



EFFECTIVE SAFETY OBSERVATIONS AND CONVERSATIONS

OVERVIEW

The program develops understanding of the way social arrangements affect decision making and risk. Skills in listening, conversation and observation are developed to better attune participants to psychological and cultural risks affecting workplace safety.

The Program generates a new awareness about risk and humans which accepts the importance of informal, low key supportive and non-punishing engagement of others in conducting conversations with skill in a non- defensive approach.

The foundation of this program is based in the Social Psychology of Risk, founded by Dr Robert Long.

LEARNING OUTCOMES

By the conclusion of this program participants will:

1. Have an increased awareness of the limitations of orthodox tools, 'risk cosmetics' and human perceptions.
2. Understand the need for connecting with 'workspace', 'headspace' and 'groupspace'.
3. Learn how to be better observer and converse about risk.
4. Develop introductory skills in observation and conversation implementation.
5. Be motivated in 'ownership'
6. for risk, including an increased awareness of how talk matters.
7. Develop improved attitudes and values towards informal walks and talks.
8. Begin to use Risk Conversation and Observation tools.



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MODULES

1. Safety culture and the human element

Take the next step in exploring the human aspects of safety.

2. Perception and human decision making

Introduction to the way perceptions, assumptions, confidence in "common sense" are problematic.

3. Personality type and differences

Provide insight into how personalities are different and play a part in assessing risk, hazards and safety. Linking human complexity to key skills in safety observation.

4. Layers of risk

Go beyond a focus on physical hazards, to develop understanding of "hidden" psychological and cultural risks inherent in many serious accidents.

5. Safety observation tools

When and how to use observation tools to improve engagement, communication, trust and understanding.

7. Safety engagement tools

Learning stages and skills of safety conversations, questions and listening to improve engagement and trust.

8. Video micro-training workshop

Practicing and developing skills in conducting effective safety conversations. Feedback, review and further skills development.

9. Live demonstration and showcase of video training outcomes.

Drawing it together, next steps for applying skills in the workplace.

THE PROGRAM AND RISK MATURITY

The Risk Maturity Matrix illustrates the challenge of moving beyond a systems only approach to understanding and managing risk.

This Program is a first step in moving beyond a Calculative to a Proactive approach to risk and safety (refer "Talk-Walk" step).

Outcomes include improves engagement, trust and understanding of the psychological and cultural risks inherent in many serious safety accidents.



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WHO SHOULD ATTEND

- Leaders and Managers
- WHS Professionals.
- Risk, Compliance, Security and Environment Managers and personnel.
- HR Managers.
- Project Managers.
- Site Managers and Supervisors.
- Operational Staff.

PRACTICAL TAKEAWAYS AND TOOLS

- Comprehensive Manual.
- Unique Practical Tools You Can Apply Immediately.
- Complimentary selection of books by Dr Rob Long.
- Ongoing coaching and support,

