Complacency: The Silent Killer
“Proven Methods to Fight Complacency & Other Deadly States with Advanced Safety Awareness”

Presentation by Don Wilson


For a Schedule of Our Upcoming Safety Events http://www.safestart.com/workshops-and-events

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Welcome to the “Complacency” Session

- Group Question
  - What is your organization’s most valuable asset?

- Group Question
  - Think about how many times in your life you have “Visited the Doctor” because you were injured
  - Did more of those injuries happen at work or away from work?
Why are We Complacent About Our Workplace Safety?

• Statistically the workplace is the “Safest Place in Our Lives” - much safer than where we live, spend our leisure time, or drive
Number of Accidental Deaths Every Hour
Company’s Agenda VS Individual Employee’s Agenda
Why are We Complacent About Our Workplace Safety?

- Statistically the workplace is the “Safest Place in Our Lives” - much safer than where we live, spend our leisure time, or drive.
- As adults our injury frequency has dropped dramatically from our childhood so it is natural for us to feel that we are “Safe Enough”
Why are We Complacent About Our Workplace Safety?

• Statistically the workplace is the “Safest Place in our Lives” - much safer than where we live, spend our leisure time, or drive.

• As adults our injury frequency has dropped dramatically from our childhood so it is natural for us to feel that we are “Safe Enough”.

• Since we all feel we are safe enough everywhere, we are likely to feel “Complacent” about the “Minor Risks” of the workplace.
How Can We Reduce this Natural Complacency about Workplace Safety?
Personal Safety 24/7 Should be the Goal

What Influences Your Personal Safety 24/7?
The Focus Areas of Traditional Safety Management

- Physical Environment
- Personal Safety
- Knowledge of Hazards & Procedures
Off vs On-the-Job Injuries – 3:1

Source: Injury Facts, 2009 Ed.
Off vs On-the-Job Deaths – 11:1

Source: Injury Facts, 2009 Ed.
The Focus Areas of Traditional Safety Management

- Physical Environment
- Personal Safety
- Knowledge of Hazards & Procedures
Is Knowledge of the Procedures Enough?
What *Else* Influences Your Personal Safety?
Of the Approximately 5,000 Workplace Fatalities Every Year

- About Half are Driving Related
- About Half are from All Other Causes

* Data for USA & Canada
Negative Safety Messages
Three Types of At-Risk Behavior

• Deliberate At-Risk Behavior

• Unintentional At-Risk Behavior

• Habitual At-Risk Behavior

For Most of Our Injuries
How About Teaching People Universal 24/7 Safety Skills That Will Really Help Them to Avoid Unintentional Errors At Home, At Work, and On the Highway?
Universal Principles

- Hazards vary by job and workplace and from work to the road and home but:
  - Basic injury patterns remain constant
  - Lack of knowledge about hazards or procedures is rarely a factor
So Why Would a Person Make Contact with a Hazard They Knew About?

These four states...
- Rushing
- Frustration
- Fatigue
- Complacency

can cause or contribute to these critical errors...
- Eyes not on Task
- Mind not on Task
- Line-of-Fire
- Balance/Traction/Grip

...which increase the risk of injury.

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Critical Errors: Eyes Not on Task

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- **Line-of-Fire**
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...which increase the risk of injury.
Critical Errors: Balance/Traction/Grip

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- Fatigue
- Complacency

Can cause or contribute to these critical errors...
- Eyes not on Task
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...which increase the risk of injury.
That’s Life !!!

- Rushing
- Frustration
- Fatigue
- Complacency

Can cause or contribute to these critical errors...
- Eyes not on Task
- Mind not on Task
- Line-of-Fire

- Balance/Tractio/Grip

...which increase the risk of injury.
So What Causes People to Make These Unintended Injury Causing Errors?

The four states...
Rushing
Frustration
Fatigue
Complacency
cause or contribute to the critical errors...
Eyes not on Task
Mind not on Task
Line-of-Fire
Balance/Traction/Grip... which increase the risk of injury.
The Universal State to Error Pattern

States Cause, Contribute or Lead To: Errors

ALL Kinds of Errors in ALL Aspects of Our Everyday Life (Including Production & Quality)
We ALL Want to Help People Make Less Errors Particularly Ones that Lead to Injury …

But What if Your Job Was to **Cause** Mistakes? (What Could We Learn From These “Error Experts”)

Why do “**Trick Plays**” Work?
These four states...

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These four states...
- Rushing
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- **Fatigue**
- Complacency can cause or contribute to these critical errors...
- Eyes not on Task
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- Balance/Traction/Grip...which increase the risk of injury.

What Have You Done to Fight Fatigue While Driving?

How Much of a Factor Was Complacency in Your Action?
"Follow me, this way's always safe!"

SAFESTART®

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The Universal Injury Risk Pattern

States (cause) Errors (which cause) Less Risk (to become) More Risk

- Rushing
- Frustration
- Fatigue
- Complacency

- Eyes not on Task
- Mind not on Task
- Line-of-Fire
- Balance/Traction/Grip

This “state to error” risk pattern is involved in over 95% of all (accidental) acute injuries.
Universal Principles

People can dramatically improve their Natural Safety Awareness & Skills; Motivate them to work on improving them and then provide Coaching & Training
Natural Increase in Safety Skills

I’m Safe Enough

I’m Not Safe Enough

AGE IN YEARS

1 10 20 30
When it comes to influencing change, you need to help others answer two questions:

1. Can they do this thing? (If not, why try?)
2. Is it worth it? (If not, why waste the effort?)
Critical Error Reduction Techniques (CERT)

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

2. Analyze close calls and small errors (to prevent agonizing over big ones).

3. Look at others for the patterns that increase the risk of injury.

4. Work on habits.

(24/7 Safety Awareness & Skills)
1. Self trigger on the state (or amount of hazardous energy) so you don’t make a critical error.

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Errors  (which cause)
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Less Risk  (to become)  More Risk

Major
Minor
Close Calls

Hazards

Hazards with a critical error
THE COMPLACENCY CURVE

No longer pre-occupied with risk (so our minds can wander)

No longer thinking about risk without some external stimulus or event
3. Look at others for the patterns that increase the risk of injury.
Observation Card

Initial Actions
- Check if safe
- Check if at-risk
- Check if not applicable/not discussed

- Eyes on Task
- Not Rushing
- Balance, Traction, Grip

Line-of-Fire
- Body Position (falling, struck by, striking against, pinch points)
- PPE (required, adequate, good condition, worn properly)
- Screens, Guards, Rails
- Isolation: lockout/tagout

Body Mechanics (Ergonomics)
- Lifting, Bending, Twisting
- Repetitive Motions
- Reaching, Pulling, Pushing (excessive force)
- Standing, Sitting, Kneeling (long periods)
- Comfortable (vs. awkward position)

Procedures & Standards
- Up-to-date, Understood
- Followed
- Orderliness (housekeeping, storage, access)

Tools & Equipment
- Safe Condition (pre-use inspection)
- Correct for Task
- Safe Use

- Rushing
- Frustration
- Fatigue
- Complacency

- Eyes not on Task
- Mind not on Task
- Balance/Traction/Grip

- Line-of-Fire
4. Start to work on your Safety Critical habits.
Complacency – The Silent Killer

www.officeclips.com
2. Analyze close calls and small errors (to prevent agonizing over the big ones)
Injury Risk Pyramids All the Way Back to Heinrich 1929
Typical Personal Injury Risk Pyramid

- **20+** MAJOR INJURIES
- **3 - 7** MINOR INJURIES
- **8 - 12** Cuts, Bruises, Scrapes
- **5,000 – 10,000** Close Calls and Near Misses
- **10,000 - 100,000**
People Learn From Their “Big” Injuries

MAJOR

3 - 7

MINOR INJURIES

8 - 12

Lifetime Total “Only” 11 - 19
Typical Personal Injury Risk Pyramid

- **MAJOR**
  - 3 - 7

- **MINOR INJURIES**
  - 8 - 12

- **CUTS, BRUISES, SCRAPES**
  - 5,000 – 10,000

- **CLOSE CALLS AND NEAR MISSES**
  - 10,000 - 100,000
When it comes to influencing change, you need to help others answer two questions:

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How Can We Motivate Complacent People to Work on New Safety Skills?

By Giving Them the Tools to Help Improve Their Family’s Personal Safety 24/7; at Home, at Work & On the Road
Off the Job V.S. On the Job Fatalities

- Every year in the United States & Canada well over 100,000 people die as a result of unintentional injuries at home, in their community, or on the road.

- A huge percentage of those accidental fatalities will be children & young adults. Over 20,000 last year alone.

- There are more potential years of life lost due to children dying accidentally than from heart disease, stroke, diabetes, AIDS/HIV and cancer put together.
What is the single most important thing to YOU?

Carly

Courtney

Ben
When People "Take Safety Home" Everyone Wins; the Employees, their Families, & the Employer!

The Learning Pyramid

Average retention of material presented in different ways

- Lecture: 5%
- Reading Text: 10%
- Audio-visual representation: 20%
- Demonstration: 30%
- Discussion group: 50%
- Learning by doing: 75%
- Teaching others: 90%
Family Safety Event
Start Watching for the Patterns

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Discussion Questions:

1. Work on my driving habits to compensate for complacency

2. Talk to my family about driving safety (cell use & texting)

3. Trigger on my frustration with “The Weasels” on the four lane

4. Make sure that all safety meetings deal with safety 24/7

5. Help fight workplace complacency with an Observation Process

6. Talk to the leadership group about the cost of workplace & off the
Number of Accidental Deaths Every Hour
Jeff Adamson, SH&E at the FLINT Group
Teaches His Cub Scout Pack About 24/7 Safety

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One Last Thing!

Please Let Us Know What You’re Thinking!

- If You Want to Learn About Teaching Employees These Concepts - Attend One of Our Upcoming 2012 Trainer Certification Workshops (visit www.safestart.com for more information, dates & locations in the USA, and to register)
- Contact Don Wilson - don@safestart.com, 1-613-969-5644 to Book an On-Site Presentation with Your Stakeholder Group