

Only Human?

Insights into safe behaviour in the workplace

"I cannot accept that accidents only befall the incompetent and increasingly I find myself wondering how it is that competent people in beneficial surroundings can make serious mistakes."

Rod Johnson - U.K. Coastguard Agency Training Officer

This interactive workshop examines the cognitive and response processes behind safe behaviour in the workplace. It focuses on developing the understanding needed to identify and manage the factors behind the often-unpredictable workplace behaviours identified in accident causation studies.

The workshop is structured around a practical sequential cognitive model, examining the hypothesized stages in the decision-making and response process of individuals in a hazardous situation.

The first two stages deal with the **perception** and **cognition** of the hazard. Failure to perceive and recognise the hazard typically leads to unsafe behaviour. At the **motivation** stage, the individual will normally be motivated (or not!) to progress to the next stage based on a very personal "inner" set of attributes. At the next stage, **decision**, the individual can make a conscious decision to try to avoid an accident, or conversely, to take whatever risk is implied. And finally, if an individual decides to take action to minimise / reduce the risks of an accident, they still need the **ability** to do this. The fulfilment of this sequence typically would result in the execution of some form of "safe" behaviour. Failure to follow these stages typically results in some form of "unsafe" behaviour.

In addition to the factors above, we will examine the following:

- The impact of stress, fatigue, wellness, alcohol and drug abuse on these processes
- Understanding risk and risk-taking behaviour
- Culture, motivation, attitudes, emotional intelligence and incentives in safe behaviour
- Understanding the difference between error and violation – implementing a "just culture"
- Using incentive programs to promote safe behaviour

Target Audience:

The workshop will be of particular benefit to Safety and HR Professionals seeking an understanding of human behaviour in the workplace, and those looking for ways to promote safe behaviour in individuals.

Duration:

2 days

