

Loss

Control



FARMERS

Information Bulletin

Behavior Based Safety Training

Behavior based safety training is a process by which management improves the safety culture within the workplace. It involves identifying unsafe acts or conditions before the result in an accident or incident. Once identified, the hazards need to be communicated to the employee or employees that are noted to be at risk in order to change the behavior and safety culture of the organization.

For this process to be effective, designated employees need to be trained in the process and how to effect change based on their observations. The entire process involves training, leadership, subject matter experts, observations, focus, and information distribution.

Training

All training needs to be delivered in an efficient manner, minimized, with only enough philosophy to support the basic principles of hazard identification. Training must be focused and directed for the maximum effect for the employees identified to perform the behavior based observations. It must be memorable, delivered just-in-time and reinforced through supervisor directed non-classroom techniques. They must be taught what to look for throughout the work environment that will improve the safety culture in the workplace.

Leadership

Utilize facilitators or small work groups that can increase the effectiveness of the training and increase the expertise of the group over time. Management support of these facilitators or small groups is mandatory to change and improve the safety culture.

Subject Matter Experts

The right individuals need to be selected from the start of the program. They should have the widest knowledge of the operations and the related hazards or unsafe conditions associated with the workplace. These individuals will also review and analyze the data collected for presentation to the appropriate levels within the organization.

Observations

Workplace observations are the method of gathering information about the extent of unsafe acts or unsafe conditions within the workplace. The facilitators or small groups will make periodic observations throughout the workplace and make note of any unsafe acts or conditions. Sometimes it is best to focus these inspections in areas that have the greatest potential for employee accident or incident. Using a S.W.E.E.P. (seeing without explaining to every person) observations, the work force will be observed performing their duties without attempting to alter their normal operational method. The observers will coach any employees identified performing an unsafe act or creating an unsafe condition as they are observed. This feedback will encourage employees to work according to safe work practices and procedures.

Focus

To assist the observers with their tasks, short checklists are used to document their observations and focus the observations on key areas that could lead to employee accidents or incidents. Focused observations tend to produce change in critical areas over a shorter period of time.

Information Distribution

In addition to coaching employees as they are observed performing an unsafe act or creating an unsafe condition, the facilitator or small group will combine all of the observation data collected and presented to management for company wide action. This could include training, policy change, or rule revisions. Overall, the basic results need to be shared with the work force to encourage all employees to modify their work practices and avoid working in unsafe manners or avoid creating unsafe conditions.

By implementing a behavior-based safety training model, workplace accidents and incidents can be reduced to a very low probability of risk. Management has the duty to implement the appropriate level of safety training required to make a positive impact on the safety awareness and safety culture of the employees in the workplace.

Behavior based safety training has been proven as an effective tool to achieve this type of result and is utilized by many world-class companies and is not limited by the size of the business or organization attempting to change the safety culture in the workplace.