Scottish House Builders Health and Safety Forum

Communication Behaviours

Effective communication is vital to convey positive safety messages-

- **What we say;**
- **The way we choose to say it;**
- **The way body language/eye contact either supports or undermines the spoken message.**

In Andy's Story:

- How did the quality of the communication contribute to the scaffolding collapse incident?

- What are some of the barriers to communicating effective safety messages?

- What can we do to improve the communication of effective safety messages?

Time Vs Risk and Risk Personal Risk Perception Behaviours

- **Humans are programmed to save time. We balance time saved in conducting a task with the risks involved.**

- **Usually the balance between time and risk is weighted in favour of time-generating behaviours like short cuts/using wrong tools etc.**

- **Our Personal Perceptions of Risk is also a critical factor- 'Accidents only happen to other people'.**

In Andy's Story:

- **Where did Time Vs Risk behaviours contribute to the scaffolding collapse incident?**
- **What could be done to mitigate the Time Vs Risk behaviours factor?**
- **From what you know from the Story how would you describe Steve Smith's (the fatality) perception of Personal Risk?**
- **What may have contributed to his perception?**

Habits/Routine Behaviours

- Good habits and subconscious routine behaviours are important in keeping us safe and effective in engaging with a range of tasks in and out of the workplace.

- Bad habits and subconscious routine behaviours fixed over time can have the opposite effect.

In Andy's Story:

- Where did (bad) habits and subconscious Routine behaviours contribute to the incident?
- What can we do to develop 'Good Safety Habits?'

Intervention Behaviours

Intervention is a critical element in behaviour that supports a robust, genuine Safety Culture.

- What stops people INTERVENING in unsafe actions or situations?
- Where in Andy's Story would INTERVENTION have made a difference?

Safety Culture and Leadership

Safety Culture and Leadership

- **The Safety Culture of an organisation can be described as a mix of the ideas beliefs attitudes and behaviours that people share in relation to health and safety.**

- *'It's the way we do things around here'.*

Safety Culture and Leadership

- **What do you think are the key elements of a robust and genuine Safety Culture?**
- **How would you describe the Safety Culture as presented in Andy's Story?**

Safety Culture and Leadership

- **What role does Leadership play in building and maintaining a robust and genuine Safety Culture?**
- **Who is responsible for Safety Leadership in an organisation?**

Safety Culture and Leadership

- **How would you describe the Safety Culture and Safety leadership in your own organisation?**

Safety Culture and Leadership

- To identify *ACTION* in your own organisation:

Safety Culture and Leadership

Think about and write down something(s) you will-

- *Stop Doing*
- *Start Doing*
- *Continue Doing*

In relation to Safety Leadership and building and maintaining a robust and genuine Safety Culture.