



Southern Safety Tri-Lateral Stop Work Authority/Intervention and Video Update

Intervention

- Human interaction is a vital part of an effective safety system
- Unsafe acts and conditions- most of the accidents that occur are “preventable”; then why do they keep happening?
- **CULTURE**- if a company’s culture promotes speaking up and that this is not only encouraged but considered the norm, employees are more likely to follow suit



What, Why, and Who?

What is a Safety Intervention?

- A discussion by one or more people with an individual or a group regarding an observation of a potential unsafe act, practice or procedure.

Why is a Safety Intervention Necessary?

- To prevent an accident / injury.
- Inform and educate workers of how to perform a task in a safer manner.
- Enhances workplace safety culture.

Who Performs a Safety Intervention?

- ANYONE who sees a potential unsafe act or condition.
- Craft labor, project managers, project engineers, superintendents, project jobsite safety representatives.



Why are workers not speaking up

- Unsuccessful attempts in the past to stop and redirect unsafe operations
- Afraid the person being stopped will become defensive or angry
- Believe it would not make a difference even if they were to speak up
- Think they are incapable of intervening effectively, so why bother



Assumptions vs. Actualities

- Assumption as to why someone is acting unsafe
 - Laziness or poor motivation
- Actuality
 - Do not realize their actions are unsafe
 - Someone else is rushing them
 - They do not know the safe way to do it
- Fundamental Attribution Error- the tendency to attribute behavior to a person's disposition while neglecting external factors
- Main skill needed- to accurately diagnose the reasons behind another person's unsafe behavior



Key Safety Intervention Points

There's a right way and wrong way to conduct a Safety Intervention

- **A correct Safety Intervention can lead to –**
 - Positive response by person being confronted.
 - Change in worker's behavior.
 - Promotes additional interventions.
- **An incorrect Safety Intervention can lead to –**
 - Resistance from the person being confronted.
 - Worker being defensive, failure to change behavior.
 - Discourage future interventions.



Video

- Generational Differences (video)
<https://bcove.video/2OpIHGk>



Key Safety Intervention Points

- Always be positive, and welcoming.
- Obtain the attention of the worker in a gentle manner, do not startle them
- Expect Resistance. You're entering their work space.
- Say "hello" and introduce yourself if you do not know the person.
- Obtain their name and reference it while you talk to them and when you leave.
- Body language and tone of voice is very important. Don't address them with your arms folded or hands on hips or point fingers
- When your intervention involves the crew foreman / superintendent / safety lead, always do it privately away from crew. Intervening in front of the crew can result in workers not trusting their jobsite leads.



Key Safety Intervention Points

- Establish that you and the worker both have the same goal of performing our work in a safe manner so we can return home to our families safely
- Ask for their input on how to perform tasks safely. From this, many times they are then able to correct the at risk condition themselves
- You may find that the worker is just doing what has been done in the past as being an acceptable method, worker may not know he is doing the task unsafely.
- DO NOT single-out the person, use words such as “we & us” rather than saying “you.”
- Tell them “thank you” for reviewing a means and method of performing the task safer, and that you appreciated their time and commitment to our site safety culture



Tips and Considerations

- Picking the best moment – Not all situations require an immediate safety discussion.
- When you need to stop
 - If the situation you're presented with is putting someone in immediate danger, then you need to stop the work.
 - Stopping the work by calling a "time-out" is one method.
 - If the situation is serious, ask to speak to the job foreman and / or jobsite safety representative.
- When it can be done differently
 - However, there are times when we may have observed an unsafe act or condition of a worker, who once they see you they quickly correct the issue. Example would be a worker not wearing his hardhat until he / she sees you entering the jobsite.
 - Such a condition is one in which the worker is not in danger, but one in which you would like to discuss with him / her privately.
 - In this case, approach the worker and signal to him / her to come to you, away from the work crew so you can chat one-on-one.
 - This will make the discussion less daunting, the person less defensive



Tips and Considerations

- Use “I” not “You”
- The best way to avoid the person getting defensive or argumentative is to focus on your own thoughts and feelings rather than what you want them to do differently.
- The easiest way to do this is to make sure you start your sentences with “I” instead of “you.”
- So instead of “*You should be...*,” “*You are supposed to...*,” or “*You know you haven’t...*,” we want to say things like “*I’m a bit worried...*,” “*I thought the rule was...*,” or “*When I was on another site they...*”
- Makes our comments less direct and confronting to the person (and hence make them less defensive).
- Ask Questions
- Makes the discussions less defensive, and gives the person a chance to explain their actions from their point of view.
- So we say things like “*Do we need to have locked this out first?*” “*Do you think we should go get a longer ladder?*” or “*What’s the procedure for this?*”
- Even if you know the answer for sure, using questions creates a more open and effective discussion, and helps you find out more about the other person’s point of view.



Mentality

- Have a “Pay It Forward” Mentality
- Someone looks out for you, you look out for the next person
- Puts a positive spin on intervention
- What’s more important??? Someone being mad at you, or someone still being alive and uninjured



Intervention Enablers

Commitment and Belief that:

- No responsibility is more important than safety
- All incidents can be prevented
- Safety will not be compromised over cost, schedule, quality or production
- Incident prevention reduces suffering and loss

Courage and Confidence to:

- **Stop Work and Intervene**
- **Speak up and provide feedback**



Active Safety Leader Behaviors

Improving Active Safety Leadership Behaviors:

- Take time to know the team
- Set an example by participating in safety program activities
- Influence the Safety Culture. Promote that it is OK for anyone to stop unsafe work
- Encourage and coach teams through continuous safety improvement & to work through challenging situations
- Continuously promote the importance of working safely and quickly recognize and celebrate success
- Can be directive and resolve imminent safety issues and willful noncompliance immediately



Build Relationships

- Your overall Safety Intervention can be better received if you spend time in the field early-on and often so that you become a familiar face on the jobsite.
- Your simple presence on the jobsite shows the craft workers your interest in the project, their safety and work they are performing.
- Being visible on the jobsite provides you the opportunity to get to know the workers, hence making Safety Interventions you need to do much more welcoming / comfortable for both you and the craft workers.
- Be open to being challenged. Let the person know that their viewpoint matters too.
- Get to know the worker as a person, and build a relationship – where they live, their family, they have children, sports interest, music, cars, etc.



5 Steps of Intervention

- 5 Steps of Intervention (video)
<https://bcove.video/2Oo8sqj>

