



COMBATING WORKPLACE COMPLACENCY

2009 STAR CONFERENCE



Combating Workplace Complacency

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Objective

- Discuss Contributing Factors to Safety Complacency
- Discuss Strategies for Improving Workplace Conditions & Combating Complacency
- Empower and Create Partnerships
- Provide Recommendations & Best Work Practices
- Foundations for Continuous Improvement



Combating Workplace Complacency

- Contributing Factors to Safety Complacency?
- How Can We Prevent Safety Complacency in the Workplace?



Contributing Factors to Safety Complacency?

STAR Program Perspective



Contributing Factors to Safety Complacency?

- Inadequate Planning
- No Safety and Health Goals
- Management Change
- The Lone Ranger
 - Over Dependence on Single Individual
- Expedience vs. Reasoned Decision Making
- Resistance to Change
 - Sticking to the Same Game Plan Too Long
- Management Ignoring Employees
- Giving Up



COMPLACENCY

- **WEBSTER'S DEFINITION** – Self satisfaction accompanied by unawareness of actual dangers or deficiencies.
- **“ Numb to the Hazards ”**
- **Examples:** Multi-tasking while driving, checking email on PDA, talking on cell phone, reading a map, putting on makeup, shaving...etc.
- **Examples:** Not using handrail on stairway, Not wearing a seat belt, body harness, walking while reading, using blackberry...etc.



CONTRIBUTING FACTORS TO COMPLACENCY



- CORP/MGT DISTRACTIONS (i.e. increase profit, quality)
- LOSS OF COMMITMENT (MANAGEMENT)
- POOR ECONOMY
- SATISFIED WITH MEDIOCRE SAFETY PERFORMANCE
- “UNCONSCIOUS COMPETENCE” – Too competent at job that it becomes routine or monotonous.



IDEAS TO COMBAT COMPLACENCY



■ ***WHAT MUST HAPPEN?***

1. MANAGERS MUST RENEW THEIR COMMITMENT TO THE SAFETY PROCESS.
2. EMPLOYEES MUST GET INVOLVED IN MEANINGFUL SAFETY ACTIVITIES.
3. LOOK “OUTSIDE THE BOX” AS THEY SAY.

HOW YOU ASK?



IDEAS TO COMBAT COMPLACENCY



- SHOW YOUR FACE....TAKE TIME TO WALK AROUND AND TALK TO EMPLOYEES.
- PUT ACTIONS BEHIND WORDS....FOLLOW COMPANY SAFETY RULES AND ATTEND SOME SAFETY MEETINGS OR TRAINING.
- PERSONALLY GET INVOLVED IN REVIEWING ACCIDENT AND INJURY REPORTS OR NEAR MISSES.
- INTEGRATE SAFETY INTO DAILY MEETINGS, TOWN HALLS....MAKE IT THE FIRST POINT OF DISCUSSION
- ENABLE EMPLOYEES TO GET INVOLVED IN THE SAFETY PROCESS. ALLOW OT FOR MEETINGS, TRAINING AND OTHER ACTIVITIES.
- SHOW EMPLOYEES THE RELEVANCE OF WORKING SAFE TO THEIR JOBS, PAYCHECKS, AND MOST IMPORTANTLY FAMILY.



SPECIFIC PRACTICES TO COMBAT COMPLACENCY



- **INITIATE CAROLINA STAR PROCESS (GO FIGURE?)**
- AAA FOR SAFETY (Assess, Analyze, Act) MAKE A DAILY CONTACT
- START UP SAFETY TEAMS/COMMITTEES (i.e. education and recognition committees)
- EMPLOYEES REVIEW “ONE-ON-ONE” WITH MGT THEIR RENEWED “COMMITMENT” TO SAFETY
- EDUCATE EMPLOYEES ON WHAT IT COST THE COMPANY, EMPLOYEE AND FAMILY FOR A WORK-RELATED INJURY
- INSTITUTE CROSS AUDITS AMONG SAFETY COMMITTEES
- DEVELOP A MONTHLY SAFETY NEWSLETTER AND SAFETY CONTEST TO KEEP THE INTEREST GOING.



IDEAS TO COMBAT COMPLACENCY



SEE BACK TABLE FOR EXAMPLES OF SITE-SPECIFIC PRACTICES AND INITIATIVES TO COMBAT COMPLACENCY.

THANKS FOR CARING



Combating Complacency – Employee to Employee



- Keep co-workers involved
- Use variety in how you present the information
- Help each other become confident in approaching one another
- Point out positive safety actions
- Lead by example



Combating Workplace Complacency

- How Can We Prevent Safety Complacency in the Workplace?



Safety Improvement Plan: 10 Steps to Combating Complacency

1. Create a Compelling Vision
2. Believe and Commit to Your Vision
3. Define Shared Values
4. Build and Promote Facility Wide Synergy
5. Improve Communication (2-Way Interaction)
6. Focus on People Power
7. Create Leaders
8. Reinvent Your Safety Program
9. Create a Culture for Innovation
10. Have Extreme Fun