PRIMA'S 2019 RISK MANAGEMENT
WEBINAR SERIES

Cultivating a Safety Culture

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Safety Culture Starts

Safety Platform

- Leadership
- Program
- Training
- Participation
- Caring



Executive Leadership

<u>Investment:</u>

- Sincerity
- Resources
- Response



Safety First?

- Standard safety slogan
- Is safety really first?
- Do valid ideas and suggestions lead to change?

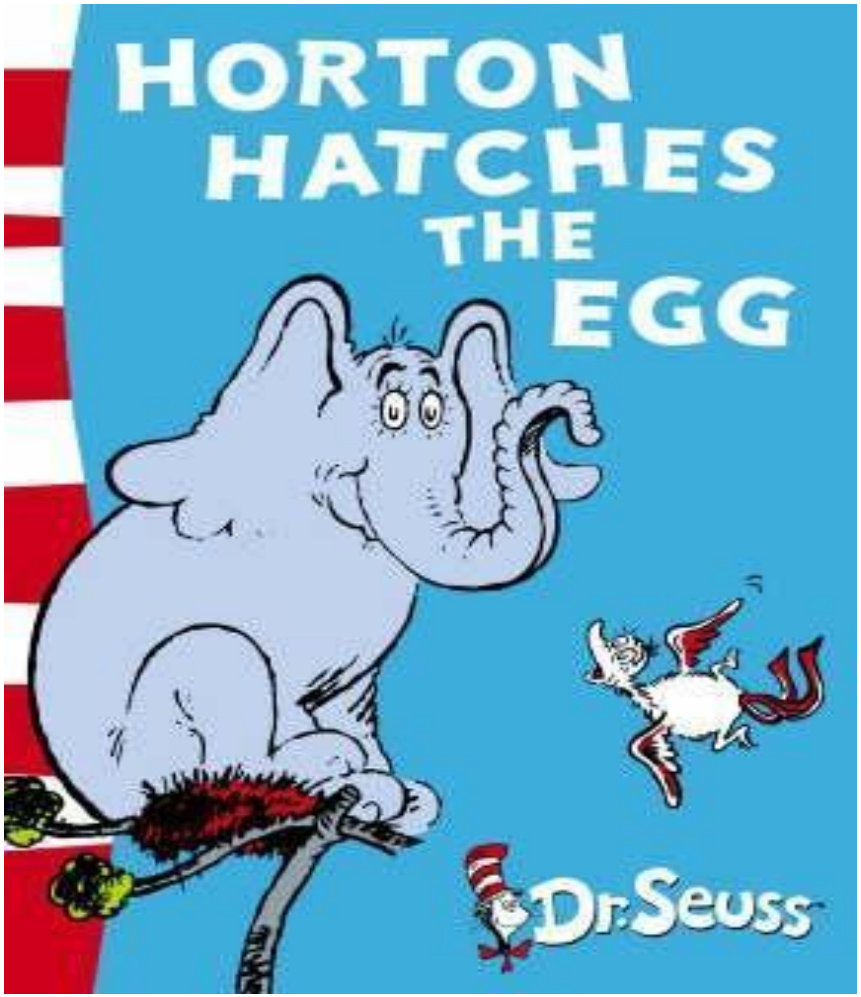


Leadership

“I meant what I said and I said what I meant. An elephant's faithful one-hundred percent!”

Integrity and trust are fundamental principles of leadership and power.

Mitch Dunford, CEO of Wells Media Group, Inc



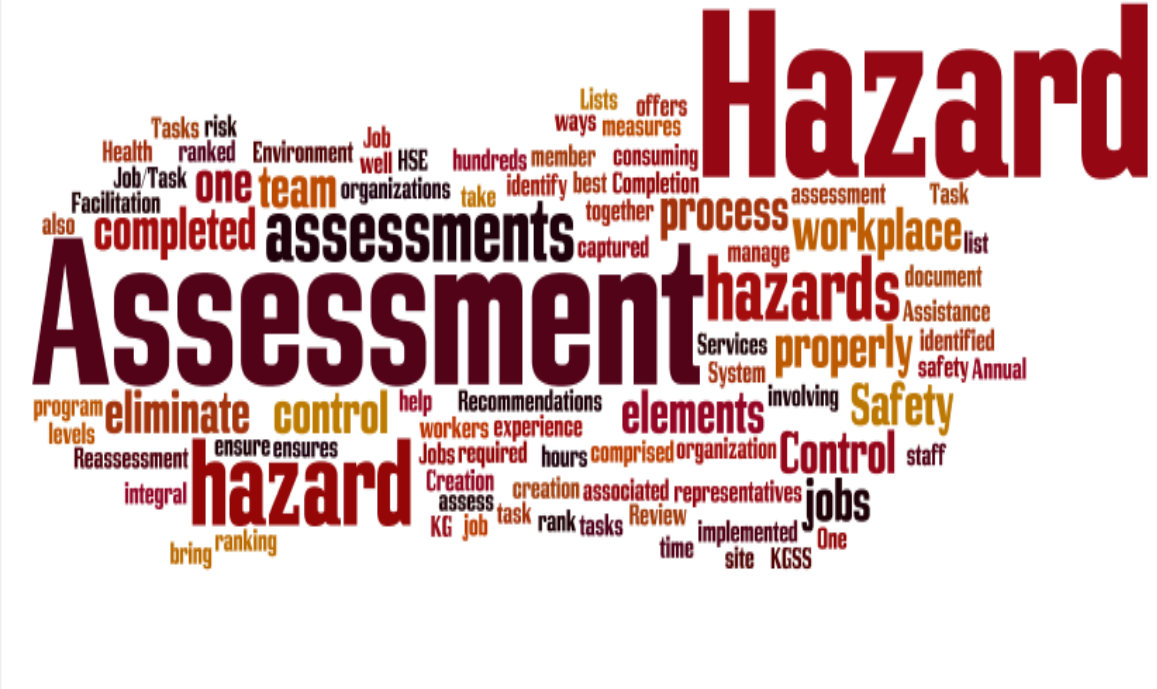
Foundation

- Written policy
- Management Statement
- Program requirements



Identify

- Hazards
- Equipment
- Training Needs
- People



Scheduled Activities

- Training
- Cooperative Inspections
- Assessment
- Annual Audit



Active: Safety Committee

- Defined agenda
- Individual roles
- Include variety of levels
- Provide voice
- Group activities



Workplace Personality Characteristics

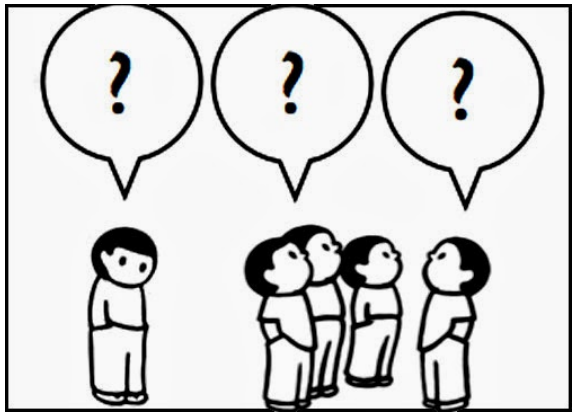
- Extroversion
- Agreeableness
- Conscientiousness
- Openness to Experience
- Emotional Stability



"The Five Personality Types You Have to Work With," Art Markman, fastcompany.com

Common Problems Effecting Team Synergy

- Leadership Challenges
- Personal Insecurities
- Poor Employee Morale and Infighting
- Peer Competition
- Territorial Barriers
- Lack of resources
- Communication Dysfunction



Leadership Characteristics



- Non-judgmental attitude
- Inspire others
- Strong work ethic
- Strive to achieve consensus
- Promote commitment and loyalty
- Facilitate communication
- Reflect on your own needs as well as your team's needs

Engagement

- Actively listen
- Take an interest in your internal and external communities
- Promote responsibility and involvement
- Be assertive
- Empower your people
- Set the example



Four Essential Skills of Leadership

- Ability to engage others in shared meaning
- A distinctive and compelling voice
- Sense of integrity and values
- Adaptive capacity



"Crucibles of Leadership," Warren Bennis & Robert J Thomas, Harvard Business Review, September 2002

Consensus

A group decision making process where all of the opinions of the group are heard and a decision is made that best meets the needs of the majority rather than the minority.



Successful Communication

- Open respectful dialogue
- Fact based information
- Apolitical commentary
- Positive reinforcement of protocols
- Structure that promotes consensus



What are your organizational goals?

- Facilitate a safe and healthy workplace
- Coordinate local, county, federal and state initiatives with employees and the public
- Encourage participative management
- Integrate risk and safety initiatives
- Capitalize on opportunities for improvement
- Promote safety within the community

Written Safety Messages

- Concise communication
- Fact based information
- Apolitical commentary
- Positive reinforcement of protocols
- Structure that promotes consensus

Verbal Safety Messages

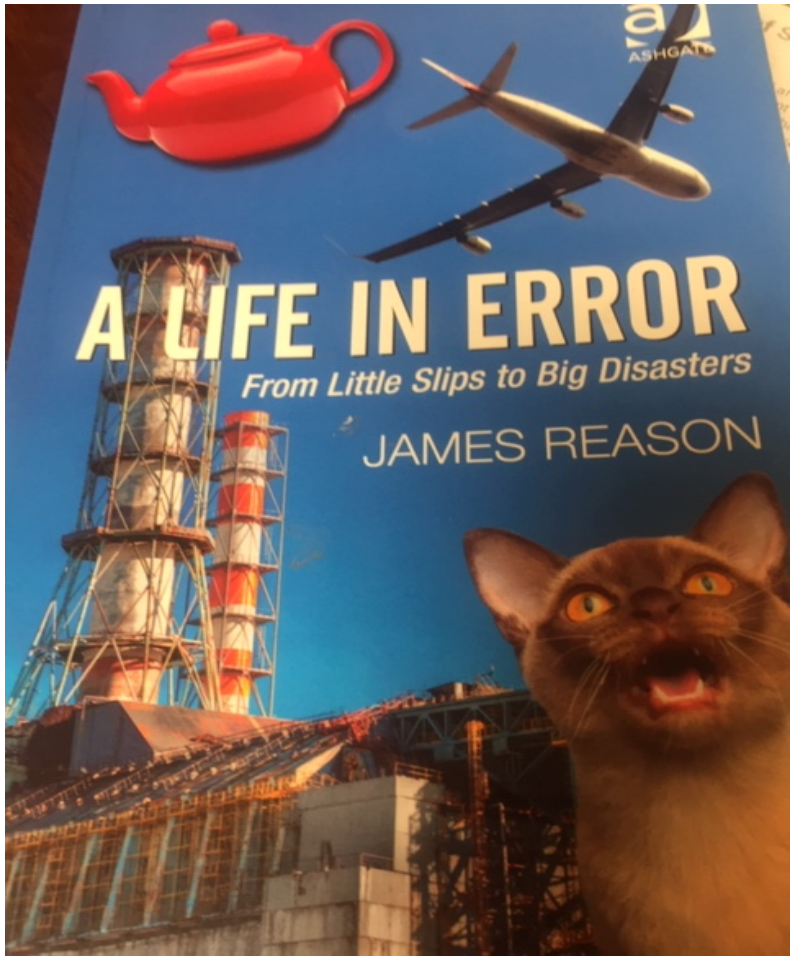
- Practice posture and composure
- Promote positive interactions
- Encourage respectful interchange
- Call out negative behavior
- Allow your constituents to vent
- Assert your presence in a non-threatening way – practice voice control



Signs of Safety Culture Failure

- Increases weaknesses in programs due to inaction
- Inability to recognize operational hazards
- Reluctance to be proactive (worst)

- Reason, J 2013, A Life in Error: From Little Slips to Big Disasters, p 82-83



Normalization of Deviance

- Everything going well
- No major accidents
- Couldn’t ever happen



Positive Cultures

- Actively Caring
- Coaching employees
- Recognize safe acts
- Discover/Respond



Recognition

- Can be simple
- Timely
- Affordable
- Fun



