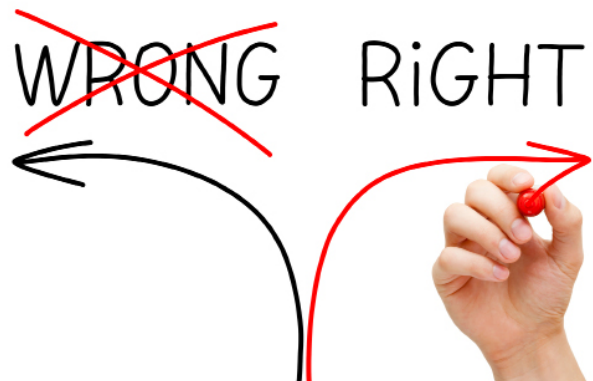


BEHAVIOURAL SAFETY TRAINING



WHAT IS BEHAVIOURAL SAFETY?



Behavioural safety

Over the last few years many organisations have recognised the importance of positive workplace behaviours. The need for a 'behavioural' approach to the management of workplace health and safety is based on the premise that between 70-80% of all workplace incidents are caused by human failures. These failures are normally attributed to the behaviours of front line staff, but this approach fails to recognise the root causes or influences on behaviour, many of which are a direct result of poor management and poor safety culture.

There are a variety of methods of supporting positive workplace behaviours. Some are more successful than others. Just providing training without the ability for change often results in a short-term improvement which tapers off resulting in a poor return on investment. But if you're serious about supporting behaviour it must become just a part of how you work. It needs to involve all levels of the organisation and be adequately resourced.

Most programs include:

- Defining behaviours
 - Observations of negative behaviours and the human factors which influence behaviour
 - carried out by trained observers
 - Reporting of behaviours/human factors
 - Interventions designed to reinforce positive behaviours
- An approach which includes all four of the above stages underpinned by active leadership at all levels of the organisation is much more likely to succeed. The reduction of unsafe/unhealthy workplace behaviours is also likely to result in other associated benefits, such as:
- Improved professionalism at all levels of the organisation
 - Greater appreciation of the value of wisdom and experience
 - Better communication between the workforce and management
 - Improved profile of health, safety and wellbeing
 - Greater employee engagement
 - An increased ability to manage with a proactive mind-set
 - A more dynamic level of management of risk
 - Improved culture of peer to peer support
 - Better alignment of organisational, group and individual values
 - Engenderment of collective learning across all aspects of the organisation
 - A safer, happier and healthier workforce

HUMAN FACTORS

If we take a minute to look at what we do and why we do it, we could probably highlight the influences on our behaviours. These reasons will include, our beliefs, attitude, cultural norms and support from friends and family, all of which affect how we behave. At Ouch, we believe the HSE's 'Human factors' approach to influencing workplace behaviours is an excellent model to follow as it is both tangible and achievable.

Human factors

Job or task factors, including:

- The nature of the task
- Workload
- The working environment
- The design of displays and controls
- Role of procedures

Organisational factors, including:

- Work patterns
- Methods and effectiveness of communication
- Workplace culture
- Resources
- Leadership and management

Individual factors, including:

- Competence of individuals
- Skills
- Personality
- Attitude
- Risk perception
- Physical



By looking at which human factors are influencing workplace behaviour we are then able to design work practices, source training and support our people in the most effective way. For most organisations reducing negative behaviours is highly desirable but often difficult to achieve.

Training

All people within an organisation need to be aware of their roles and responsibilities in regard of the organisations behavioural support program. They need the skills and knowledge to enable them to carry out their functions in a way which enables them to fulfill their duties competently.

Behavioural based training offered by Ouch:

- Employee behavioural safety
- Behavioural safety observer
- Managing behavioural safety
- Behavioural safety strategy

1/2 day course

Human factors are responsible for between 70 and 80% of all accidents and ill health in the workplace.

Why Behavioural Safety?

Promoting safe behaviour at work is a critical part of the management of health and safety. Positive behaviour supports health and safety management systems and operational procedures. This will help minimise errors, mistakes and violations across all levels of an organisation.

Who needs this qualification?

The course is aimed at all workers employed in a frontline role. It is particularly useful for employees who undertake hazardous work activities and rely on compliance with safe systems of work as their main method of controlling risk.

Both experienced and inexperienced workers are capable of errors and violations. Recognising the factors which can encourage errors and violations is a key skill for all employees.

Key Benefits

- Reduction in number of accidents caused by behaviour/human factors
- Improved ability to recognise tasks which are likely to cause injury or ill-health
- Greater understanding of teamwork in relation

to behavioural safety and health

- Improved awareness of how human factors influence behaviour
- Improved recognition of personal behaviours and strategies to overcome negative behaviours
- Recognise the importance of checklists
- Improved sense of professionalism

Outline Programme

- Brief introduction to the characteristics of Homo Sapiens
- Sociocultural representation of health and safety
- Introduction to human factors
- Attitude, culture and beliefs
- How we perceive the world
- Risk perception
- Empathy and the buddy system
- Observations
- Situation Awareness tools
- Errors and violations
- Client specific areas: related to behavioural safety program

Teaching methods

The session is highly interactive, led by the delegates and involves a variety of learning approaches. The use of case studies and real-life examples enables delegates to contextualise the learning.

Testimonial

“Real life chap - top man, enjoyed very much” (13/11/17)

“Always good to be reminded on how dangerous our jobs can be and how we take preventative measures” (08/12/17)

“Interesting looking at the visual and psychological aspects of health and safety” (07/11/17)

Trainer

The ouch trainer is a chartered member of member of IOSH with a highly engaging down to earth teaching style. He has extensive experience of behavioural psychology and the design and delivery of behavioural safety programs. The training utilises many real life examples of strategies to improve behavioural safety.

BEHAVIOURAL SAFETY OBSERVER

1 day course

Human factors are responsible for between 70 and 80% of all accidents and ill health in the workplace.

Why Behavioural Safety?

Promoting safe behaviour at work is a critical part of the management of health and safety. Positive behaviour supports health and safety management systems and operational procedures. This will help minimise errors, mistakes and violations across all levels of an organisation.

Who needs this qualification?

The course is aimed at workers who are tasked with completing behavioural health and safety observations. The role would normally form part of the duties of a safety representative of first level supervisor. It is particularly useful for organisations looking to promote proactive management of workplace behaviours.

The skills developed in this course can be used for interventions in regard of health and safety, quality and other key business functions.

Key Benefits

- Improved proactive management of risk.
- Improved workplace communication across all levels of the organisation
- Increased worker awareness of their own and

others behaviours

- Collection of data available to management and health and safety officers enabling effective trend analysis
- Reduction in workplace accidents, injuries and ill-health
- Supports on-going safety initiatives, training and changes in policy and procedures
- Increased profile of health and safety

Outline Programme

- Brief introduction to the characteristics of Homo Sapiens
- Introduction to human factors
- Human failure including errors and violations
- 5 why's
- What observations include
- Communication skills including methods of questioning
- Overcoming resistance/conflict
- Creativity and problem solving
- Methods of recording observations
- Situational awareness tools
- Client specific areas: related to behavioural safety program

Testimonial

“This way of talking is great for opening up conversations within departments and groups” (Feb 17)

“Very good, a different way of doing things” (Jan 17)

Trainer

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2 day course

Human factors are responsible for between 70 and 80% of all accidents and ill health in the workplace.

Why Behavioural Safety?

Promoting safe behaviour at work is a critical part of the management of health and safety. Positive behaviour supports health and safety management systems and operational procedures. This will help minimise errors, mistakes and violations across all levels of an organisation.

Who needs this qualification?

The course is aimed at delegates who have a supervisory or management role and are responsible for the behaviour of employees.

Key Benefits

- Reduction in number of accidents caused by behaviour/human factors
- Improved ability to plan work activities
- Improved awareness of how human factors influence behaviour
- Better understanding of workplace communication
- Improved performance of business systems

Outline Program: Day 1

- Introduction to Homo sapiens
- Introduction to human factors
- Job/Task, Organisational, Individual
- Measurement of human factors
- Personal motivation models
- Introduction to workplace philosophy including ethics and morality
- Management styles
- ABC Analysis, types of human failure and Swiss Cheese Theory
- Models of human behaviour, the relationship between conscious thought and subconscious thought
- Understanding the key principles of Behavioural Psychology in relation to safety

Day 2:

- Sample change models
- Communication, including active listening
- Introduction to WATER model
- Case study based on individual issues requiring change. This allows delegates to recognise the human factors which relate to their workers
- 4E's
 - Enable
 - Engage
 - Encourage
 - Exemplify
- Situational awareness tools: what they are, the benefits and how to use them

Testimonial

"Sometimes we are so busy we cannot see 'the wood for the trees', this course forced me to look at my sphere of influence from a different perspective." J.Britton, Wessex Water

Trainer

The ouch trainer is a chartered member of member of IOSH with a highly engagement down to earth teaching style. He has extensive experience of behavioural psychology and the design and delivery of behavioural safety programs. The training utilises many real life examples of strategies to improve behavioural safety.

BEHAVIOURAL SAFETY STRATEGY

**1 day course
(new course)**

Thinking strategically and planning for change is a fundamental aspect of all successful businesses. Behaviour-based workplace initiatives should be integrated into the organisations business plan. This course is a great introduction to the leadership and strategic planning aspects of behaviour change.

- Better understanding of how visible leadership can influence employee behaviours
- Improved critical thinking skills
- Recognition of opportunities to re-inforce change in a positive way
- Development of personal skills relating to leading change and communicating key messages across the business
- Reduction of business risk
- Greater awareness of issues relating to human factors

Who needs this qualification?

This course has been designed for those responsible for designing and implementing the organisations overall business strategy. It will enable directors and board members to adequately understand the implications of behaviour-based workplace initiatives. If you are looking to improve health and safety standards or reduce your organisations environmental impact, this course will provide an excellent introduction to how to plan and implement a behaviour change program.

Key Benefits

- Better planning and resourcing of change
- Reduction in behaviour-based violations, errors and mistakes
- Improved employee engagement and wellbeing
- Recognition of the impact of director level decision making

Outline Programme

- Brief introduction to the characteristics of Homo Sapiens
- Behaviour based appraisal of business strategy
- WATER model: Change management tool
- Organisational philosophy and culture
- Risk literacy
- Critical thinking
- Organisational learning and the impact of blame
- Planning, promoting and supporting organisational change
- Methods of communication to influence behaviour
- Violations, errors and mistakes.
- Situational awareness tools
- Occupational wisdom and how to communicate it
- How to measure behaviour and culture
- Case studies

For most organisations positive, professional workplace behaviours are vital. Without them an organisations strategic aims and objectives are unlikely to be achieved. Imagine you had a workplace where all members of staff thought about what they did before they did it. One where people were empowered, engaged and happy to communicate with colleagues and managers alike. By incorporating human factors into your approach to strategic planning, the likelihood of creating a safer, happier, healthier more effective workplace is greatly increased. Without it your chances of success are at best limited.

WHAT TO DO NOW?

Before looking at the type of training offered by Ouch we suggest you need to confirm which approach is suitable for your organisation.

Options include:

- Develop a behavioural safety program from scratch, including training as part of the program
- Deliver training as part of an existing behavioural safety program
- Deliver training and devise a plan then create a plan to implement what you've learnt on the training courses.
- Incorporate behavioural safety into other training programs such as: manual handling, health and wellbeing or working at height training.

Project planning

We recognise the importance of planning and have designed a simple, intuitive model called: "The WATER model". This model is a 5 step approach to which can be used for large tasks such as implementing a behavioural safety program or smaller changes, such as, supporting employees to wear PPE.



WATER model:

1) What, why and by when

This stage of the process involves three parts.

- 1) Why we want or need to effect change
- 2) What we are trying to achieve? (Goals)
- 3) When you want to achieve it by

2) Ask the question

This stage of the process is about information gathering. We are looking for pertinent information from appropriate areas of the organisation. This information will help inform our analysis of the issue or behaviour we want to affect.

Asking the question utilises existing sources of information or generates new sources via questionnaires, focus groups interviews etc.

Why BS? It's probably going to be either as a reaction to something that's happened or form part of the planning process for something new. We describe these reasons as either "Reactive" or "Proactive"

WHAT TO DO NOW CONT...

3) Target setting

This stage is where the causes of the issue investigated at stage 2 are used to create a list of target areas which you believe need to be addressed.

These target areas can be broken down into 3 categories

- Individual (different levels of the organisation)
- Task (specific or general task components)
- Organisational (local, departmental or throughout the organisation)

4) 4 E's

After identifying the Target areas in stage 3, then we use the 4E's model to help support our change goals.

- Engage
- Enable
- Exemplify
- Encourage

5) Review

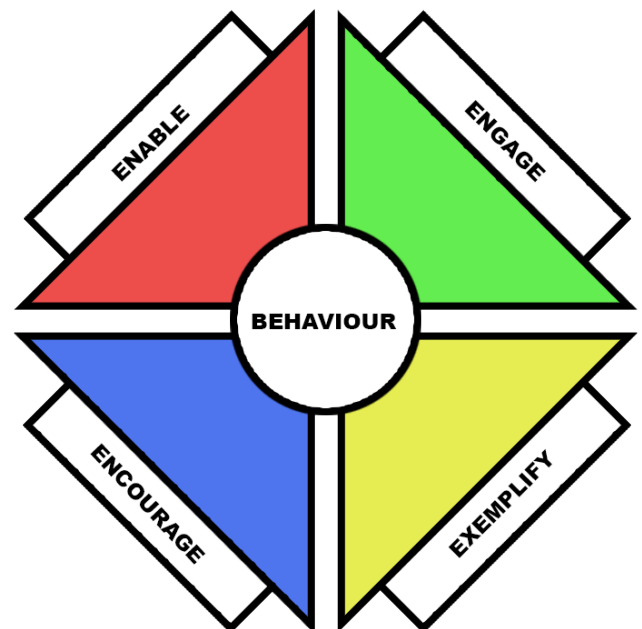
Stage 5 of the change program is where we review and evaluate the whole project.

It is important that we are honest when reviewing and evaluating our projects. Only by recognising where we could improve can we

Other services offered by Ouch

- Behavioural change program design and support
- Provision of access to the "WATER" model
- Human factors filter tool
- Design of situational awareness tools
- Design of bespoke employee questionnaires
- Training of working group and others is the collection of qualitative data
- Consultancy and support for client specific promotions
- Change management training and support
- Embedding BS into other H&S related training such as manual handling

If you would like any further information on any of our training courses or other services offered by Ouch, why not give us a call.



OTHER OUCH COURSES



Asbestos Training



Mental Health First Aid Training



Health & Wellbeing Training



Working at Height Training



Behaviour Based Training



Business Training



First Aid Training



Fire Safety Training



Health and Safety Training



Manual Handling Training



Food Hygiene Training



Driver CPC Training



Ouch Training Team



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