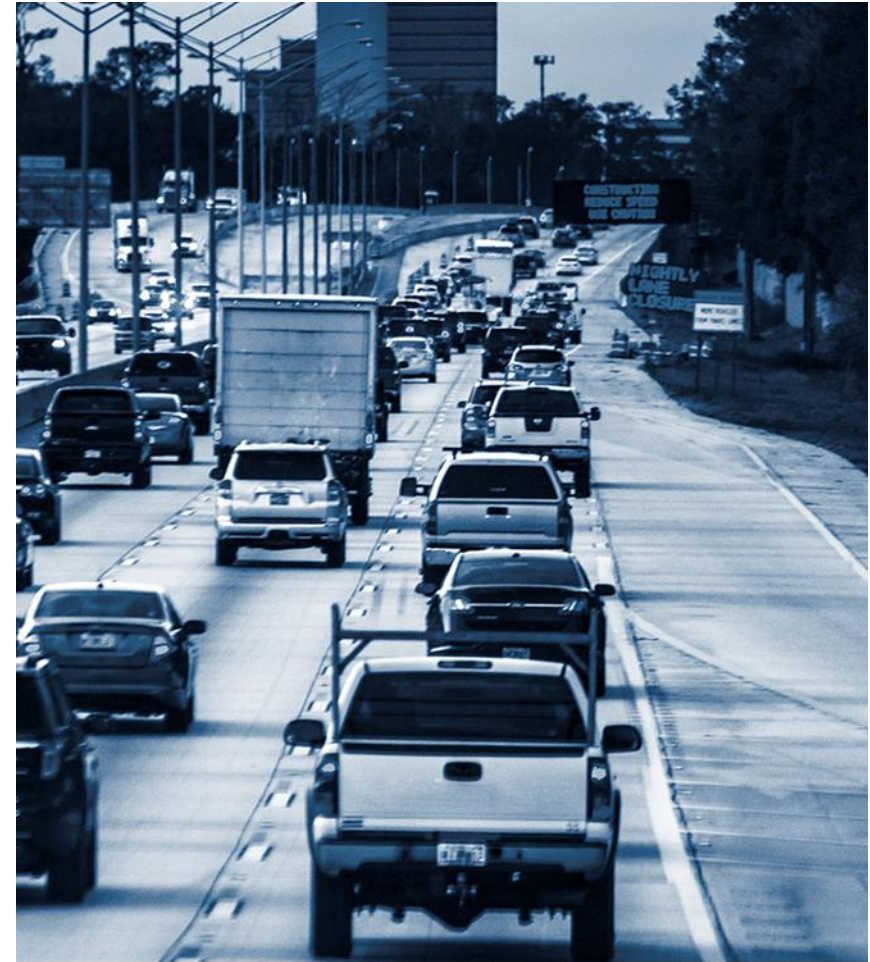
 WORK  HOME  ROAD

SAFECHAT

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MAIN MENU

USING SAFESTART NOW 24/7

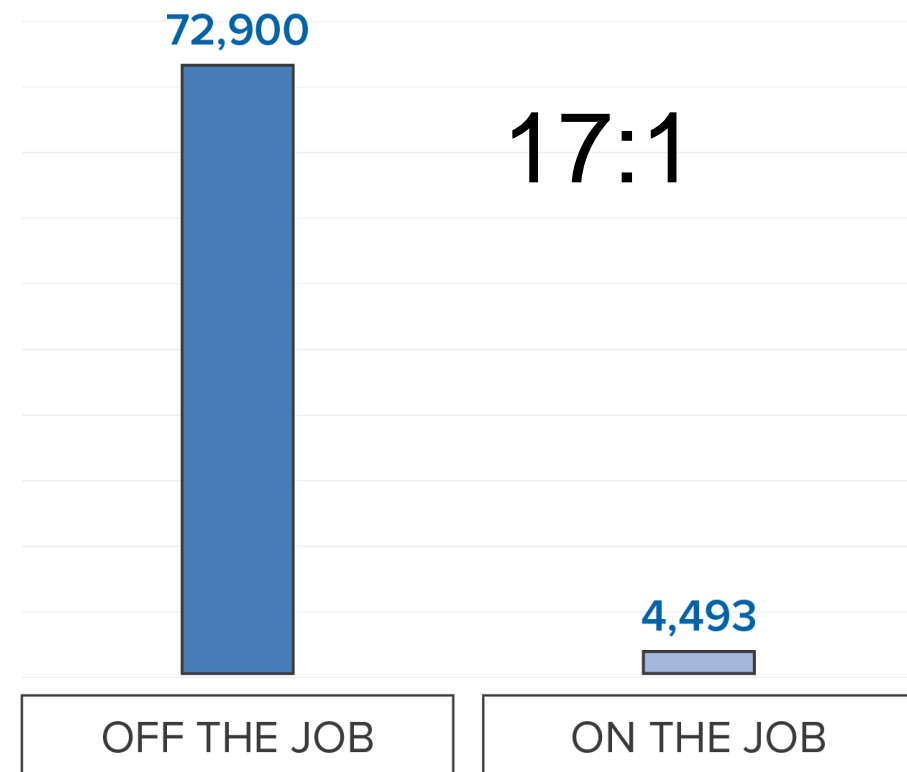


INJURIES AND FATALITIES AT WORK AND AWAY

The facts:

- Nearly **75%** of accidental injuries to workers **happen away from work**
- Nearly **95%** of accidental fatalities to workers **happen away from work**

WORKERS' DEATHS, U.S. 2018 DATA



WHEN TO USE THE POSTERS



LARGE AND SMALL POSTERS

COMMUNICATION KIT (2 X POSTER BOX EACH CONTAINING THE FOLLOWING):
Large Posters (Full size posters 17" x 22"), 3 of each (42 in total)
and Workstation Posters (8.5 X 11" mini-poster), 6 of each (84 in total)

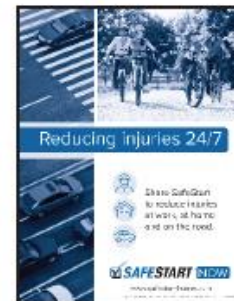
POSTERS FOR UNIT 1



Recognize the state-to-error risk pattern



USE THE CERTS: Look for Risk Patterns



Reducing Injuries 24/7

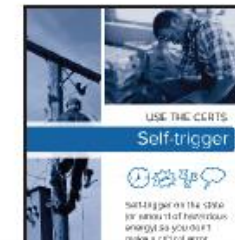
POSTERS FOR UNIT 4



Reduce the Risk: Use the CERTs

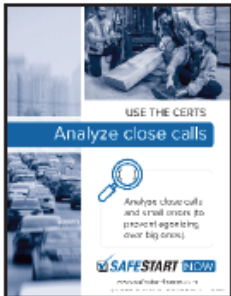
This poster can be used for both Units 1 & 4.

POSTERS FOR UNIT 2




WHEN TO USE THE POSTERS CONT'D

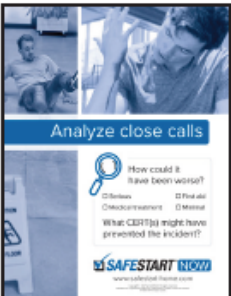
POSTERS FOR UNIT 2



USE THE CERTS: Analyze Close Calls

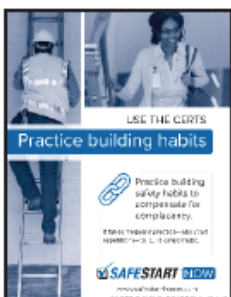


Avoid Critical Errors




Analyze close calls


POSTERS FOR UNIT 3




USE THE CERTS: Practice Building Habits



Complacency



Safety-Related Habits: Look Before Moving



Safety-Related Habits: Check for Stability



USE THE CERTS: Self-trigger



Tips for Sharing SafeStart at Home



Successful Self-Triggering

KIT, CONT'D



TENTCARDS AND BANNERS



COMMUNICATION KIT ALSO CONTAINS:

Tentcards 6 of each (36 in total) and Banners (40" x 84"), set of 4

TENT CARDS FOR UNIT 1



USE THE CERTS: Look for Risk Patterns



Reducing Injuries 24/7



Reduce the Risk: Use the CERTS Use for unit 1 & 4



USE THE CERTS: Analyze Close Calls



USE THE CERTS: Practice Building Habits



USE THE CERTS: Self-trigger

BANNERS - USE FOR ALL UNITS

COMPENSATE FOR COMPLACENCY

Practice building safety-related habits

SAFESTART NOW
www.safestart-home.com

PREVENT CRITICAL ERRORS

Self-trigger on rushing, frustration and fatigue

SAFESTART NOW
www.safestart-home.com

PREVENT CRITICAL ERRORS

Keep eyes and mind on task to avoid injuries

SAFESTART NOW
www.safestart-home.com

REDUCING INJURIES 24/7

At work, at home and on the road

SAFESTART NOW
www.safestart-home.com

KIT CONT'D: SMALL POSTERS

REDUCE RISK

Use the critical error reduction techniques

PRACTICE YOUR CERTS

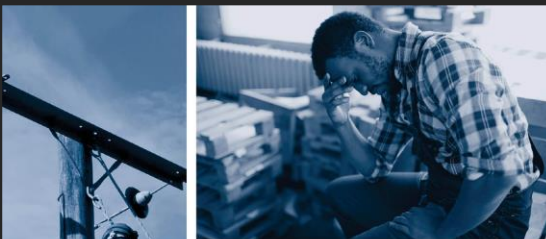
- Look for risk patterns
- Analyze close calls
- Practice building habits
- Self-trigger



Use the critical error reduction techniques to move the needle on risk.


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USE THE CERTS

Self-trigger



Self-trigger on the state (or amount of hazardous energy) so you don't make a critical error.

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COMPLACENCY

A false trust



 When something rarely fails, it's easy to be complacent

When there is a lot of hazardous energy involved, build habits to:

- Check equipment in advance—at least visually
- Self-trigger on rushing, frustration and fatigue, which can cause you to skip important steps
- Pay attention to your warning systems
- Read signs and notices
- Listen to advice from other people
- Notice "gut feeling"


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SAFESTART NOW BANNERS

REDUCING INJURIES 24/7

**At work,
at home
and on
the road**



SAFESTART NOW
www.safestart-home.com

PREVENT CRITICAL ERRORS


**Keep eyes
and mind
on task
to avoid
injuries**



SAFESTART NOW
www.safestart-home.com

PREVENT CRITICAL ERRORS

**Self-trigger
on rushing,
frustration
and fatigue**



SAFESTART NOW
www.safestart-home.com

COMPENSATE FOR COMPLACENCY

**Practice
building
safety-
related
habits**



SAFESTART NOW
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MAIN MENU

FLEX UNITS



[Predicting and Preventing Accidents](#)

[Enhancing Driver Safety On and Off the Road](#)

[4 Habits to Prevent Back Pain](#)

[Fighting Complacency in Critical Moments](#)

[How to Reduce Conscious Risk-Taking](#)

[Building Habits to Prevent Slips, Trips and Falls](#)

[Using SafeStart Techniques for Quality Improvement](#)

[MAIN
MENU](#)

SAFESTART[®] **NOW**

Flex Unit



PREDICTING AND

PREVENTING ACCIDENTS



AGENDA

- Welcome and introduction
- Predicting states and errors
- Focusing on the highest risk
- Ways of setting reminders
- Using reminders effectively
- Wrap-up



AGENDA

- Welcome and introduction
- Predicting states and errors
- Focusing on the highest risk
- Ways of setting reminders
- Using reminders effectively
- Wrap-up



A NOTE ON COMPLACENCY

It's easier to predict complacency than it is to become aware of it in the moment.

By thinking ahead you can get a sense of when you are likely to be complacent.





ENHANCING DRIVER SAFETY

ON AND OFF THE JOB



Part 1


AGENDA FOR PARTS 1 AND 2

- Welcome and introduction
- Types of distractions
- Distraction time
- Drowsy driving
- Working on a habit



Review your card, always before you begin driving or after you are finished driving.

To show your progress, add a check mark for each time you can remember changing your behavior to the safety-related habit.

 **SAFESTART[®] NOW** ⑤


PRACTICE BUILDING HABITS

Critical Error Reduction Technique (CERT)

Practice building habits to compensate for complacency.

What habit are you working on?

Date started: _____

 **SAFESTART[®] NOW** ⑥

PRACTICE BUILDING HABITS

Keep track of how many times you've practiced.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Note: With frequent practice it takes about 60 repetitions to build a new habit.

Briefly describe how this safety-related habit has helped you prevent an injury.

Name: _____

Dept.: _____ Date: _____



Flex Unit

A woman with dark hair in a ponytail, wearing glasses and a light-colored top, is sitting at a desk in an office. She is looking down at a laptop. On the desk, there is a white coffee cup, a smartphone, and some papers. The background shows a blurred office environment with windows and whiteboards.

4 HABITS TO PREVENT
BACK PAIN

SESSION INTRODUCTION

This session is about preventing back pain with the help of four simple habits.

The first half is about identifying where (in your own life) you could use some improvement in your posture or position.

The second half is about how to use a simple habit to make that improvement.




AGENDA

- Welcome and introduction
- Your SafeStart back pain story
- Critical ergo errors
- Ergo CERTS
- 4 simple stretches (habits)
- Choosing a stretch



We will now go over four simple habits that can really help you to reduce or prevent back pain.

These habits will address the two critical ergo errors we have looked at so far.



PRACTICE BUILDING HABITS

Critical Error Reduction Technique (CERT)

Practice building habits to compensate for complacency.

What habit are you working on?

Date started: _____



Flex Unit

**FIGHTING COMPLACENCY
IN CRITICAL MOMENTS**



AGENDA

- Welcome and introduction
- Complacency and critical moments
- Creating a wake-up call
- Complacency and safeguards
- Creating a safeguard inventory



PART 1 REVIEW – QUESTION 2

How you can know that you are complacent in a task?

- Look for tasks that you can do without thinking.
- Look for tasks that you do repeatedly.
- Look for tasks that involve hazardous energy, even if you still think the task is safe.



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Flex Unit

HOW TO REDUCE

CONSCIOUS RISK-TAKING



AGENDA

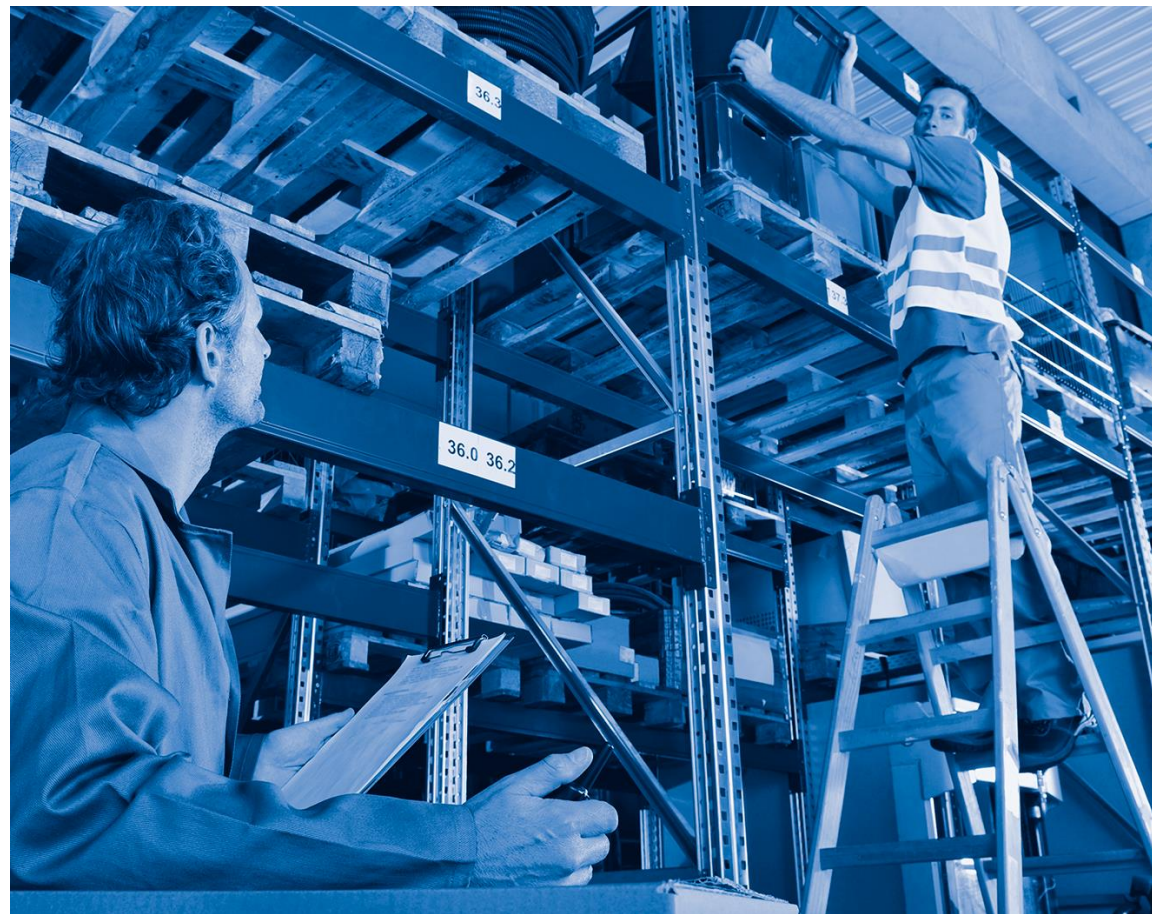
- Welcome and introduction
- Definition of conscious risk-taking
- Changing what you normally do
- Quick risk assessment
- Not self-triggering when you should
- Three strategies



DISCUSSION QUESTION

Can someone share a routine or habit they normally do that keeps them safe?

Who identified a routine or habit that they might be tempted to change once or twice if under the influence of the states?





Flex Unit

**BUILDING HABITS TO PREVENT
SLIPS, TRIPS AND FALLS**

SESSION INTRODUCTION

This unit is about how to avoid slips, trips and falls.

The first half is about identifying the risk factors that cause slips, trips and falls.

The second half is about building the habits that will help minimize risk.



AGENDA

- Welcome and introduction
- Identifying risk factors
- Recognizing the risks you face
- Choosing a habit to lower risk



MAIN FACTORS IN SLIPS, TRIPS AND FALLS

A large survey asked about the most frequent factors in slip, trip and fall incidents.

What do you think the proportion of physical to human factors was? Take a look at the options below and raise your hand when your choice is called out.

1. 80% PF, 20% HF
2. 50% PF, 50% HF
3. 20% PF, 80% HF



The graphic features a grid of 12 stylized human figures in various colors (blue, red, green) on the left. To the right, the text reads 'Safety Daily Advisor' in a red and green font, followed by 'Understanding how human factors affect slips, trips, and falls' in a smaller black font. The top right corner has a small 'BLR' logo, and the bottom right corner has a 'Sponsored by SAFESTART' logo.

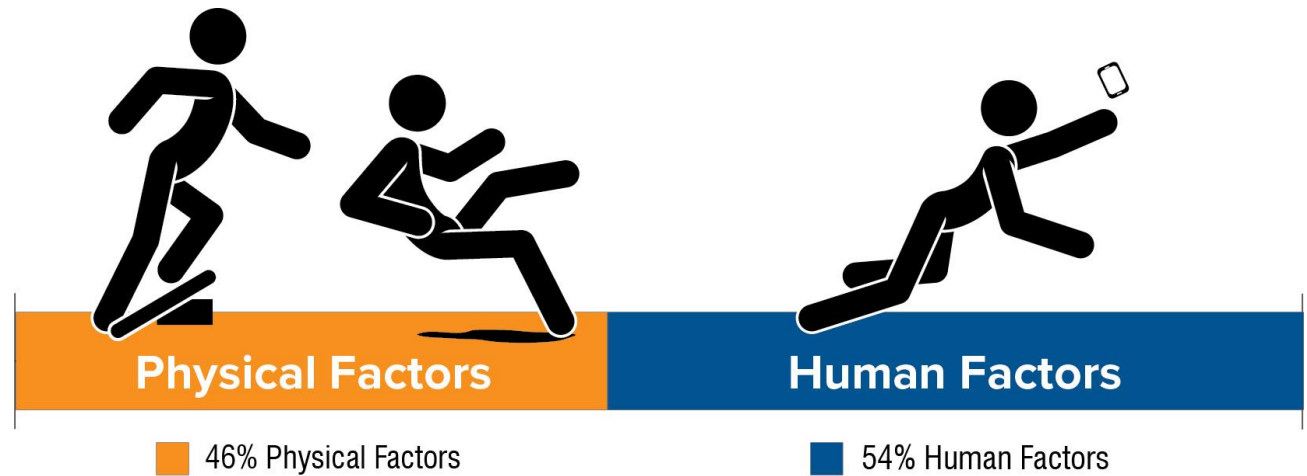
Safety Daily Advisor
Understanding how human factors affect slips, trips, and falls

Sponsored by **SAFESTART**

MAIN FACTORS IN SLIPS, TRIPS AND FALLS

The survey found the proportion was roughly half and half.

The important takeaway here is that managing slips, trips and falls requires attention to both human and physical factors.



 **SAFESTART**[®] **NOW**

Flex Unit



**USING SAFESTART TECHNIQUES
FOR QUALITY IMPROVEMENT**

AGENDA

- Introduction
- Unwanted quality outcomes beyond injuries
- Quality outcomes in your life
- Quality outcomes on the job
- Using CERTs to reduce unwanted quality outcomes on the job



SESSION INTRODUCTION

In your SafeStart Now training so far, you have seen that the state-to-error pattern increases the risk of injury.

Four states lead to four errors which then cause our risk to grow.



SESSION INTRODUCTION

You may have noticed that the state-to-error pattern can also lead to other undesired outcomes beyond just an injury.

Let's complete activity 1 in the workbook, which will include reading a short scenario and then answering five multiple choice questions.





1. What state(s) and error(s) occurred?



2

Story Card

What were the states and errors?

STATES

- Rushing
- Frustration
- Fatigue
- Complacency



ERRORS

- Eyes not on task
- Mind not on task
- Line of fire
- Balance, traction, grip



The four states can cause or contribute to four critical errors, which increase the risk of injury.



2. If the tool falls and has the potential to injure somebody, what type of incident is that?

SELECT THE BEST ANSWER(S).

- Production
- Safety
- Maintenance
- Quality
- Customer experience



3. In addition to being a safety issue, which type of incident is it if the falling wrench damages a piece of equipment?

SELECT THE BEST ANSWER(S).

- Production
- Safety
- Maintenance
- Quality
- Customer experience



4. Which type of incident is it if the falling wrench damages a customer's product or part?

SELECT THE BEST ANSWER(S).

Production

Safety

Maintenance

Quality

Customer experience



5. When human factors contribute to an unintentional mistake, it can affect:

SELECT THE BEST ANSWER(S).

- Production
- Safety
- Maintenance
- Quality
- Customer experience

SPECIAL UNITS

[Identifying Risk for Summer Students and Temporary Workers](#)

[Identifying Risk for Contractors and Subcontractors](#)

[SafeStart Now Refresh Challenge](#)





IDENTIFYING RISK FOR

**SUMMER STUDENTS AND
TEMPORARY WORKERS**

AGENDA

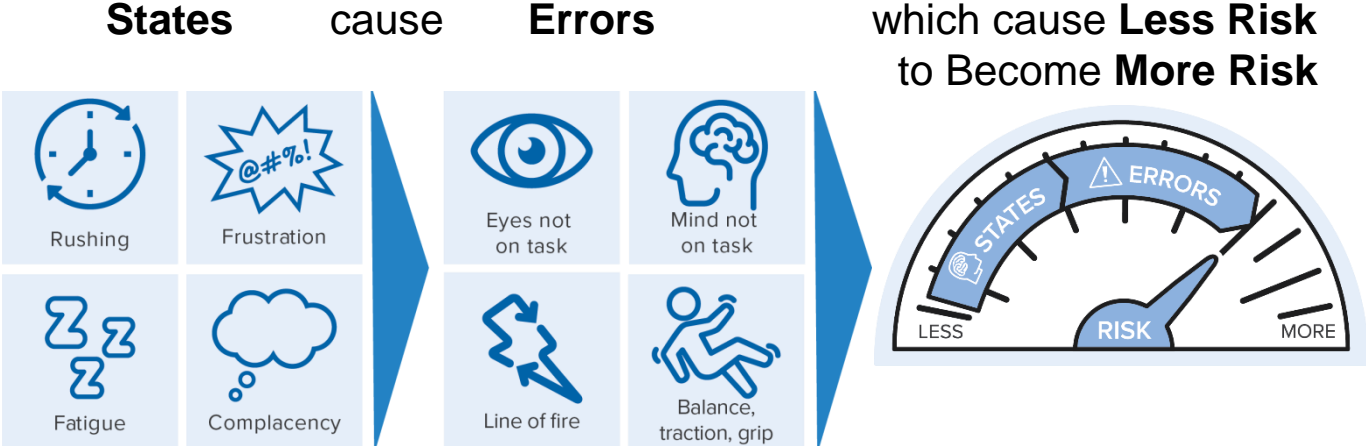
- Welcome and introduction
- Human factors and risk
- States and errors
- Personal risk
- Intro to SafeStart techniques
- Next steps—sharing with others



SOURCES OF UNEXPECTED EVENTS

When you consider this state-to-error risk pattern, it's not as though anyone is trying to get hurt.

Close calls and injuries always seem to happen when we are least expecting them.





IDENTIFYING RISK FOR

CONTRACTORS AND SUBCONTRACTORS

AGENDA

- Welcome and introduction
- Human factors and risk
- States and errors
- Personal risk
- Intro to SafeStart techniques
- Next steps—sharing with others



SAFESTART[®] **NOW**



SAFESTART REFRESH CHALLENGE

Be A SafeStart Know It All

A DIFFERENT KIND OF SAFESTART UNIT

This session will be a little different than your previous experience with SafeStart.

In this session, you'll be forming teams and we'll be playing a game that will "refresh" your knowledge of SafeStart concepts and how to use them effectively.



Here is a breakdown of the rounds each team will compete in for the SafeStart Refresh Challenge

REVIEW OF KEY SAFESTART CONCEPTS

- Round 1: Images** – icon, diagram and image identification5 points
- Round 2: True/False** – strengthen learning through memory enhancement5 points
- Round 3: Multiple Choice** – test ability to recall and reason5 points
- Round 4: Practice Building Habits** – identify the safety-related habit for each scenario5 points
- Round 5: Fill in the Blank** – apply previously acquired knowledge5 points
- Round 6: Audio** – listen to audio clue to identify answer5 points
- Round 7: Story Analysis** – stories promote critical thinking10 points
- Tiebreaker Question** – numerical answer—closest response wins 1 point



The point of this game is to get the most answers right.

There will be seven rounds of questions, totaling 40 points.

The game will take 75 minutes to play along with the scoring rounds.

SAFESTART NOW REFRESHER

SCORING PAGE

USE THIS AREA TO SCORE YOUR TEAM'S WORKBOOK

Name of your team: _____

1	IMAGE ROUND	/5
2	TRUE/FALSE ROUND	/5
3	MULTIPLE CHOICE ROUND	/5
4	PRACTICE BUILDING HABITS ROUND	/5
5	FILL IN THE BLANK ROUND	/5
6	AUDIO ROUND	/5
7	STORY ANALYSIS ROUND	/10
FINAL SCORE=		/40
	TIEBREAKER (Tiebreaker round only if required)	/1

5

1

IMAGES – QUESTION 1

ROUND 1

1. Fill in the missing term in the state-to-error gauge diagram.





ROUND 1

IMAGES – QUESTION 2

2. Which one of the four errors is this icon associated with?





ROUND 1

IMAGES – QUESTION 3

3. Which of the critical error reduction techniques is shown in this image?

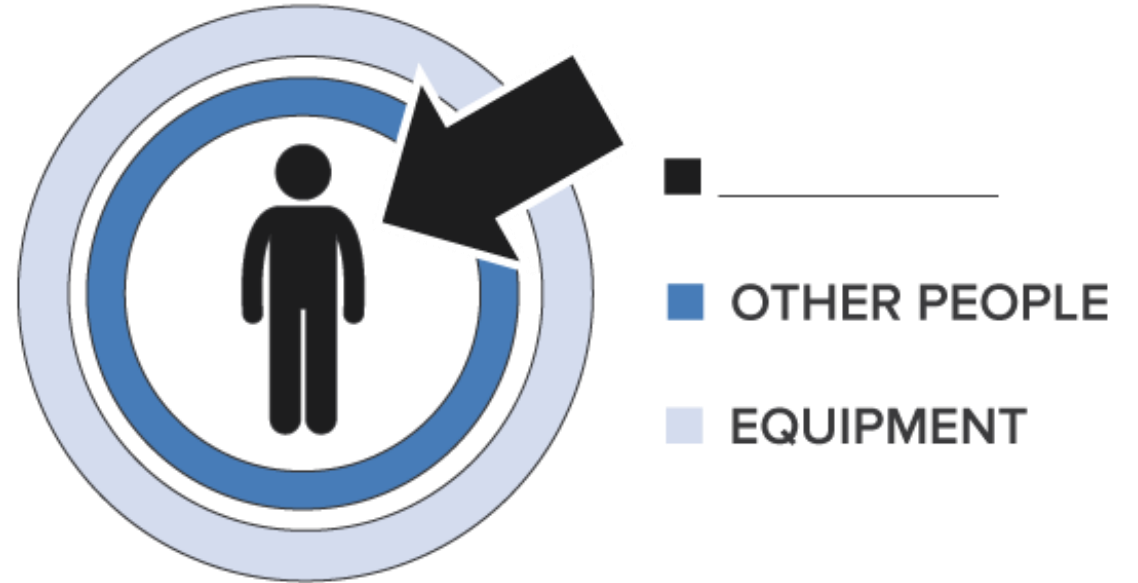




ROUND 1

IMAGES – QUESTION 4

4. In this **Sources of Unexpected Events** diagram, which area is missing?

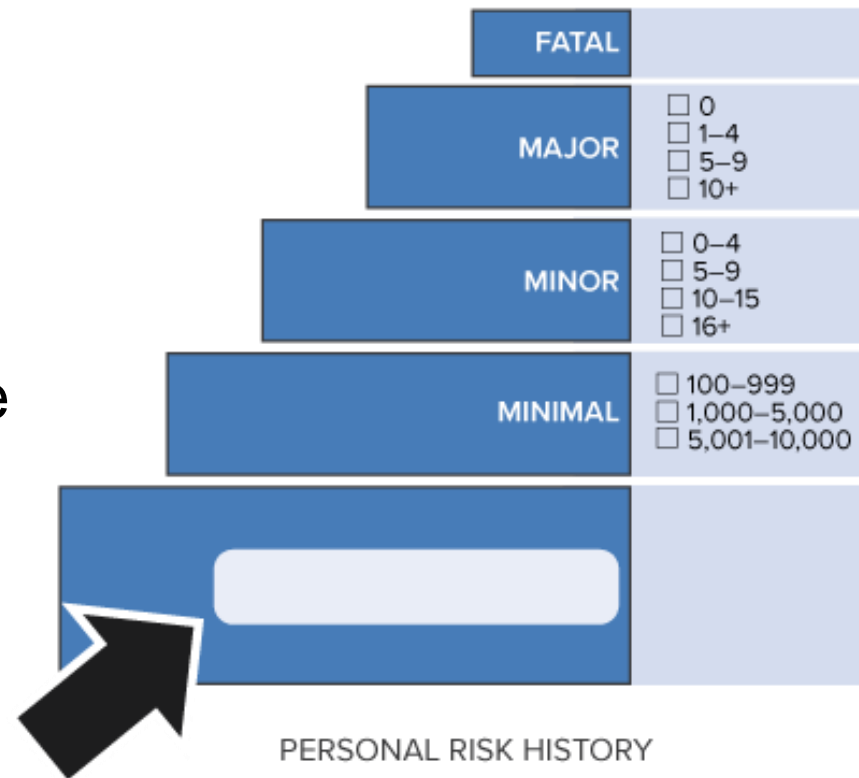




ROUND 1

IMAGES – QUESTION 5


5. What name does SafeStart give to the events at the bottom of the risk boxes?



SCORING ROUND

1





1

ROUND 1

ANSWERS

1

IMAGES – QUESTION 1

ROUND 1

1. Fill in the missing term in the state-to-error gauge diagram.

CERTs



CERTs stands for Critical Error Reduction Techniques.

1

IMAGES – QUESTION 2

ROUND 1

2. Which one of the four errors is this icon associated with?

Eyes not on task



1

ROUND 1

IMAGES – QUESTION 3

3. Which of the critical error reduction techniques is shown in this image?

Practice building habits



The habit shown here is holding the handrail, which also could be the answer.

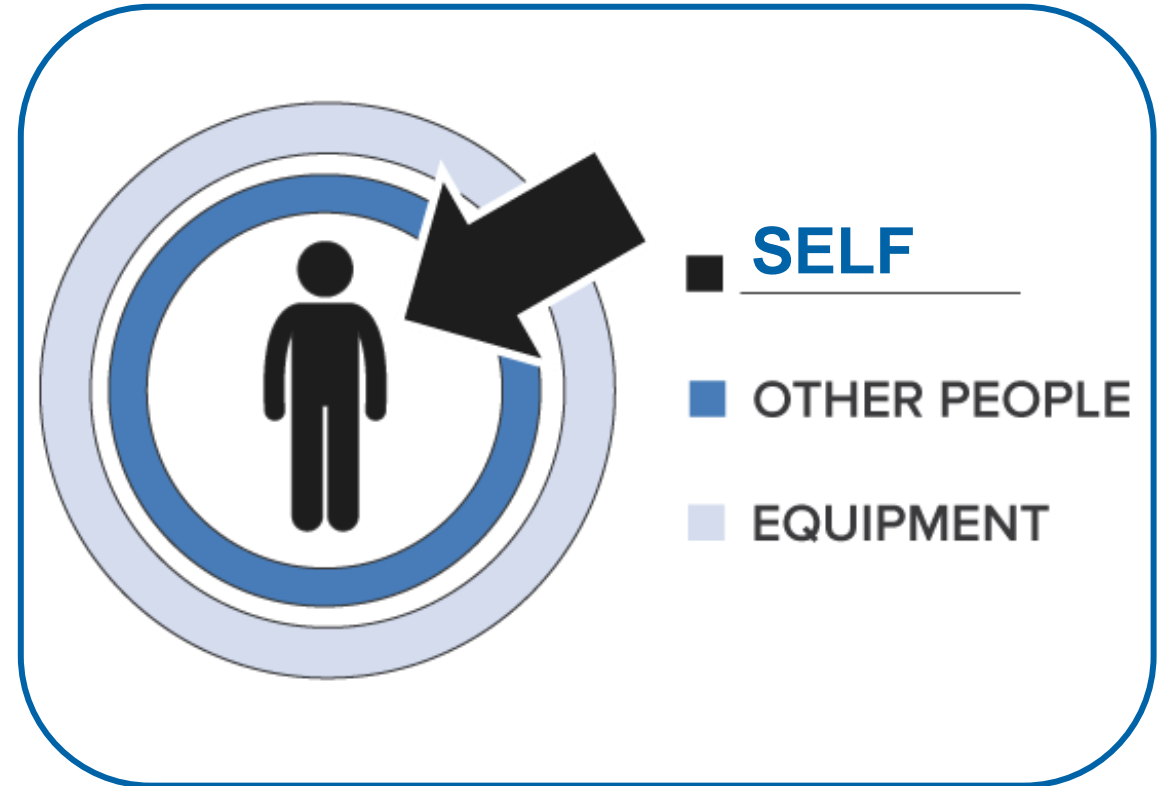
1

IMAGES – QUESTION 4

ROUND 1

4. In this **Sources of Unexpected Events** diagram, which area is missing?

Self



The self area has to do with times when our behavior is unexpected, creating risk of injury.

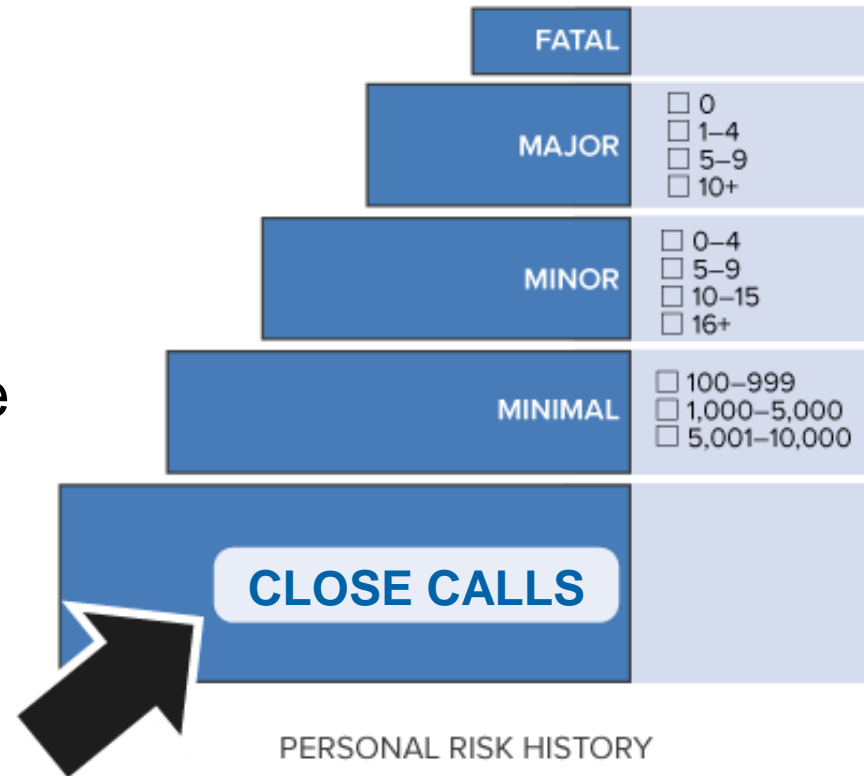


ROUND 1

IMAGES – QUESTION 5

5. What name does SafeStart give to the events at the bottom of the risk boxes?

Close calls



We have all likely had many close calls in our lives.

2

ROUND 2

TRUE/FALSE ROUND: WORKBOOK PAGE

TRUE/FALSE ROUND

For this activity, identify whether the statement is true or false in terms of **what you learned about in your SafeStart Now core training.**

① SafeStart Now training was primarily intended to help people with the risk-taking actions they choose to do on or off the job.

T / F

② Complacency is the easiest state to become aware of in yourself.

T / F

③ You are most likely to get injured while driving.

T / F

④ Most people find that their worst injury comes from their most dangerous activity.

T / F

⑤ It is possible to anticipate when you will be complacent in the future.

T / F

SMARTY PANTS AWARD

this certificate is presented to



You put your SafeStart Smarty Pants on this morning! This award certifies you to let everyone know how smart you are when it comes to SafeStart—expect red carpet treatment, have your autograph pen ready and put your sunglasses on for all of the flash photography coming your way! You've earned it!

DATE

SIGNATURE

TRANSLATIONS



MAIN
MENU

WHAT'S NEW IN SAFESTART NOW?

“Choose Your Own Adventure”

1. [Client Success](#) w/SafeStart support
2. [Sustainability tips](#)
3. [Sustainability resources](#)
4. [Flex units](#) and [special units](#)
5. [Translations](#)



 **SAFESTART[®] FORUM** 
FOR HUMAN FACTORS PRACTITIONERS



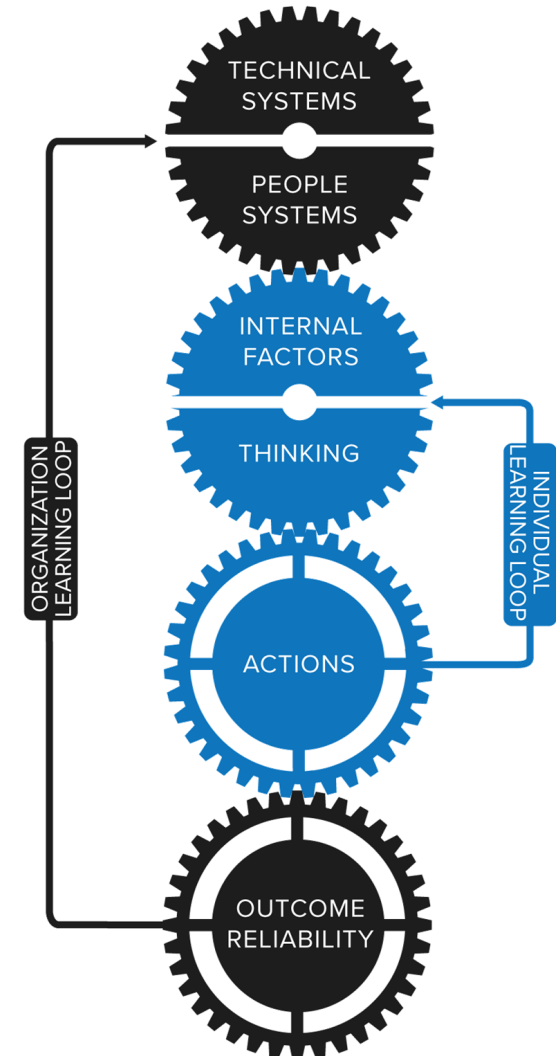
2024

ORLANDO, FL
APRIL 23 & 24

THANK YOU FOR ATTENDING!

HUMAN FACTORS

Human factors are the people elements
of systems and conditions
that influence outcome reliability
in safety and performance

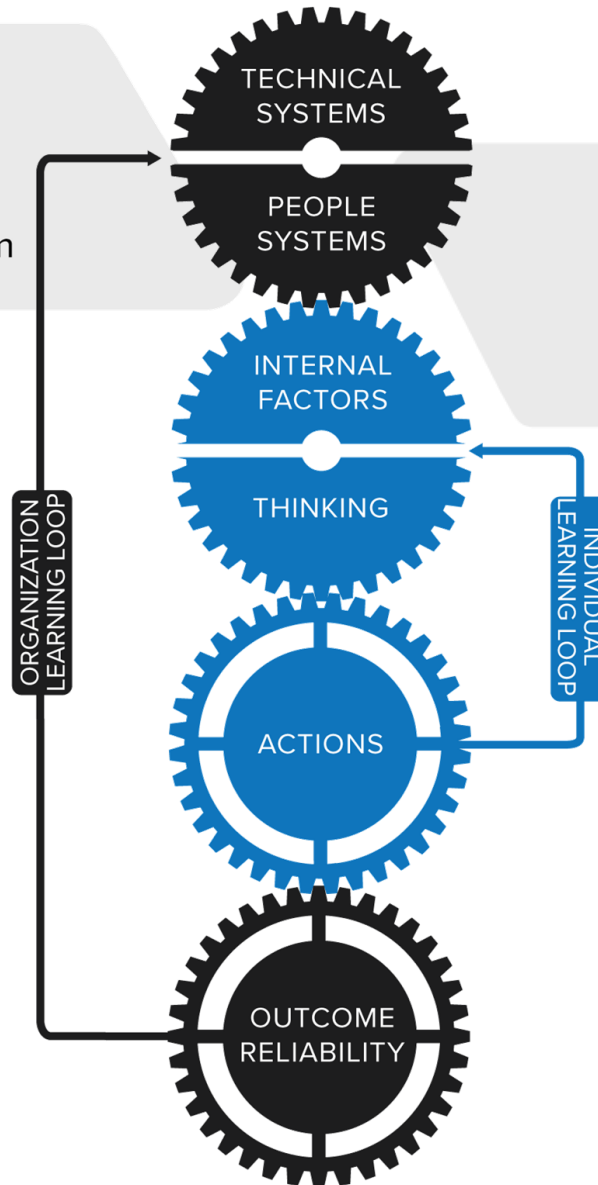


HUMAN FACTORS IN SYSTEMS



TECHNICAL SYSTEMS

- engineering
- process
- equipment
- safety management system



PEOPLE SYSTEMS

- work team
- supervisory skills
- organizational culture

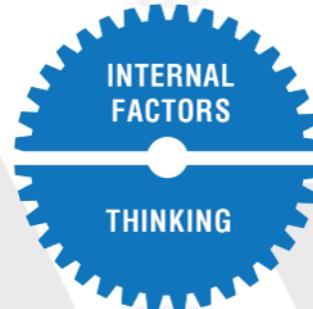


HUMAN FACTORS IN INDIVIDUALS



INTERNAL FACTORS

- fatigue
- illness
- distraction
- overconfidence



THINKING

- decision-making
- autopilot
- attention
- habits



HUMAN FACTORS IN SAFESTART NOW

SafeStart Now focuses on four states that contribute to most injuries, and to other performance problems.

Both individuals and workplace systems contribute to these ineffective states.

There are many other states, but these four cover a lot of common situations.



RUSHING



FRUSTRATION



FATIGUE



COMPLACENCY

THE STATE TO ERROR RISK PATTERN

States

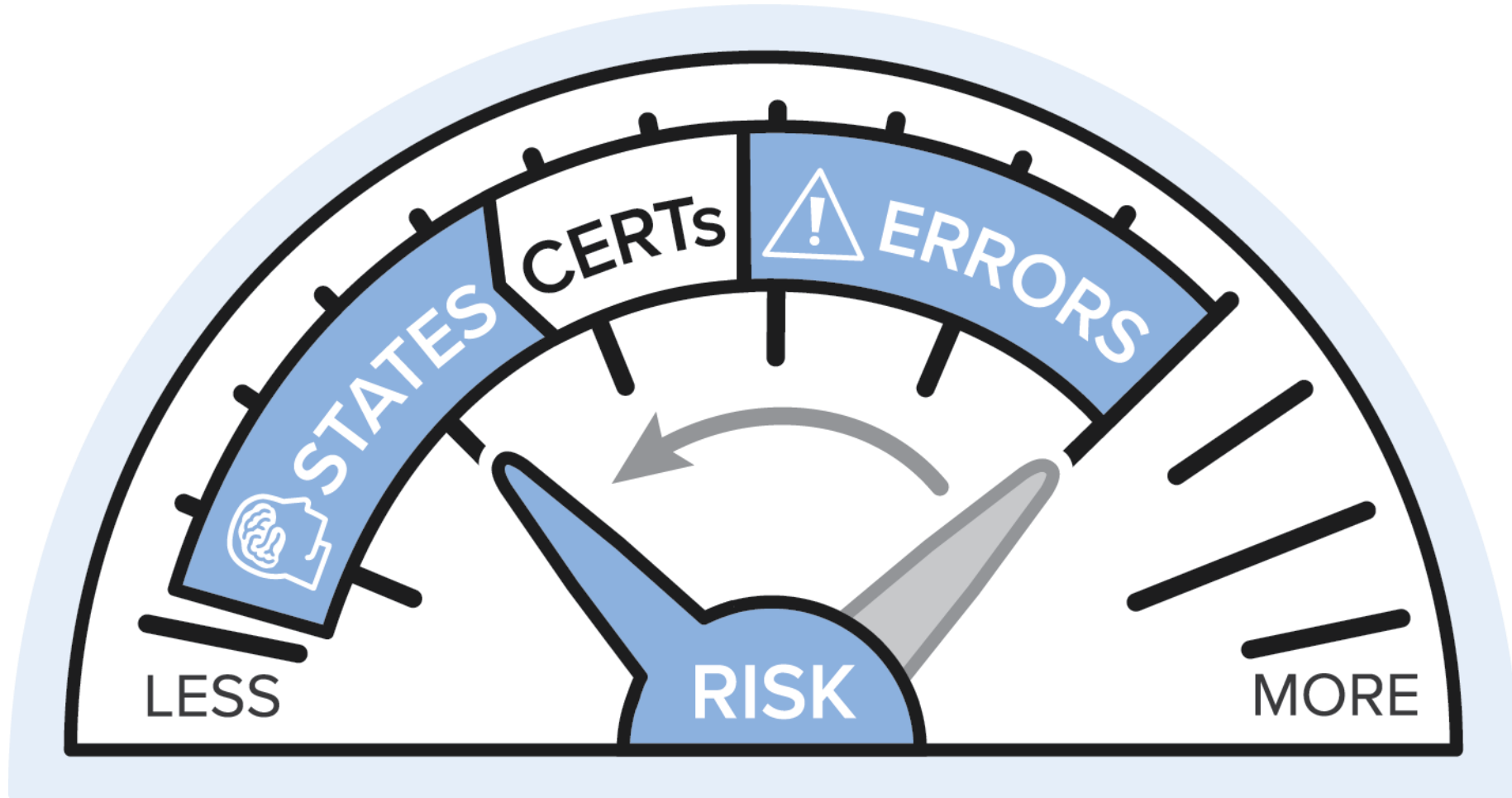
cause

Errors

which cause **Less Risk**
to Become **More Risk**



CRITICAL ERROR REDUCTION TECHNIQUES (CERTs)



[MAIN](#)
[MENU](#)