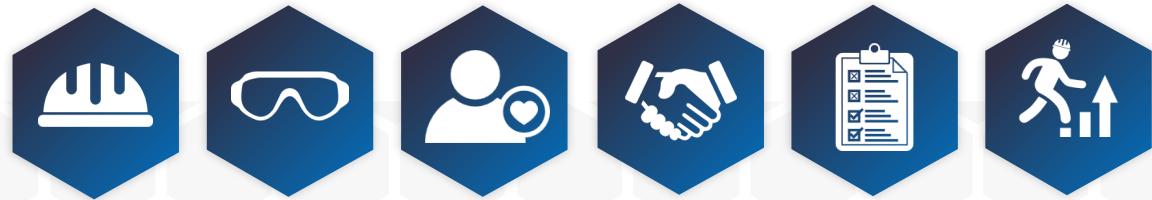


Culture Catalysts: 6 Safety Success Factors for Supervisors





Peter Batrowny

Senior Consultant – SafeStart
Independent Consultant / Advisor

- 20+ years experience EHS&S
- Six Sigma Green Belt
- Advisory board member for the Center of Visual Expertise (COVE)
- Bilingual speaker

Presentation Overview

- The relationship between organizational culture and safety climate
- Human factors framework
- Using the framework and climate to optimize safety



How Organizational Culture Influences Safety

Does the culture:

- Avoid compliance and conceal non-compliance?
- Accept bare-minimum compliance?
- Go far above and beyond compliance and demonstrate safety as a value?



How Organizational Culture Influences Safety

"Employees who experienced more positive changes to work procedures and positive attitudes and actions of their supervisor... experienced higher post-intervention safety climate and safety behavior."

- Bronkhorst, Tummers & Steijn (2018)



In one or two words,
What is your greatest
safety challenge?





Log in to Poll Everywhere

To present live activities, please log in to your Poll Everywhere account in a separate window.

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Evolving Organizational Culture

Culture is:

- slow to change
- influenced by hundreds of factors
- pan-organizational
- hard to measure
- is an 'average' state

Key Features of Safety Climate

Climate is:

- immediate and variable
- local
- quick to assess
- influenceable by frontline leaders
- an effective way to evolve culture



Safety Climate Success Factors for Leadership



No-Blame
Mindset



Trust &
Engagement



Fresh Eyes



Personal
Commitment



Systems
& Data



Active
Leadership

Around here, we are likely to blame when a safety incident happens.





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Safety Climate Success Factors #1: **No-Blame Mindset**

- Acknowledge habituation and autopilot
- Pause, think, respond rather than reacting in the moment.



Safety Climate Success Factors #2: Fresh Eyes

- Look at hazards and risks in new ways
- Bring a human factors perspective to safety



Safety Climate Success Factors #3: Systems & Data

- Learn from reporting, team input, analysis
- Integrate human factors concepts into systems



Safety Climate Success Factors #4: Trust & Engagement

- Engage with open communication
- Listen, clarify, confirm



FEEDBACK EXERCISE

Practical Exercise **Giving Feedback**

FEEDBACK EXERCISE

**Everyone
Silent**

FEEDBACK EXERCISE

**Everyone
Boo**

FEEDBACK EXERCISE

**Everyone Applaud
and Cheer**

FEEDBACK EXERCISE

Individual Coaching

Safety Climate Success Factors #5: Personal Commitment

- Show you care about people's safety
- Give people the skills to do their jobs safely



Safety Climate Success Factors #6: **Active Leadership**

- Inspire action
- Act on input and communicate results



Leveraging Safety Climate Success Factors



No-Blame Mindset

Acknowledge habituation and autopilot.
Pause, think, respond rather than reacting in the moment.



Fresh Eyes

Look at hazards and risks in new ways.
Bring a human factors perspective to safety and performance.



Systems & Data

Learn from reporting, team input and analysis.
Integrate human factors concepts and measurement into systems.



Trust & Engagement

Engage coworkers with open communication.
Listen in order to understand, then clarify and confirm.



Personal Commitment

Demonstrate that you care about keeping your people safe.
Ensure that your people have the training and skills to do their jobs safely and to standard.



Active Leadership

Inspire action through what you do and say.
Take action on input in a timely manner and communicate results.

Human Factors Framework

TECHNICAL SYSTEMS

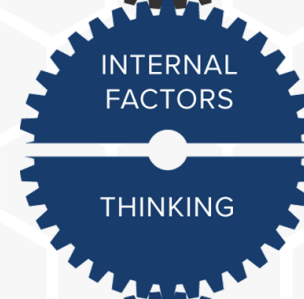
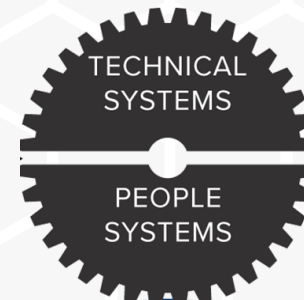
- engineering
- process
- equipment
- safety management system

PEOPLE SYSTEMS

- work team
- supervisory skills
- organizational culture

OUTCOME RELIABILITY

- safety
- production
- quality
- organizational performance



INTERNAL FACTORS

- fatigue
- illness
- distraction
- overconfidence

THINKING

- decision-making
- autopilot
- attention
- habits

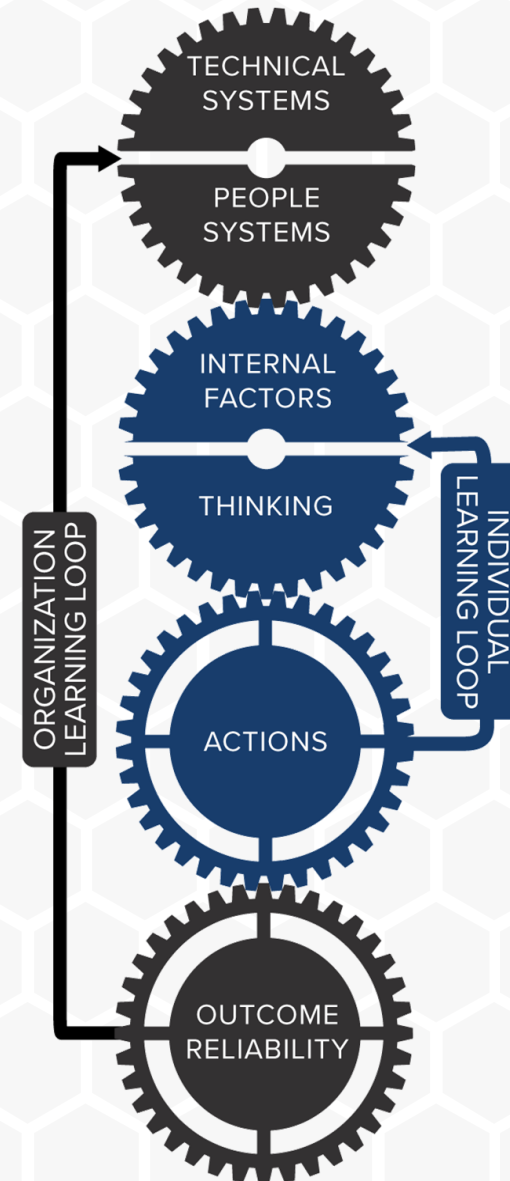
ACTIONS

- behaviors
- habit development
- having conversations
- flagging issues

Learning Loops

ORGANIZATIONAL LEARNING LOOP

- information-gathering processes
- analysis
- systems improvements



INDIVIDUAL LEARNING LOOP

- individual observations
- adjustments to personal actions
- conversations with team leaders

Learning Loops – Real-time Feedback

- Get out on the floor
- Have conversations



Leaders' Role in Managing Human Factors

- Strong communication
- Respond to real-time feedback
- Rely on learning loops
- Support team leaders and frontline workers

Improving Safety with Climate and Human Factors Management

- Influencing climate quickly
- Assessing/improving SMS elements
- Consistent positivity
- Building sustainable momentum



Influencing Safety Climate Quickly

- Catch workers doing something right
- Take quick action on a safety issue raised by workers and make sure everyone knows about it





Assessing/Improving SMS Elements

- Improve reporting systems
- Use multiple lenses

Consistent Positivity

- Improves morale and climate
- Reinforces desired actions
- Builds trust





Building Sustainable Momentum

- Get supervisors focused on high-value actions
- Attend to feedback loops
- Make SMS adjustments to show commitment

Summary



No-Blame Mindset

Acknowledge habituation and autopilot
Pause, think, respond rather than reacting in the moment.



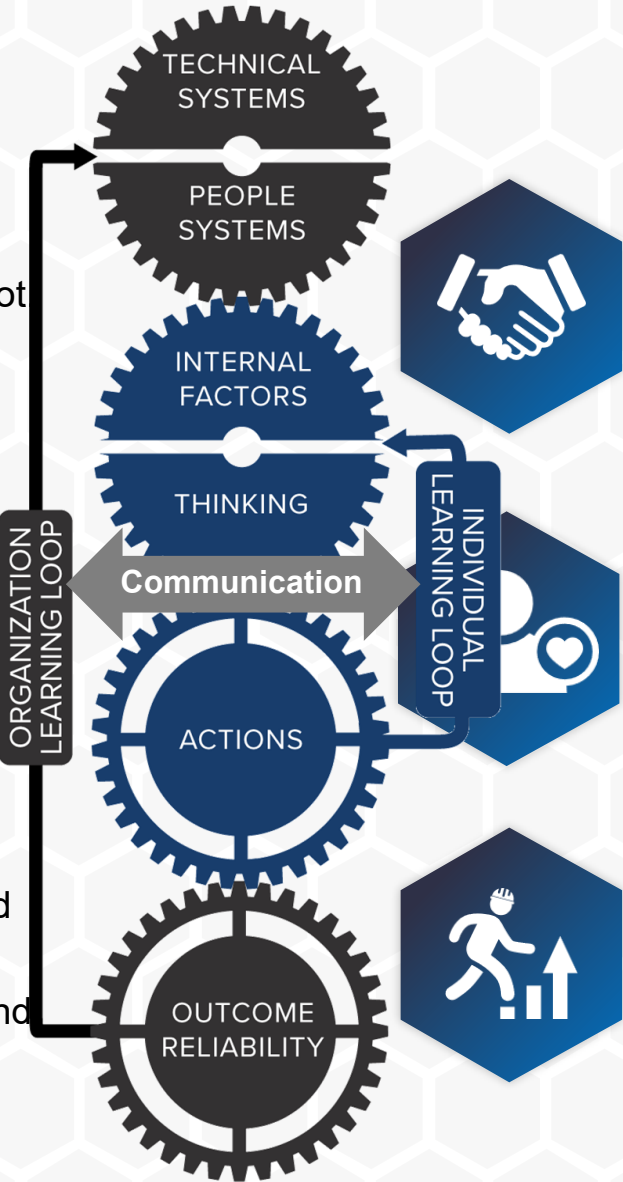
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Active Leadership

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Summary



Thank You for Attending!



Scan the QR code to learn more about safety climate success factors with this in-depth white paper.

Contact today's speaker:

pete@safestart.com



safestart.com/guides/safety-climate-white-paper





Feedback Survey



Your feedback is important to me!